STRATEGIES AND DISABILITY MAINSTREAMING IN THE PUBLIC SERVICE

(A CASE OF THE MINISTRY OF STATE FOR PUBLIC SERVICE KENYA)

By

NGUGI LOISE NJOKI

D53/RI/11744/2004

A Research Project Submitted in Partial Fulfilment for the Award of Degree of Masters of Business Administration (MBA), Kenyatta University

May, 2012
DECLARATION

This Research Project is my original work and has never been presented in any other University for the award of a degree.

Signature------------------ Date-------------------
Ngugi Loise Njoki
D53/R1/11744/2004

This Research Project has been submitted for examination with my approval as the University Supervisor.

Signature------------------ Date-------------------
Julius Murungi
Lecturer
Department of Business Administration
Kenyatta University

The Research Project has been submitted for examination with my approval as the Chairman, Business Administration Department.

Signature------------------ Date-------------------
Dr. Shadrack Bett
Chairman
Department of Business Administration
Kenyatta University
DEDICATION

I dedicate this master’s project to my Mum Beth, who I owe greatly for my life, who has always been there for me and who I get great inspiration from in all that I endeavour to do and achieve.
ACKNOWLEDGEMENTS

First, I am grateful to the Almighty God, who has always been there for me throughout my studies. Secondly, my profound gratitude goes to my Supervisor Mr. Julius Murungi for his insightful guidance that enabled me to successfully complete this project. I am thankful for his corrections in my drafts and guidance in writing this project.

Special thanks go to my family, friends and relatives whom I feel greatly indebted for their patience and understanding throughout the undertaking of the course work and the project process.

Thanks to the Permanent Secretary Ministry of State For Public Service, the Assistant Director, Human Resource Management Services and other work colleagues for the financial and other support.

I cannot forget my fellow MBA students of the 2004 class; thanks for their encouragement throughout the MBA epoch.

Lastly, thanks to any other person who may have contributed in one way or the other to the success of this study.
TABLE OF CONTENTS

Declaration .................................................................................................................. II
Table of contents ......................................................................................................... V
List of tables ................................................................................................................ VIII
List of figures ............................................................................................................... IX
Abbreviations ............................................................................................................ X
Abstract .................................................................................................................... XII

CHAPTER ONE ............................................................................................................. 1
INTRODUCTION .......................................................................................................... 1
1.1 Background information ...................................................................................... 1
1.2 Statement of the problem .................................................................................... 6
1.3 Objectives of the study ....................................................................................... 8
1.4 Research questions ............................................................................................. 9
1.5 Scope of the study ............................................................................................... 9
1.6 Significance of the study ................................................................................... 10
1.7 Limitation of the study ..................................................................................... 10

CHAPTER TWO ........................................................................................................... 12
LITERATURE REVIEW ................................................................................................. 12
2.1 Introduction .......................................................................................................... 12
2.2 Disability conceptualization ............................................................................... 13
2.3 Disability in United Kingdom ............................................................................ 17
2.4 Disability policy formulations ............................................................................ 18
2.4.1 Disability policy formulation in Kenya ......................................................... 20
2.4.2 Disability policy formulation in Ghana ......................................................... 23
2.5 United Nations policy on disability ................................................................... 24
2.6 Equality and freedom from discrimination ......................................................... 27
2.7 Capacity building and training on disability ....................................................... 29
2.8 Enhanced infrastructure in disability mainstreaming ........................................ 34
2.9 Human rights enhanced infrastructure .............................................................. 39
2.10 Challenges of enhanced infrastructure ............................................................. 41
2.11 Interventions to promote disability ............................................................... 41
2.12 Case study ................................................................................................. 42
2.13 Conceptual framework ........................................................................... 43
2.14 Conceptual framework diagram ............................................................... 44
2.15 Summary ..................................................................................................... 45

CHAPTER THREE ............................................................................................. 46
RESEARCH DESIGN AND METHODOLOGY .................................................. 46
3.1 Introduction .................................................................................................. 46
3.2 Research design ......................................................................................... 46
3.3 Area under study ....................................................................................... 46
3.4 Target population ...................................................................................... 47
3.5 Sample selection ....................................................................................... 47
3.6 Data collection instrument ....................................................................... 48
3.7 Validity and reliability of research instrument ........................................ 48
    3.7.1 Test for reliability and validity of research instruments ................. 49
3.8 Data analysis .............................................................................................. 50

CHAPTER FOUR .............................................................................................. 51
DATA ANALYSIS AND INTERPRETATION ....................................................... 51
4.1 Introduction ................................................................................................ 51
    4.1.1 Response rate ................................................................................... 51
4.2 Demographic information ......................................................................... 51
4.3 Job Group .................................................................................................. 52
4.4 Department ............................................................................................... 53
4.5 Whether there is positive relationship between strategies and disability mainstreaming in the ministry ............................................................ 54
4.6 Rating on the ministry’s performance in various areas towards disability mainstreaming ............................................................. 56
4.7 Whether respondents understood the importance of the government having strategies in disability mainstreaming within the public service .......... 57
4.8 Whether respondents were aware of the disability act of 2003 .................... 58
4.9 Whether disability mainstreaming policies have the effect of contravening the right to equal opportunity and merit .............................................. 59
4.10 Opinion as to whether employee attitude affects disability mainstreaming in an organization.................................................................60

CHAPTER FIVE ........................................................................................................61
SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS..........................61
5.1 Introduction........................................................................................................61
5.2 Summary of the findings..................................................................................61
5.3 Conclusion........................................................................................................63
5.4 Recommendations.............................................................................................64
5.5 Recommendation for further studies.................................................................64

REFERENCE............................................................................................................66
Appendix I: Questionnaire.......................................................................................70
Appendix II: Project proposal budget.........................................................................74
Appendix III: Final research budget..........................................................................75
Appendix IV: Research schedule per week(s)............................................................76
LIST OF TABLES

Table 4.1: Respondents level of agreement as to whether there is a positive relationship between strategies and Disability Mainstreaming in the Ministry........ 54

Table 4.2: Respondents rating on the Ministry’s performance in various areas towards disability mainstreaming......................................................... 56
LIST OF FIGURES

Figure 4.1: Gender of the respondents ................................................................. 51
Figure 4.2: Job Group of the respondents ............................................................. 52
Figure 4.3: Respondents Department ................................................................. 53
Figure 4.4: Whether respondents understood the importance of the government
having strategies in disability mainstreaming within the public service ............... 57
Figure 4.5: Whether respondents were aware of the Disability Act of 2003 ............ 58
Figure 4.6: Respondents' opinion as to whether disability mainstreaming policies
have the effect of contravening the right to equal opportunity and merit ................ 59
Figure 4.7: Respondents' opinion as to whether employee attitude affects disability
mainstreaming in an organization ........................................................................... 60
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act 1990</td>
</tr>
<tr>
<td>ADDA</td>
<td>Agency for Disability and Development in Africa</td>
</tr>
<tr>
<td>BME</td>
<td>Black and Minority Ethnic (BME) Communities</td>
</tr>
<tr>
<td>CBOs</td>
<td>Community Based Organizations</td>
</tr>
<tr>
<td>DANIDA</td>
<td>Danish International Development Agency</td>
</tr>
<tr>
<td>DMC</td>
<td>Disability Mainstreaming Committees</td>
</tr>
<tr>
<td>DPOs</td>
<td>Disabled Persons Organisations</td>
</tr>
<tr>
<td>EC</td>
<td>European Commission</td>
</tr>
<tr>
<td>EU</td>
<td>European Union</td>
</tr>
<tr>
<td>FIDIDA</td>
<td>Finnish Disabled People's International Development</td>
</tr>
<tr>
<td>GTIs</td>
<td>Government Training Institutes</td>
</tr>
<tr>
<td>PWDs</td>
<td>People Living With Disabilities</td>
</tr>
<tr>
<td>HIV</td>
<td>Human Immuno- Deficiency Virus</td>
</tr>
<tr>
<td>HODs</td>
<td>Heads of Departments</td>
</tr>
<tr>
<td>HRD</td>
<td>Human Resource Development</td>
</tr>
<tr>
<td>HRs</td>
<td>Human Resources</td>
</tr>
<tr>
<td>HRM</td>
<td>Human Resource Management</td>
</tr>
<tr>
<td>LD</td>
<td>Learning Disabilities</td>
</tr>
<tr>
<td>MCS</td>
<td>Management Consultancy Services</td>
</tr>
<tr>
<td>MTP</td>
<td>Medium Term Phase</td>
</tr>
<tr>
<td>MSPS</td>
<td>Ministry of State for Public Service</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Full Form</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------</td>
</tr>
<tr>
<td>NASCOH</td>
<td>National Association of Societies for the Care of the Handicapped</td>
</tr>
<tr>
<td>NCPWD</td>
<td>National Council for People with Disabilities</td>
</tr>
<tr>
<td>NGOs</td>
<td>Non-Governmental Organisation</td>
</tr>
<tr>
<td>NORAD</td>
<td>North American Aerospace Defence Command</td>
</tr>
<tr>
<td>OECD</td>
<td>Organisation for Economic Cooperation</td>
</tr>
<tr>
<td>PRSP</td>
<td>Poverty Reduction Strategy Papers</td>
</tr>
<tr>
<td>PS</td>
<td>Permanent Secretaries</td>
</tr>
<tr>
<td>SIDA</td>
<td>Swedish International Development Cooperation Agency</td>
</tr>
<tr>
<td>SS&amp;GD</td>
<td>Social Services and Governance Division</td>
</tr>
<tr>
<td>Stdev</td>
<td>Standard Deviation</td>
</tr>
<tr>
<td>UK DFID</td>
<td>UK Department for International Development</td>
</tr>
<tr>
<td>UNCRPD</td>
<td>UN Convention on the Rights of Persons with Disability</td>
</tr>
<tr>
<td>UNCRPD</td>
<td>United Nations Convention on the Rights of Persons with Disabilities</td>
</tr>
<tr>
<td>UN</td>
<td>Unites Nations</td>
</tr>
<tr>
<td>USA</td>
<td>United States of America</td>
</tr>
<tr>
<td>USAID</td>
<td>US Agency for International Development</td>
</tr>
<tr>
<td>VSO</td>
<td>Voluntary Service Overseas</td>
</tr>
</tbody>
</table>
ABSTRACT

The study focused on the relationship between Strategies and Disability Mainstreaming within the Public Service. The study worked on the assumption that there has been no clear effort to establish a link between strategies and Disability Mainstreaming in the Public Service since Kenya gained independence in 1963. This was from the informed position that persons with disability have remained marginalised for a long time in society. They have been viewed as recipient of charity making them less than equal to well-wishers and other members of society as if they were not able to take care of their needs. The study therefore sought to identify if there is a linkage between Strategies and Disability Mainstreaming and also establish the effects of the link between the strategies and disability mainstreaming process in Public Service.

The questionnaires were self administered. The researcher sent them through hand delivery to the respondents and asked them to complete the questionnaires themselves. The researcher gave respondents a period of two weeks and followed up on the respondents to pick up the questionnaires. Before processing the responses, the completed questionnaires were edited for completeness and consistency. The data was then coded to enable the responses to be grouped into various categories. Descriptive and content analysis techniques were employed.

The research concluded that there is a positive relationship between the following parameters in the Ministry: Disability Policy formulation and Disability Mainstreaming, Capacity Building and sensitization training and Disability Mainstreaming, Enhanced infrastructure and Disability Mainstreaming, provision of facilities and Disability Mainstreaming, structures design and Disability Mainstreaming, and 5% affirmative action in employment and Disability Mainstreaming.
The study also concluded that the Ministry's performance towards Capacity Building and sensitization was good; the Ministry's performance towards Disability Policy formulation was good; Structures design and Provision of facilities was fair. The study further concludes that respondents understood the importance of the government having strategies in disability mainstreaming within the Public Service and were aware of the Disability Act of 2003. The study recommends the Ministry of State for Public Service ensure there is a strong relationship between strategies and Disability Mainstreaming in the public sector. This should be done through Capacity Building and Sensitization, Disability policy formulation, infrastructure enhancement, Provision of facilities for the disabled, affirmative action based on disability, Structures design and ensuring a more than 5% affirmative action in employment.

The study also recommends that the Ministry's performance towards the following parameters should be improved: Disability policy formulation, Capacity Building and sensitization, Affirmative action based on disability policies, enhanced infrastructure, Structure design and Provision of facilities. The study further recommends the Ministry starts awareness campaigns emphasizing the importance of the government having strategies in disability mainstreaming within the Public Service and bring employees awareness to the contents of the Disability Act of 2003. Finally, employees should change their attitude positively to favour disability mainstreaming in the Ministry.
CHAPTER ONE

INTRODUCTION

1.1 Background information

This chapter systematically outlines the background of the study, statement of the problem, objectives of the study, research questions, scope of the study, significance of the study, and limitation of the study.

A strategy is a clear decision and statement about a chosen course of action for obtaining a specific goal or result. Kenneth Andrews (1971). A Strategy is a pattern of objectives, purposes or goals and the major policies and plans for achieving these goals, stated in such a way as to define what business the company is in or is to be in and the kind of company it is or is to be. Venohr Bernd Prof. Dr, (April 2007).

According to Fred Nickols (2010), strategy is a perspective, position, plan, and pattern. Strategy is the bridge between policy or high-order goals on the one hand and tactics or concrete actions on the other. Strategy and tactics together straddle the gap between ends and means. A strategy is a clear decision and statement about a chosen course of action for obtaining a specific goal or result.

Chandler’s (1962) defines strategy as “the determination of the basic long-term goals and objectives of an enterprise, and the adoption of courses of action and the allocation of resources necessary for carrying out the goals” (p. 13). According to Chandler 1962, changes in the strategy are mainly responses to opportunities or needs
created by changes in the external strategy, such as technological innovation, policy change etc. He argues that once strategy changes, complimentary new structures are also devised. He also illuminated the active role of managers in pursuing strategic changes and exploring new administrative structures to accord with the changes.

Robert A. Pits and David, (2003), state that the term strategy reflects strong military roots; military commanders employ strategy in dealing with their opponents. The analysis the fundamental premise of strategy is that an adversary can defeat a rival if it can manoeuvre a battle or engagement onto terrain, favourable to its own capability and skill. Competitive strategy for organization aims at achieving a favourable match between a firm and distinctive competence and the external environment in which it competes.

According to Robert and David, (2003), the management process designed to satisfy strategic imperatives is called strategic management process. It consists of four major steps, analysis, formulation, implementation and adjustment. The issues that managers confront when carrying out there steps will be unique to each firm, depending on the imperatives and situation involved.

Strategic management involves the process and approach of specifying an organization’s objectives and developing policies and plans to achieve and attain objectives by allocating resources so as to implement the policies and plans. Hambrick & Mason (1984) drawing from upper echelon theory proposed that senior executives make strategic choices on the basis of their cognitions and values and argued that an organizations becomes “a reflection of its top managers.” Strategic
decision as Hambrick & Finkelstein (1987) contend relies on 'managerial discretion', which is the latitude of action that top managers enjoy and which is a function of the degree to which the environment allows variety and change.

Disabilities have been defined in many ways. In general, disabilities are characteristics of the body, mind, or senses that, to a greater or lesser extent, affect a person's ability to engage independently in some or all aspects of day-to-day life. The "Persons with Disabilities Act (2003) define it as "a physical, sensory, mental or other impairment, including any visual, hearing, learning or physical incapability, which impacts adversely on social, economic or environmental participation" hence, affecting day to day activities of a person.

The Disability Discrimination Act (1995) of Northern Ireland state that disability is a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities. The definition covers physical and mental impairments which include physical impairments affecting the senses such as sight and hearing, heart disease, diabetes, epilepsy mental impairments including learning disabilities and mental ill health. This Act makes it unlawful to discriminate against disabled persons in connection with employment, the provision of goods, facilities and services or the disposal or management of premises.

According to the World Health Organisation, Disabilities is an umbrella term, covering impairments, activity limitations, and participation restrictions. Impairment is a problem in body function or structure, an activity limitation is a difficulty
encountered by an individual in executing a task or action, while a participation restriction is a problem experienced by an individual in involvement in life situations.

'Disability Mainstreaming' means a strategy through which concerns, need and experience of persons with disabilities are made an integral part or dimension of the design, implementation, monitoring and evaluation of policies and programmes in all political, economic and societal spheres, so that persons with disabilities benefit equally and inequality not perpetuated.

According to Daniel Jones and Li Webster (2007), Mainstreaming is essentially a question of rights. Everyone, including every disabled person, has the same fundamental human rights, such as the right to life, to information, to freedom of movement, to education, to family life, to decent work and to a voice in decisions that affect them.

The public sector in Kenya is currently undergoing reforms in all sectors. Rising expectations for quality services from citizens and the new constitution requirement on people with disability led the government leadership to review the strategies for mainstreaming and to establish better methods of letting them fully contribute to general economic development. Ministries and Department have adopted to gender mainstreaming. The issue of Disability Mainstreaming has attracted all the sectors attention, whereby gender equality and disability campaigns have taken a Centre stage as part of Public Sector Reforms for planners and implementing agencies of disability projects. The study will be conducted in the Ministry of State for Public Service (MSPS). The Ministry has its origin in the Establishments Division, which was
created in 1947 in the then Office of the Chief Secretary. It has a critical role in the administration of the Civil Service and is currently under the Office of the Prime Minister. It deals and handles all matters related to manpower requirements, management improvement, staff development, personnel administration and training programmes for all Ministries and Departments. The Ministry performs its functions supported by four divisions namely; the Human Resource Management, Human Resource Development, Management Consultancy Services and the Finance and Administration. The Ministry also manages four institutions namely: Government Training Institutes of Matuga, Embu, Baringo and Mombasa.

The Circular on Organization of Government of May 2008 mandates the Ministry of State for Public Service (MSPS) to provide strategic leadership and guidance to the Public service on the Human Resource Management and Development. The Ministry’s core functions are to formulate Human Resource Management and Development policies, rules and regulations in the Public Service, advise the Public Service on organizational structures, ministerial functions, staffing levels, develop and review schemes of service and career guidelines, train and build capacity in the Public Service, initiate and coordinate Human Resource Management reforms in the Public Service, Coordinate Human Resource Management information systems, review, harmonize and update the terms and conditions of service for the Public Service and to provide guidelines and monitor payroll and human resource records in the Public Service.
1.2 Statement of the problem

Kerlinger (1986) has noted that a well defined problem statement establishes the foundation for the rest of the research process. According to him a problem statement is not a question but becomes a spring board for generating and presenting research questions. He argues that a problem statement is a logical argument with structure, sequences, substance and rationale.

Mugenda, (2008), argues that a problem will always exist in any human environment and people always describe and discuss their problems with friends, relatives or those they hope can provide them with solutions. Mugenda (2011), states that social research is often carried out in response to a problem in the society. He asserts that social research results into the interaction or a combination of two or more factors. According to Ngechu, (2010), a research problem is the perceived difference between what exist and the ideal situation. She asserts that problem indicators are the perceived difference and dissatisfaction by the stake holders involved.

In Kenya, the widening of the political and democratic space has influenced the citizens to demand for disability mainstreaming through affirmative action in employment, representation in elective offices and enrolment in school within the country. These have further been accelerated by the high level of public awareness and high demand for better service and accountability by a well-educated and informed citizen. They believe that there must be equal room for opportunities for every one irrespective of their gender, tribe and disability factors.
Currently the Constitution of Kenya 2010, Article 10, requires all state organs, state officers and public officers to embrace the following principles of governance in relation to affirmative action in the discharge of their duties, Human dignity, equity, and social justice, inclusiveness equality, Human Rights and Non-discrimination Protection of the marginalized. Article 54, 55 and 56 of the constitution further provide programs in place to ensure that persons with disabilities, the youth, minorities and marginalized groups participate and are represented in all opportunities provided by the government.

There has been no clear effort to establish a link between strategies and disability mainstreaming in the Public Service since Kenya gained independence in 1963. There exist assumptions that public service has constantly discriminated against the disabled persons and negated their individual human rights. This is from the informed assumption that persons with disability have remained marginalised for a long time in society. Disabled persons have been viewed as recipient of charity making them less than equal to well-wishers and other members of society as if they were not able to take care of their needs. There has also been the assumption that there is no clear strategic decision on policy formulation, sensitization campaigns and enhanced infrastructure in public service linked to disability mainstreaming. These has been complicated by strategic decisions undertaken in public service which have not satisfied the numerous and often conflicting needs of various stakeholders on disability mainstreaming issues through the process of implementation. Implementation is concerned with how resources are mobilized to accomplish the strategy and requires appropriate interplay of various variables and actors in strategic
management and leadership. In this case there seems to be a problem gap between the strategies and disability mainstreaming implementation process. The study therefore will seek to identify if there may likely exist a relationship between the stated strategies and establish their effects in Disability Mainstreaming process in Public Service.

It against this problem statement that the study needs to be conducted in order to identify if there may likely be a relationship created by the gap, having in mind that the government's role is to provide leadership and services to its citizens without any discrimination. The study views to address issues on the likely relations and propose appropriate interventions.

1.3 Objectives of the study

According to Mugeuda (2008), objective is a generic term usually used to express a desired outcome or end result. Objectives of the study narrow the investigation by further selecting the ultimate aims of the study and consequently eliminating peripheral areas that could crowd the study and that the word objective is borrowed from management science. Drucker, (1954), first coined the phrase Management by Objective to refer to a system that seeks to achieve a science of common purpose and direction in the fulfilment of business results. The objectives for a study must be specific, measurable, achievable, and reliable and time bound (SMART). The study will seek to identify if there may likely exist a relationship between strategies and disability Mainstreaming process in Public Service. The objectives of the research are:
i) To determine the effect of policy formulation and implementation on Disability mainstreaming.

ii) To determine the effect of enhanced infrastructure on Disability mainstreaming.

iii) To determine the effect of capacity building and sensitisation training on Disability Mainstreaming.

1.4 Research questions

i) What is the effect of Policy formulation and implementation on Disability Mainstreaming?

ii) What is the effect of enhanced infrastructure on Disability Mainstreaming?

iii) What is the effect of capacity building and sensitisation training on Disability Mainstreaming?

1.5 Scope of the study

The study will be in the Ministry of State for Public Service which will targets all officers in the different cadres and Job Groups. The core cadres are Human Resource Management Officers, Management Analyst, Human Resource Development Officers, Support Officers (Administration) and Officers from the Government Training Institutes. The Ministry is based in Harambee House, Nairobi with some Departments at the Kenyatta International Conference Centre (KICC), Baringo, Matuga, Embu and Mombasa. The study will interrogate the independent variables which are policy formulation and implementation, Enhanced infrastructure and Capacity building and sensitisation training as strategies for Disability Mainstreaming.
1.6 Significance of the study

The information provided will be relevant to policy formulation and implementation in public sector and thus provide the policy makers with imperative information on strategies and disability mainstreaming for the public sector to refer to. On the other hand, it will enlighten stakeholders such as Ministries, employees, the private sector Disabled Persons Organisations, internal and external customers on matters related to Disability Mainstreaming. The study will act as a revelation on disability strategic issues that affect Public Servants within the current reforms being undertaken by the Kenyan government. The study will be instrumental in assessing the impact of Disability Mainstreaming in the public sector.

1.7 Limitation of the study

The study will be limited to some strategies used in disability mainstreaming in Public Service. It will not venture into the broader disability management aspects. The study will be restricted to Ministry of State for Public Service. This will be due to limitations of time, the study being self-sponsored and also because it might incur huge financial costs. The study will encounter data analysis challenges, having in mind that not all respondents targeted will answer the questions appropriately, this could be as result of language and comprehension challenges. The theoretical issues addressed in the literature review may not be applicable in certain situations thus creating complication in drawing a link between the conceptual framework and the reality on the ground. Convenience in administering of tools and instrument could also pose as a limitation as most of the targeted population are workers who might have no adequate time to give appropriate responses to the questionnaire asked. The
area of study could also be a limitation in itself; this is from the informed assumption that persons with disability have remained marginalised for a long time in society. This background could skew the response and increase the margin of error in the final report.
CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

According to Nigel Gilbert 2008, literature review must identify what has been achieved and what need to be achieved in regard to the research areas. It should also outline the factors or variable impinging on the research question and provide the methods or research process used their effectiveness in previous studies. Nigel asserts, that the literature should explore s between the theories and the practices in the research field under study. It should also provide a rational for the researcher questions or problem under study. He asserts that should demonstrate and deep knowledge of the history and breath of the subject under study as well as understand the intellectual field it has developed.

According to Pettigrew and Robert 2006; literature review include, Systematic, Meta-analysis and narrative review reactively. Systematic review identifies and synthesizes all research on specific topic while Meta-analysis involves qualitative review that uses statistics techniques to synthesis result into a single and descriptive account. The review of the study will involve all these study review systems.

This chapter deals with related theories and publications related to Disability Mainstreaming strategies in Public Service. The purpose of the review of literature related to Disability Mainstreaming strategies is to acknowledge the contributions of other philosophers towards the area of study. It finds out how this area of study was
undertook and provides the avenue for the researcher to get the wide knowledge and information under varied circumstances. It will also include the conceptual framework which will have dependent and independent variables. The focus of the literature will include conceptualization of Disability Mainstreaming strategies. These specific strategies include Policy Formulation, Capacity Building and Sensitisation Training and Enhanced Infrastructure.

2.2 Disability conceptualization

In United Nations, Persons with Disabilities (PWDs) constitute approximately 650 million people of the total global population. This number accounts for 10% of the world population. The UN also estimates that 80% of persons with disabilities live in developing countries. Persons living with disabilities have not fully participated in the economic, political and social life of their communities. As a result they have continued to experience high rates of illiteracy, unemployment, and stigmatization.

Article 3 of the UN convention establishes general principles for its implementation. These principles include are respect for everyone’s inherent dignity and the freedom to make their own choices, full participation in society, and acceptance of people with disabilities as part of human diversity, access to transportation and information, and equal opportunity. It also cites the rights of people with disabilities, including equality before the law and life, liberty and security of the person. It creates avenue for freedom from torture, exploitation, violence and abuse and allows freedom of movement and nationality. The article has clause for respect for privacy and provide access to education and health care, work and an adequate standard of living. It also provide for an article which promotes participation in cultural, political and public
It is estimated that 43 million Americans, or one out of every five, have a disability. As defined in the Americans with Disabilities Act 1990, the term "disability" applies to three categories of individuals; People who have a physical or mental impairment that substantially limits one or more major life activities, those who have a record of an impairment which substantially limits major life activities and who may be regarded by others as having such an impairment. For an employee or job applicant to be protected by the ADA, an individual must be "disabled" in or more of the above manners, be "otherwise qualified" for the position, and be able to perform the essential functions of the job, "with or without accommodation.

The United Nations Convention on the Rights of Persons with Disability (UNCRPD) was adopted on 13th December, 2006 is the latest UN instrument that aims to protect the rights and welfare of persons with disability. The document came into being as a result of lobbying between Disabled Persons Organisations, NGOs in the Disability sector as well as Civil Society Organisations. The UNCRPD is a historic, global achievement especially for those among the 650 million Persons with Disability who face discrimination and lack adequate protection.

Disability issues in Europe are of growing importance. This is not only demonstrated by ongoing policy developments at the European level concerning disability and people with disabilities during the last 15 years, but also by the growing number of people with disabilities, for whom this policy is especially relevant. Surveys conducted in all EU Member States have shown that about 16% of the population
aged 16-64 has a long standing health problem or disability and that 3.4% has a severe health problem (Euro stat 2005). The prevalence of these health problems increases significantly with age, as on average, 2.7% of person aged 25-34 reported a severe health problem, and this proportion increases to almost 14% for the 55-64 age group and is at 39% among person aged over 85 years of age. The proportion of those who reported themselves to be moderately disabled increased from 8% in the 25-34 age groups to almost 29% in person over 85 years of age. With the ageing of the European population, disability issues will become a more important determinant of a country’s health policy.

European data over the last 15 years, however, shows that with an increase in life expectancy there seems to be a slight decrease in the most severe disabilities, but simultaneously, a stronger increase in the least severe handicaps (EC 2003). This increase in the least severe disabilities may have been determined by the substitution of non-disabled years with years of minor disabilities and a shift from severe to less severe problems. This trend suggests the effect of public health policies for the next decade. Richard G. Rogers. Perenboom et al. (2004)

Most of India’s 70 million disabled people suffer unequal access to education, employment and justice, and are often excluded from the political processes. For example, although the average national enrolment rate is 56 per cent, only eight per cent of India’s disabled children are in full-time education, and unemployment for disabled people is over 99 per cent, compared to the national average of 8 per cent. VSO India and VSO.
Kenya signed the UN Convention on the Rights of Persons with Disability (UNCRPD) on 30th March 2007 ratified on 19th May 2008 and is currently in the process of domesticating the general principles of the UNCRPD of non-discrimination, full and effective participation and inclusion in society respect for differences, acceptance of persons with disability as part of human diversity and Promotion of accessibility and individual autonomy.

The 2007 Kenya National Survey for Persons with Disability (KNSPWD) established that 4.6% of Kenyans experience some form of disability. More persons with disability reside in rural than in urban areas, 15% of persons with disability are likely to be affected by environmental factors on a daily basis and 3% on a weekly basis. It stated that 65% of persons with disability regard the environment as a major problem in their daily lives, a third of persons with disability work in their family business while a quarter do not work at all. Okiyo, Martin, Osang’iri. (September, 2010).

The Persons with Disability Act was passed by the parliament in 2003 and came into force in 2004 is the national law relating to persons with disabilities in Kenya. It recognizes that persons with disability face discrimination in various forms and that the government shall take steps to the maximum of its resources to achieve the realization of the rights of disability. The Act emphasis that public sector employers should have 5% of their jobs for people with disability and they should not be laid off their duties. The constitution promulgated in August 2010 also addressed the issues for people with disability in Kenya.
2.3 Disability in United Kingdom

The population of United Kingdom is diverse and complex in terms of ethnicity, culture, language and religion. The increase in ethnic diversity is also apparent in the population of children and young people with learning disabilities. The focus is children and young people with Learning Disabilities (LD) from Black and Minority Ethnic (BME) communities as they face inequalities, discrimination and marginalization. (www.statistics.gov.uk)

Emerson and Hatton (2008) state that nearly 985,000 people in England (2% of the general population) including people not identified by specialist services have a learning disability. The overall prevalence estimate of learning disability in BME communities in the UK is not known. What is known is that there is an increased prevalence of severe learning disability in the South Asian Community in the UK (Emerson et al 1997, Emerson and Hatton 2004). A number of factors contribute to this high prevalence learning disability in this community. Evidence show a strong link between socio-economic factors such as lack of nutrition, poor housing conditions, poor child rearing practices and high prevalence of learning disability (Mink 1997, Emerson and Hatton 2007). First cousin marriages or consanguinity is suggested as cause for poorer birth outcomes in the South Asia community.

Children and young people with learning disabilities from BME communities face exclusion and discrimination in accessing and use of child and adolescent mental health services. A number of factors such as cultural and religious beliefs, language barriers, lack of adequate knowledge and awareness of services act as barriers in accessing and use of a range of services and professional help. Respecting human
rights and equality, services need to take on the challenge of providing services to all sections of the community.

Service Commissioners within the BME communities should have a clear understanding of the population that they are serving and this requires having up to date information about the number of people from various minority ethnic communities in their geographical area. Having this information in the service database alone will not contribute to shaping a culturally sensitive and culturally competence service structure.

2.4 Disability policy formulations

A Policy can be considered as a "Statement of Intent" or a "Commitment", and for this reason the decision-makers can be held accountable for their "Policy". The term policy may apply to government, private sector organizations and groups, and individuals. Presidential executive orders, corporate privacy policies, and parliamentary rules of order are all examples of policy. Policy merely guides actions toward those that are most likely to achieve a desired outcome Kingdom J. (1995).

Disability Policies are formulated just like any other the Policies and a number of steps have to be followed. Policy formulation involves is the creation of relevant and supportable courses of action for dealing with problems and does not always result in the adoption of policy. During this stage of the policy cycle, expressed problems, proposals and demands are transformed into programs. It involves what should be achieved by the policy and the different action alternatives.

Policy formulation could also be viewed as a process of negotiation and bargaining in
order to satisfy various interests and build a coalition of support. Policy formulation
varies according to the nature of the policy and the organizational structure in which it
is made (i.e. actors, content, and context) but often includes assembling information,
developing arguments, developing alternatives, and persuading others. Sometimes the
process is rational - systematically weighing the pros and cons of various alternatives;
other times the process is incremental - an interactive decision making process
without explicit goals Anderson and Sotir Hussey, (2005).

For a policy to be formulated, people must perceive that there is a problem worth
being solved. A problem can be viewed as a need, dissatisfaction or necessity. The
need can be identified by an individual or group of people that require policy
intervention. Maslow’s Hierarchy of Needs classifies needs as physical, safety, love,
self-esteem, and self-actualization. Unfulfilled needs become a deprivation public
policy, analysts need to concern themselves with problems that attract governmental
or societal attention or the vast majority and require public authority attention. For
Disability Policy formulations just like any other policy, a general decision has to be
made about the problem.

The next step is to identify and analyze the various policy options which can be
applied to achieve the set of goals and objectives. The options available will depend
on local circumstances as much as the broader context and each stake holder will have
to develop their own unique approach to addressing the issues pertinent to the policy.

A policy is then drafted and if adopted carries out identified objectives. The statement
of issues provides the basis for the formulation of a set of goals and objectives,
designed to address the problems identified and to exploit the opportunities which present themselves.

An implementation program for realizing the policy recommendations must then be prepared, addressing budgetary and programming requirements, and allocating roles and responsibilities. Finally, the implementation of the policy strategy needs to be systematically monitored and evaluated against the stated goals and objectives, and the various components of the strategy modified or strengthened, as required. At each step of the way, each component of the strategy needs to be discussed and debated, and a public consultation process engaged in. The extent of consultation and the participants involved will vary with each step.

2.4.1 Disability policy formulation in Kenya

The constitution of Kenya 2010 enhances disability mainstreaming by explicitly recognising the rights of persons with disabilities. The constitution of Kenya 2010 in the bill of rights (part 1) specific applications of right 54(1) (a) to (e) states that a person with any disability is entitled to be treated with dignity and respect and to be addressed and referred to in a manner that is not demeaning; to access educational institutions and facilities for persons with disabilities that are integrated into society to the extent compatible with the interests of the person; to reasonable access to all places, public transport and information among rights.

The persons with Disabilities Act of 2003 (Part iii) Rights and the Privileges of Persons with Disabilities outlines that the government shall take steps to maximum of its resources to achieve realization of the rights of persons living with disabilities set
out in the act. These include the rights to access to suitable employment, exemption to taxation, non-discrimination in advertisement of employment, determination of wages, salaries, accommodation leave and provision of recreational facilities related or connected with employment.

According to Pia Korpinen (October 2009) the free primary education provision by the Kenya government in 2003 was crucial to the attainment of universal primary education, as it removed all levies that previously prevented children especially those from poor economic backgrounds from accessing education. The scheme was extended to special education and schools for children with disabilities, through the provision of additional funding to meet the needs of children with disabilities in schools. He further states that the National Development Plan (2002-2008), focused on strengthening vocational rehabilitation Centres for people with mental and physical disabilities and affirmative action in areas of employment, vocational training and education while the Vision 2030, provides a long-term development framework.

The Service Act (revised 185) prohibits discrimination in appointment, promotion and transfer of public servants, in particular the Act provides in Regulation 13 of the Public Service Commission that the appointment, promotion and transfer of public officers shall take into account only on merit, ability, seniority, experience and official qualifications. This implies that employees should not be discriminated on basis of disabilities.

The Occupational Safety and Health Act (2007) was enacted by the government with the aim of providing the safety, health and the welfare of the workers lawfully
present at work place including persons, with disabilities. The Act requires that the occupier and the employee to ensure the safety health and welfare off all persons in the work.

The Employment Act (2007) states that no employee shall discriminate directly or indirectly on grounds of race, colour, health, sex, language, and religion, political or other opinion. The Act in Part II -General Principles, Discrimination in Employment further states that an employer shall promote equal opportunity in employment and strive to eliminate discrimination in any employment policy or practice. No employer shall discriminate directly or indirectly, against an employee or prospective employee or harass an employee or prospective employee on grounds of race, colour, sex, language, religion, political or other opinion, nationality, ethnic or social origin, disability, pregnancy, mental status or HIV status in respect of recruitment, training, promotion, terms and conditions of employment, termination of employment or other matters arising out of the employment.

As exemplified in the Vision 2030, Kenya intends to become a globally competitive and prosperous nation with high quality of life by the year 2030 through initiatives aimed at sustaining rapid economic growth. The first Medium Term Phase (MTP) of vision 2030 had two flagship projects that intend to address issues and concerns of people with disabilities. The first project was implementing disability fund to provide financial support to people with disability for their social economic empowerment. The fund was to be inclusive of appropriate budgetary allocations to provide financial assistance to PWDs for their socio-economic empowerment. The second project was representation of PWDs in decision making processes at all levels. This would ensure
that issues that directly affect the PWDs are adequately addressed in policies and legal frameworks, programmes and projects.

2.4.2 Disability policy formulation in Ghana

In 2006 Ghana’s parliament passed the National Disability Act, intended to ensure that people living with disabilities enjoy the same rights as the able-bodied. The act offers a legal framework to protect the rights of physically and mentally disabled persons in all areas of life, from education, training and employment to physical access and health care. It also is intended to promote the creation of an environment that will advance the economic well-being of disabled people and enable them to function better. After taking office in January 2009, President John Atta Mills initiated a series of face-to-face meetings with persons with disabilities. The discussions led to the establishment of the National Council of Persons with Disabilities.

The authorities also are seeking to disseminate the Disability Act of 2006 more widely, including in electronic form. In June 2009, for example, the Minister of Education Alex Tettey-Enyo launched the Act’s electronic version in Akropong in the Eastern Region with funding from the Danish International Development Agency, the Act was published in English and local languages such as Ga, Ewe and Twi.

Most recently, the Ghana government incorporate disability issues into the country’s national budget. The Minister of Finance and Economic Planning Kwabena Duffour, announced in parliament on 19th November 2009 that his government will give all children with disabilities free education. The government had previously established
special schools for the disabled in all regions of the country. "The political will has always existed in Ghana," commented Aida Sarr, a communications and programmes officer at the Secretariat of the Africa Decade of Persons with Disabilities, headquartered in neighbouring Togo, but political will is sorely needed in most other African countries, despite the existence of an international convention, the proclamation of an annual International Day of Persons with Disabilities (3rd December) and other programmes. People with disabilities still face discrimination and receive little support across much of Africa.

In a number of countries in Southern Africa there are Non-Governmental Organizations (NGOs) that agitate for the welfare of disabled people, some focusing on those with specific needs, such as the blind, deaf, paralyzed or mentally ill. Most groups challenge governments to implement policies for the rights of the disabled. One such group in Zimbabwe is the National Association of Societies for the Care of the Handicapped (NASCOH). "We want disability to be mainstreamed in every government department, function and parliament," argues Farai Mukuta, NASCOH's Director. He stated that most of the obstacles facing people with disabilities involve public amenities, education, and information, access to public transport, buildings and public gatherings.

2.5 United Nations policy on disability

Over 650 million people are estimated to be living with disabilities globally, of who more than 500 million are in developing countries. Until the disability act 1995 the main legal requirement in Britain for dealing with the employment of disabled persons were contained in Disabled persons Employment Act 1944. The requirements
were very modest but represented an example of what would now be called ‘Positive Discrimination’ G. A. Cole (2001). To help protect their rights, the UN General Assembly adopted the Convention on the Rights of Persons with Disabilities in December 2006. The convention and an additional optional protocol are intended to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms for all persons with disabilities. Article 3 of the UN convention establishes general principles for its implementation. Among them are respect for everyone’s inherent dignity and the freedom to make their own choices, full participation in society, and acceptance of people with disabilities as part of human diversity, access to transportation and information, and equal opportunity. It also cites the rights of people with disabilities.

The convention does not explicitly define “disability”, however, the preamble states that “disability is an evolving concept” that “results from the interaction between persons with impairments and attitudinal and environmental barriers” that hinder their full, effective and equal participation in society. Compliance with the convention is monitored internationally by a Committee on the rights of Persons with Disabilities. The committee reviews reports submitted by signatory governments and also has the authority to examine individual complaints and conduct inquiries in countries that have ratified the optional protocol. Another legal instrument under the Convention is ‘The Conference of State Parties’. The US Agency for International Development (USAID) (1961) has a very explicit policy on disability, "To avoid discrimination against people with disabilities in programmes with USAID funds and to stimulate engagement of host country counterparts, governments, implementing organizations
and other donors should promote a climate of non-discrimination and equal opportunity for people with disabilities”.

The US policy seeks balance between prevention, rehabilitation, equalization of opportunities and barrier-free access in the spirit of the Americans with Disabilities Act (ADA) legislation. The UK DFID proposed a comprehensive approach to mainstreaming disability. There are a number of issues included such as; better data, integration of disability into existing social, educational, health and labour structures, effective participation of disabled persons in decision-making processes through using local and international guidelines for infrastructures, ensuring that buildings are accessible and taking account of transport needs. It acknowledges disabled persons in all training materials, access to information in barrier free formats, assessment of impact on disabled persons/families in evaluation.

A number of OECD countries have policies towards disability. There are several types of approaches to this whereby some countries have a specific policy or policy document on disability and development (the Nordic Countries, USA, Australia, UK) while others include disability indirectly in their policies (The Netherlands, Canada). Some countries do not mention disability but consider it within the focus on poverty and vulnerable groups (e.g. the Netherlands). A more systematic study would be required to determine the extent and adequacy of disability coverage in policies and actual operations. The Nordic Countries have been active in the mainstreaming of disability in development cooperation for many years. In Denmark, Norway, Sweden
and Finland a major role is given to disabled people's own organizations in policy making, planning and implementing the interventions. The Swedish SIDA, Danish DANIDA and Norwegian NORAD use disabled people's own umbrella organizations as planners and implementing agencies of disability projects.

Finland is increasingly involving FIDIDA (Finnish Disabled People's International Development Organization) in policy formulation and evaluation of disability projects. This has led to a very visible disability component in development cooperation. However, it may also have contributed to the situation where most disability relevant operations tend to be disability specific rather than inclusion of disability into mainstream.

2.6 Equality and freedom from discrimination

The state shall not discriminate directly or indirectly against any person on any ground including race, sex, pregnancy, marital status, health status, ethnic or social origin, color, age, disability, religion, conscience, belief culture, dress, language or birth. Title of the Americans with Disabilities Act (ADA) of July 26, 1990 prohibits discrimination in employment against qualified individuals with disabilities. For companies with 25 or more employees, the requirements became effective on July 26, 1992. For employers with between 15 and 24 workers, the requirements became effective on July 26, 1994.

Affirmative action is a set of positive steps that employers use to promote equal employment opportunity and to eliminate discrimination. It includes expanded outreach, recruitment, mentoring, training, management development and other
programs designed to help employers hire, retain and advance qualified workers from diverse backgrounds, including persons with disabilities. Affirmative action means inclusion, not exclusion. Affirmative action does not mean quotas and is not mandated by the Americans with Disabilities Act, (2012).www.workworld.org

The National development plan of 2002-2008 rehabilitation of person with disability was to be supported through establishment of vocational Centre’s and affirmative action in employment, vocational training and education. Affirmative Action is affirmed in the Constitution of Kenya Article 10 which requires that all state organs, state officers and public officers embrace the following principles of governance in relation to affirmative action in the discharge of their duties, Human dignity, equity, and social justice, inclusiveness equality, Human Rights and non-discrimination protection of the marginalized. Article 54, 55 and 56 of the constitution further provide programs in place to ensure that persons with disabilities, the youth, minorities and marginalized groups participate and are represented in all opportunities provided by the government.

Affirmative action endeavors to protect rights of minority groups who have for a long time been marginalized. These include, women, youth, pastoralist and persons with disabilities. The constitution further points out that the State shall ensure the progressive implementation of the principle by ensuring that at least five percent of the members of the public in elective and appointive bodies are persons with disabilities. The constitution provides that in the senate there shall also have 16 women nominated by political parties, 2 persons representing the youth and a further 2 persons representing the disabled (Article 98 1).
The Kenyan constitution stipulates that a person shall not discriminate directly or indirectly against another person on any of the grounds mentioned or contemplated in clause (4). To give full effect to the realization of the rights guaranteed under the Article, the State shall take legislative and other measures, including affirmative action programs and policies designed to redress any disadvantage suffered by individuals or groups because of past discrimination. Any measure taken under clause (6) shall adequately provide for any benefits to be on the basis of genuine need. This demonstrates that Affirmative Action has been entrenched in governance for purposes of availing positions of responsibility to persons drowned from the above mentioned minority groups. The principal aim of affirmative action is the balancing of in equalities in the society, fostering of diversity and addressing past injustices.

2.7 Capacity building and training on disability

According to Filipo B. Edwin (1984) capacity development includes training to increase skills in performing a specific job and also education to increase skills in performing a specific job and also to increase general knowledge and understanding of our environment.

Capacity building can involve strengthening people’s understanding of their own needs, entitlements and rights by building their understanding and knowledge in disability areas and enabling them to organize themselves to respond to this understanding. Capacity building is not something that happens overnight. It is not a quick fix. To be meaningful in the long term, capacity building is best done as a part of a process, rather than as an end in itself, carried out in partnership and not as a pre-condition or as something, which is imposed. Capacity building must be regarded as
an organization-wide process involving many dimensions of the organization and its environment. In every organization/community committee people with disabilities should be represented.

According to Stergios Tsai Roussos and Stephen B. Fawcett, Community-based organizations (CBOs) play an important and relevant role in providing services at the local level. They work in a variety of different fields, such as education, health, the rights of the disabled, gender issues, etc.

A collaborative partnership is an alliance among people and organizations from multiple sectors, such as schools and businesses, working together to achieve a common purpose. In public health, collaborative partnerships attempt to improve conditions and outcomes related to the health and wellbeing of entire communities. When the focus is a disability main streaming, those affected may include people who share a common place, such as a rural community or an urban neighbourhood, or an experience, such as being a child or living in disability.

Collaborative partnerships (people and organizations from multiple sectors working together in common purpose) are a prominent strategy for community health improvement and capacity building. These have positive effect of collaborative partnerships on (community and systems change (environmental changes), community wide behaviour change, and more distant population-level health outcomes. Capacity building recommends enhanced research and practice and sets conditions for promoting community health. Such partnerships are often hybrid strategies that may include aspects of social planning, community organizing,
community development, policy advocacy, and acting as a catalyst for community change.

According to Filipo B. Edwin (1984), capacity development includes training to increase skills in performing a specific job, education, general knowledge and understanding of the environment. Training is the use of formal processes of learning to impart knowledge and help to acquire the skills, knowledge and attitudes necessary for them to perform their jobs satisfactorily (Armstrong, 2006). The term training is used to describe almost any effort initiated by an organization to foster learning among its members (Snell and Bohlander, 2007:282).

Communities have realized that to contribute more effectively in disability mainstreaming they have to embrace training to improve efficiency and productivity of the public. An empowered public shows higher performance by making optimum and best utilization of disability mainstreaming mechanisms. To be successful training and development has to have commitment from all stakeholders and be integrated with organizational strategic planning so that it is well budgeted for and not taken reactively. The organization/community must have a training policy on disability mainstreaming so that all stakeholders are aware of what the organization/community is doing in that area.

Capacity building through training is about developing people as individuals and helping them to become more confident and competent in their lives and in their jobs. As part of capacity building, it involves strengthening people understanding of their own needs, entitlements and rights. Capacity building should focus on disability
policies charged with the responsibility of managing disability mainstreaming. The training should enable the organization/community implement disability policies and standards by creating monitoring and evaluating performance units. It should also focus on developing, reviewing and monitoring institutionalization of disability mainstreaming in the organization and create effective succession management strategy for disability mainstreaming in the organization/community. Capacity building through training is important in Disability Mainstreaming and should be charged with these responsibilities in the public service.

The Kenya government in the 2009/2010 Performance Contract guidelines required that all Public Institutions implement the Government Policy on Affirmative Action for People with Disabilities. The 2009/10 Performance Contract key target for all Ministries was the establishment of a Disability Mainstreaming Committee (DMC). The other targets were awareness creation on disability issues for the Ministry’s staff and providing quarterly reports on progress made in mainstreaming disability issues and concerns to the National Council for People with Disabilities in Kenya (NCPWSDK).

As a case study the Ministry of State for Planning, National Development and Vision 2030, Social Services and Governance Division (SS & GD) in the Sectoral Planning Directorate (SPD) was mandated to be monitoring and reporting on these targets in the Ministry. The Division had made the following achievements by mid-2009/10 financial year; establishment of Disability Mainstreaming Committee (DMC) with representatives from all the Directorates/Departments /Units within the Ministry; development of DMC Terms of Reference (TORs); development of the DMC 2009/10
annual work plan, preparation of first quarter report to National Council for People With Disabilities (NCPWD) and submitted through the PS.

Other achievements of the Department were the sensitization/training for the Directors and HODs conducted on 17th November 2009. This was meant to ensure that the HODs were made aware of the disability issues and concerns and hence facilitate and support the mainstreaming process; sensitization/training workshop for DMC members and a few selected headquarters' staff to enhance their capacity to identify disability issues in policy and planning documents and also to come up with a disability mainstreaming strategy. Preparation of second quarter report to National Council for People With Disabilities (NCPWD). This scenario can be seen in all other Ministries in the government where awareness on disability mainstreaming has been on-going since it is a target for all the Permanent Secretaries.

Inclusion guidelines on disability and mainstreaming for development programs in Kenya (September, 2010) Disability mainstreaming is an initiative by Agency for Disability and Development in Africa (ADDA) to provide resources for persons with disabilities by way of training the disability mainstreaming contact persons or committees in development agencies, the public and private sector in relevant aspects of disability mainstreaming. While the co-operation of other resources are largely outside the control of ADDA, the agency has nevertheless certain means of facilitating the acceptance of children, youth and adult with disabilities into ordinary programmes or the direct support of such resources for inclusive/mainstream education, career/vocational training, rehabilitation and employment activities.
Majorly this is achieved by facilitating advising on the training of the personnel of such Schools, career training institutions, employers and others programmes so that they acquire basic knowledge and skills required for working with the disabled persons. This way, tailor made training courses for classroom teachers, lecturers at general career training institutions and the public and private sector employers will be enabled to include persons with disabilities in their programmes. Training of local craftsmen at community level could also help PWD secure on-the-job training opportunities for youth and adults with disabilities. At the same time, ADDA ensures that these institutions and programmes of the support of the agency’s specialist resource team support in the event they face difficulties in the process of disability mainstreaming/inclusion of children, youth and adults with disabilities into the mainstream development endeavours.

2.8 Enhanced infrastructure in disability mainstreaming

Enhanced infrastructure in Disability Mainstreaming provides a process through which disability awareness highlights existing disability differences (in terms of needs, priorities, constraints, opportunities etc.). The ultimate goal of Disability Mainstreaming is to achieve disability sensitivity, equity and equality. This could be achieved in three levels. Level One involves organization’s structures, policies, procedures and culture. Level Two has the organization’s programmes, while level three has the outcomes and impact.

An organization that is able to contribute substantively to greater gender and disability equality would have the following six structures, policies and procedures in place. Disability policy must be clear to support of both senior and middle management.
Time-bound strategies to implement the policy and human resource practices that are sensitive to the gender needs and interests of both gender and disabled in a society or organization. Systematic on-going consultation with both disabled, to identify their own priorities, success stories, lessons learned tools and mechanisms. Project management that is technically proficient, aware of the implications of gender and disability differences for project outcomes, remains in touch with the constituency, and establishes positive incentive and accountability mechanisms to ensure consistent results is extremely important.

Effective monitoring and reporting mechanisms should be capable of reflecting how far the project is contributing to greater gender and disability equality. Relevant baseline information, and appropriate milestones and indicators, derived from gender analysis, so that progress towards greater gender and disability equality can be identified and described.

Ronald Wiman and Jim Sandhu (2004) indicate that inadequate infrastructure is a major cause for ill health and disabling conditions. Inaccessible environments, technology, transport, products and services restrict the equal participation to economic and social activities of many groups of people who have temporary or permanent limitations in their functional capacity. In developing countries aging due to past population growth is rapidly increasing the number of people with disabilities. Inaccessible infrastructure further impoverishes the already poor disabled people. Women and girls with disabilities are multiply disadvantaged and discriminated against. While in some cultures disabled people may be well integrated in the traditional informal safety nets in rural areas, the rapid pace of urbanization has led to
the concentration of a large number of disabled people in cities where the only means for making a living often is to engage in begging.

The role of properly designed infrastructure is particularly important in efforts to prevent disabilities. This is particularly true for road safety issues in urban areas, for indoor pollution (to prevent eye, skin and respiratory diseases of women and children) and for water borne diseases such as river blindness, malaria and sanitation related issues.

Generally States should ensure that architects, construction engineers and others who are professionally involved in the design and construction of the physical environment have access to adequate information on disability policy and measures to achieve accessibility. Accessibility requirements should be included in the design and construction of the physical environment. The most straightforward way to address making our office environment accessible is to have an accessibility audit performed, preferably using a disabled person as a consultant, VSO India and VSO. The Gambia both hired local DPOs to carry out accessibility audits. In India VSO volunteers work with groups run by and for disabled people to raise awareness of their rights and the issues affecting them, and advocating for necessary changes in access to public service.

According to Mark Priestley (October 2008) States should initiate measures to remove the obstacles to participation in the physical environment. Such measures should be to develop standards and guidelines and to consider enacting legislation to ensure accessibility to various areas in society such as housing, buildings, public
transport services and other means of transportation, streets and other outdoor environments. Disabled people were included in the Cypriot National Strategy for Electronic Inclusion.

Malta focused on ‘improving the enforcement of regulations safeguarding the accessibility to commercial and public premises (including ‘blue flag’ status beaches and public conveniences) and public transport’ In Spain, health and care services were required to provide ‘information about the accessibility of the centre or service etc. for people with disabilities’. Malta addressed accessibility of private housing more explicitly with the following example: ‘In July 2007 the Housing Authority extended the assistance offered to persons with disabilities through a scheme whereby persons with disabilities or families with a disabled member living with them, can apply for assistance for adaptation works, including general alterations and the installation of stair lifts and lifts.

Daniel Jones and Li Webster (2008) argue that the first thing to think about is how easy it is to gain physical access to the office itself and then to different essential areas. It is important to establish the following; are the offices are on the ground level or are there steps or lift access, if there is any change of level or will ramps will be required, are the toilets accessible, is there enough space for a wheelchair to enter the toilet room, are there handles or grab bars, an emergency call bell and light/sound fire alarm. Further one should establish if the office layout suitable are desks at the right height and positioned suitably to allow wheelchair users to move around are files and other resources stored suitably for people with disabilities, are meeting rooms accessible.
It is crucial to think about how communication might be affected for people with different impairments. People with hearing impairments might find conversations difficult in rooms that echo. Blind people might appreciate signs and directions at all entrances, including lifts, in Braille and large print. VSO India has also placed a tactile map of the office at the entrance to the building.

Safety considerations are also crucial. Consideration should be given to putting posters or stickers on any floor-to-ceiling glass to help people with visual impairments see them. People who are blind or who have visual impairments would also benefit from bumpy warning tiles placed at entrances and before stairs or single steps. Fire and other alarms have audible and visible elements (e.g. a flashing light), so that Deaf people will notice them. Rugs or mats should be secured and the polish on floors be reduced. Safety instructions should be clearly displayed in simple language – this will benefit everyone, including people with learning difficulties.

Mark Priestley (October 2008) states that the issue of mobility and transport for disabled people has gained significant priority in recent EU policy making (e.g. in regulating accessibility and non-discrimination in public transport by land, sea and air). Academic Network of European Disability experts.

Title III of the Americans with Disabilities Act pertains to public accommodations and commercial facilities, and it requires that private businesses that are places of "public accommodation"—including restaurants, health clubs, department stores, convenience stores and specialty shops, and hotels and motels—allow individuals with disabilities to participate equally in the goods and services that they offer. This title
also requires that all future construction of commercial facilities—including office buildings, factories, and warehouses—and places of public accommodation be constructed so that the building is accessible to individuals with disabilities. Title III also mandates modifications in policies, practices, and procedures. Commercial businesses and places of public accommodation are required to provide auxiliary aids and services, and to make accessible transportation available when transportation services are offered. In addition, companies are required to remove architectural and communications barriers and to comply with ADA in any on-going or new construction. The Act stipulates that all fixed-route or on-demand transportation services such as hotel-to-airport and other shuttle services be accessible to persons in wheelchairs and other disabled individuals.

2.9 Human rights enhanced infrastructure

Human Rights are rights belonging to an Individual as a consequence of being Human. All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood. Article 1 of the Universal Declaration of Human Rights highlights on the Purpose of promoting and protecting HRs (Article 19 (2)), this includes preservation of the dignity of individuals and communities and promotion of social justice and realisation of the potential of all human beings. Universal Declaration of Human rights provides the rights of the declaration are for everyone, regardless of race, religion or ability. This was done as a way to safeguard citizens from leadership abuse after the Second World War where approximately 70 Million people were killed. On December 10, 1948 the General Assembly of the United Nations adopted
and proclaimed the Universal Declaration of Human Rights. The world realized that it was necessary for nations to have a united front to prevent such crimes against humanity. They thus came together to form The Universal Declaration of Human Rights that was to protect all human beings regardless of race, ethnicity, or gender.

Purpose of the Universal Declaration of Human Rights is to ensure that Individual Human rights are observed and that governments deliver to their citizens. These were to ensure that there are checks and balances that prevent abuses by individuals and governments.

Human rights are universal and apply to all persons throughout the world including the inborn. These rights cannot be forfeited, transferred or lost/taken away and are only applicable to human beings. They are inter-related and inter-dependent and must be given special protection by law. Bill of rights applies to all and binds all states organs. State and public organs should address the needs of vulnerable groups including women, elderly, and persons with disabilities, children, youth, and minority/marginalized communities. Affirmative action refers to concrete steps that are taken not only to eliminate discrimination-whether in employment, education, or contracting-but also to attempt to redress the effects of past discrimination. The underlying motive for affirmative action is the Constitutional principle of equal opportunity, which holds that all persons have the right to equal access to self-development. In other words, persons with equal abilities should have equal opportunities.
2.10 Challenges of enhanced infrastructure

Misconception about disability in government has been influenced by cultural practice in most communities. Most religious and social cultural practices limit the disabled from completing primary education. This has informed the low enrollment of women and disabled in tertiary education and universities. Regional variations in disability literacy levels have provided inadequate skilled manpower in Disability Mainstreaming.

The infrastructure has also been affected with lack of gender audits to verify program expenditure vs. benefits and impacts on disability. These have created inadequate disability disaggregated data for effective planning and targeting for development. This has resulted in under representation of women and disabled in key decision making in the country.

2.11 Interventions to promote disability

The government should provide free education for the disabled without discrimination and provide for representation of people with disabilities in decision processes at all levels. The community has to establish disable empowerment fund and People living with disabilities should well represented in it. Every member of any public project must be fully involved in the ownership and implementation of the project. Public project benefits should be shared equitably. A gender and Disability Mainstreaming strategy is likely therefore, to require considerable internal scrutiny, and strong alliances between those organizational divisions responsible for policy, program and Human Resource Management.
2.12 Case Study

The study was ‘if Disability had been Mainstreamed into Development Cooperation’ and was published on 2005 it was carried out by Overseas Development Group, School of Development Studies, University of East Anglia (ODG). The overall aim of the research was to investigate if international donor agencies’ policies on disability mainstreaming were being effectively implemented in Cambodia, India, and Rwanda. USAID and NORAD were the principle case studies due to their strong formal policy commitments to mainstreaming disability.

The finding were that the government development program such as education, health, employment, skilled manpower development, ICT services do not include disabled people. The infrastructure of the country such buildings, transportation, communication, sanitation, water system are not accessible for Disabled people.

Disabled people had less participation and tokenism in amendment and implementation of disability policies, laws and in the process of PRSP development and MDG monitoring, the development agencies and NGOs provide services to the poor people, imposes their ideas on the marginalized people focus on Microcredit for development, there is no participation of the target people including Disabled people in the decision making and implementation and all the decisions come from the upper level. Comparative review of these four agencies has shown that while there are common issues, on the whole mainstreaming strategies must be agency specific. The main reasons for failing to deliver were also specific in broad terms there were five main reasons identified. These were mainstreaming, lack of Broad Institutional support for Mainstreaming, failure to communicate Policies, failure to break down
traditional attitudes to Disability, Need for practical guidance, Inadequate resourcing understanding Mainstreaming.

Mainstreaming should not just be about inclusion, it must be about the precise nature of that inclusion. It is absolutely essential that the broader, more radical goals of disability mainstreaming, that is self-empowerment, self-determination and equality are not soft peddled. It cannot be stressed strongly enough or often enough that disability is a human rights issue and as such it is always a political issue.

It was resolved there should be more disability inclusive development policies and practice were; Law/legislations and infrastructure of the government,

The main outcome was to see the lessons that could be learned which would help improve the implementation of disability mainstreaming policies in both the North and the South and engage more effectively with disabled people's organizations (DPOs). Albert, B.; Dube, A. K.; Riis-Hansen, TC 2005

2.13 Conceptual framework

The study on used both independent and dependent variables in identifying the relationships amongst the variables to use. According to Mary Ngechu, 2006-10, independent variable is anything that takes into the one that influences the dependent variables positively or negatively. The independent variable helps to explain the variance in the dependent variable. According to Keppel, et al, 1980; 4, independent variable is referred to as manipulated variable or the treatment variable. Independent variable is the main variable of investigation. It is manipulated by researcher to answer the research question (Mary Ngechu, 2006-10) .Keppel et al, 1980; the
A dependable variable must be observable, easily transformable into numbers and economically feasible.

This study was based on policy formulation, affirmative action, capacity building and sensitization training and enhanced infrastructure as independent variables while effective Disability Mainstreaming as dependent variable. This study was guided by a conceptual framework which integrates the influences of strategies applied in disability mainstreaming in the ministry of state for public service. The framework draws its tenets from the literature review to make a conceptual distinction between independent and dependent variables.

2.14 Conceptual framework diagram

![Conceptual framework diagram]

Source: Author (2012)
2.15 Summary

Having critically looked into both independent and dependent variable of the study, it is imperative for more research to be conducted in future to identify the interplay of the above variables in Disability Mainstreaming process in the Public Service, having in mind that the government role is to provide leadership to and services to its citizens without any form of favour and discriminatory approaches. The research on the specific strategies identified in Disability Mainstreaming will find out how this area of study was undertook and provide the avenue for the researcher to get the wide knowledge and information.
CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter presents details of how the research project was conducted. It describes the research design, area under study and reasons for its selection, target population, sampling procedure, data collection instruments, validity and reliability of research instruments and data analysis.

3.2 Research design

The study majorly used descriptive and qualitative, although analytical and quantitative survey design were also applied. According to Cohen, Manion and Harris (2000); descriptive survey design involves the description and determination of relationship between variables at the time of study. The research used a case study of the Ministry of State for Public Service. The study aimed at collecting data from the respondents on strategies relationship and effect on Disability Mainstreaming. The research used both primary and secondary data. Primary data was obtained using questionnaires while secondary data was obtained from theoretical framework and empirical studies on relevant areas related to strategies and Disability Mainstreaming in Public Service.

3.3 Area under study

The area under research is Ministry of State for Public Service. The research used both probability and non-probability sampling methods. In non-probability method,
the study used judgmental/purposive sampling when selecting the area under study.

3.4 Target population

A population is the group to which the study is intended to apply. The target population composed of all cadres of employee of the Ministry of State for Public Service. The population of the Ministry is six hundred and fifty four as tabulated below:

Table of Target population

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>TARGET POPULATION</th>
<th>%</th>
<th>SAMPLE SELECTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resource Management</td>
<td>35</td>
<td>15</td>
<td>5</td>
</tr>
<tr>
<td>Management Consultancy Services</td>
<td>42</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td>Human Resource Development</td>
<td>27</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>Administration</td>
<td>212</td>
<td>15</td>
<td>32</td>
</tr>
<tr>
<td>Government Training Institutes</td>
<td>338</td>
<td>15</td>
<td>51</td>
</tr>
<tr>
<td>Total</td>
<td>654</td>
<td>15</td>
<td>98</td>
</tr>
</tbody>
</table>

Source: Author (2012)

3.5 Sample Selection

A sample is a subset of population that is used to represent the entire group as a whole, when doing research. The study used stratified random sampling. This is because the population under study may not constitute a homogeneous group to obtain a representative sample. The use of stratified sampling reduced sampling error that
may affect the validity and reliability of the data to select the population at the Ministry will be stratified into number of non overlapping sub population or strata and sample items selected from each stratum. Questionnaires were administered as per Departments but the respondents in the clusters were randomly selected (15%) to maintain the research principle of randomization of conclusions not being compromised.

3.6 Data collection instrument

The researcher used a questionnaire as the tool for data collection. The questionnaire was structured, coded and edited before commencement of analysis. The questionnaire was administered to respondents who were given time to fill. Mugenda and Mugenda (1999) noted that questionnaire is commonly used to obtain important information about the population. Each item in the questionnaire was developed to address a specific research question of the study. The researcher therefore found questionnaire adequate in the study because it is the most suitable research instrument for descriptive research design.

3.7 Validity and reliability of research instrument

Validity is the ability of research instrument to measure and generate intended results. According Mugenda (2008), validity is defined as the degree to which an instrument measures or it purports to measure. He further argues that validity should establish the relationship between the data and the variable or construct of interest. According to DeVellis (1991), Reliability is the proportion of variance attributable to the true measure of a variable and estimates the consistency of such measurement. Reliability also refers to the ability of research instruments to generate the same results at
different times and at the same place. According to Mugenda (2008), it is the measure of the degree to which a research instrument would yield the same result or data after repeated trials. It is influenced with random error. Random error according to Mugenda (2008) is the deviation from the true measurement due to factors that have not effectively been addressed by the researcher. It is therefore important for the researcher to minimize the random errors. To ensure this is achieved, the questionnaire was framed clearly without any ambiguity. The instrument to be used in the study was reliable and was able to accomplish the research in answering all the questions set to the respondents.

3.7.1 Test for reliability and validity of research instruments

The study used various test techniques in ensuring that the data obtained by the instrument used was valid, credible and reliable. This included pilot testing, which involved conducting a preliminary test of data collection tools and procedures to identify and eliminate problems, allowing programs to make corrective changes or adjustments before actually collecting data from the target population. A pilot test usually involves simulating the actual data collection process on a small scale to get feedback on whether or not the instruments are likely to work as expected in a "real world" situation. A typical pilot test involves administering instruments to a small group of individuals that has similar characteristics to the target population, and in a manner that simulates how data will be collected when the instruments are administered to the target population. The pilot test was conducted in the Ministry headquarters for a few officers were sampled.
In the estimation of validity, the study used content validity, estimate validity and construct validity techniques. Criterion validity approach refers to the relationship between a tool or scale and other criterion. Content validity was also employed to enable the study measure the degree to which data collected using the selected tool represented a specific domain of indicators or content of a particular concept. The study also engaged construct validity by establishing a derived assumption used in the study and compared its consistency correlation with the other variables identified in the conceptual framework.

3.8 Data analysis

The researcher used both Descriptive and Analytical methods of data analysis. Data was analyzed as per the questionnaire used, sorted, coded, categorized, and tabulated. This was possible by data interpretation in drawing inferences from the collected data. Under descriptive method, data was classified through an effective coding system. Under this system categorization was done to improve the quality of data for coding. In the process of data analysis or differences supporting or conflicting with the original data was subjected to test of significance to determine its validity and reliability. The analysis involved inferential statistics or sampling statistics which enabled the researcher to obtain the estimation of population parameters and assist in testing of the study statistical assumption. The analysis involved the measure of central tendency or statistical average, measure of dispersion.
CHAPTER FOUR
DATA ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter presents analysis and findings of the study as set out in the research methodology. The study findings are presented on to establish the relationship between strategies and Disability Mainstreaming in the public sector in the Ministry of State for Public Service. The data was gathered exclusively from the questionnaire as the research instrument. The questionnaire was designed in line with the objectives of the study.

4.1.1 Response Rate

4.2 Demographic Information

![Gender Distribution](image)

Figure 4.1: Gender of the respondents

Source: Author (2012)
The study sought to find out the gender of the respondents. From the findings, 51% of the respondents were Male while 49% of the respondents were Female.

4.3 Job Group

![Job Group Chart]

**Figure 4.2: Job Group of the respondents**

*Source: Author (2012)*

The study sought to find out the Job Group of the respondents. From the findings, 48.9% of the respondents were between Job Group ‘H’-‘L’, 27.8% of the respondents were Job Group ‘M’ and above while 23.3% of the respondents were below Job Group ‘G’.
4.4 Department

The study sought to find out in which Department the respondents were base. From the findings, 45.6% of the respondents were based in the GTIs', 24.4% of the respondents were in the Administration Department, 15% of the respondents were in the HRM Department, 7.8% of the respondents were in the HRD Department while 6.7% of the respondents were based in the MCS Department.
4.5 Whether there is positive relationship between strategies and Disability Mainstreaming in the Ministry.

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree</th>
<th>Disagree</th>
<th>Strongly</th>
<th>Mean</th>
<th>StdDev</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability policy formulation</td>
<td>36.7</td>
<td>48.9</td>
<td>7.8</td>
<td>5.6</td>
<td>1.1</td>
<td>1.9</td>
<td>0.9</td>
</tr>
<tr>
<td>5% affirmative action in employment</td>
<td>14.4</td>
<td>50.0</td>
<td>20.0</td>
<td>12.2</td>
<td>3.3</td>
<td>2.4</td>
<td>1.0</td>
</tr>
<tr>
<td>Affirmative action based on disability policies</td>
<td>18.9</td>
<td>54.4</td>
<td>16.7</td>
<td>10.0</td>
<td>0.0</td>
<td>2.2</td>
<td>0.9</td>
</tr>
<tr>
<td>Enhanced infrastructure</td>
<td>30.0</td>
<td>40.0</td>
<td>13.3</td>
<td>12.2</td>
<td>4.4</td>
<td>2.2</td>
<td>1.1</td>
</tr>
<tr>
<td>Structures design</td>
<td>24.4</td>
<td>46.7</td>
<td>12.2</td>
<td>13.3</td>
<td>3.3</td>
<td>2.2</td>
<td>1.1</td>
</tr>
<tr>
<td>Provision of facilities</td>
<td>34.4</td>
<td>40.0</td>
<td>10.0</td>
<td>11.1</td>
<td>4.4</td>
<td>2.1</td>
<td>1.1</td>
</tr>
<tr>
<td>Capacity Building and sensitization</td>
<td>52.2</td>
<td>38.9</td>
<td>1.1</td>
<td>4.4</td>
<td>3.3</td>
<td>1.7</td>
<td>1.0</td>
</tr>
</tbody>
</table>

Table 4.1: Respondents level of agreement as to whether there is a positive relationship between strategies and Disability Mainstreaming in the Ministry.

Source: Author (2012)

The study sought to find out the respondents level of agreement as to whether there is a positive relationship between Strategies and Disability Mainstreaming in the Ministry. According to the findings, respondents agreed that there is a positive relationship between Capacity Building and Sensitization as shown by a mean of 1.7; there is a positive relationship between Disability Policy Formulation and Disability Mainstreaming in the Ministry as shown by a mean of 1.9; there is a positive relationship between Provision of facilities and Disability Mainstreaming in the Ministry.
Ministry as shown by a mean of 2.1; there is a positive relationship between Affirmative Action based on Disability Policies and Disability Mainstreaming in the Ministry as shown by a mean of 2.2; there is a positive relationship between Structures design and Disability Mainstreaming in the Ministry as shown by a mean of 2.2; there is a positive relationship between Enhanced infrastructure and Disability Mainstreaming in the Ministry as shown by a mean of 2.2; that there is a positive relationship between Enhanced infrastructure and Disability Mainstreaming in the Ministry as shown by a mean of 2.2 and that there was 5% Affirmative Action in employment and Disability Mainstreaming in the Ministry as shown by a mean of 2.4.
4.6 Rating on the Ministry’s Performance in various areas towards Disability Mainstreaming

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>Very Poor</th>
<th>Mean</th>
<th>Stdev</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability policy formulation</td>
<td>28.9</td>
<td>38.9</td>
<td>26.7</td>
<td>4.4</td>
<td>1.1</td>
<td>2.4</td>
<td>3.4</td>
</tr>
<tr>
<td>5% affirmative action in employment</td>
<td>12.2</td>
<td>31.1</td>
<td>44.4</td>
<td>12.2</td>
<td>0.0</td>
<td>2.6</td>
<td>0.9</td>
</tr>
<tr>
<td>Affirmative action based on disability policies</td>
<td>15.6</td>
<td>38.9</td>
<td>35.6</td>
<td>8.9</td>
<td>1.1</td>
<td>2.4</td>
<td>0.9</td>
</tr>
<tr>
<td>Enhanced infrastructure</td>
<td>13.3</td>
<td>31.1</td>
<td>36.7</td>
<td>14.4</td>
<td>4.4</td>
<td>2.7</td>
<td>1.0</td>
</tr>
<tr>
<td>Structures design</td>
<td>15.6</td>
<td>28.9</td>
<td>33.3</td>
<td>16.7</td>
<td>5.6</td>
<td>2.7</td>
<td>1.1</td>
</tr>
<tr>
<td>Provision of facilities</td>
<td>16.7</td>
<td>27.8</td>
<td>30.0</td>
<td>21.1</td>
<td>4.4</td>
<td>2.7</td>
<td>1.1</td>
</tr>
<tr>
<td>Capacity Building and sensitization</td>
<td>32.2</td>
<td>38.9</td>
<td>23.3</td>
<td>4.4</td>
<td>1.1</td>
<td>2.0</td>
<td>0.9</td>
</tr>
</tbody>
</table>

Table 4.2: Respondents rating on the Ministry’s Performance in various areas towards Disability Mainstreaming

Source: Author (2012)

The study sought to find out Respondents rating on the Ministry’s performance in various areas towards Disability Mainstreaming. According to the findings, the Ministry’s performance towards Disability policy formulation was good as indicated by a mean of 2.4; respondents indicated that the Ministry’s performance towards Capacity Building and sensitization was good as indicated by a mean of 2.0; the
Ministry's performance towards Affirmative action based on disability policies was good as indicated by a mean of 2.4; the Ministry's performance towards 5% affirmative action in employment was fair as indicated by a mean of 2.6; the Ministry's performance towards enhanced infrastructure, Structures design and Provision of facilities was fair as shown by a mean of 2.7 respectively.

4.7 Whether respondents understood the importance of the government having strategies in Disability Mainstreaming within the Public Service

![Figure 4.4: Whether respondents understood the importance of the government having strategies in Disability Mainstreaming within the Public Service](image)

Source: Author (2012)
The study sought to find out whether respondents understood the importance of the government having Strategies in Disability Mainstreaming within the Public Service. From the findings, 95% of the respondents understood the importance of the government having strategies in Disability Mainstreaming within the Public Service, 4% of the respondents did not understand the importance of the government having strategies in Disability Mainstreaming within the Public Service, while 1% of the respondents were not sure whether or not there was any importance on the government having strategies in Disability Mainstreaming within the Public Service.

4.8 Whether respondents were aware of the Disability Act of 2003

![Pie chart showing the percentage of respondents aware of the Disability Act of 2003]

Figure 4.5: Whether respondents were aware of the Disability Act of 2003

Source: Author (2012)

The study sought to find out whether respondents were aware of the Disability Act of 2003. From the findings, 74% of the respondents were aware of the Disability Act of 2003. From the findings, 74% of the respondents were aware of the Disability Act of
2003, 20% of the respondents were not aware of the Disability Act of 2003 while 6% of the respondents were not sure of the existence of the Disability Act of 2003.

4.9 Whether disability mainstreaming policies have the effect of contravening the right to equal opportunity and merit

The study sought to find out the respondents' opinion as to whether disability mainstreaming policies have the effect of contravening the right to equal opportunity and merit. According to the findings, 75% of the respondents indicated that disability mainstreaming policies have the effect of contravening the right to equal opportunity and merit, 17% of the respondents indicated that Disability Mainstreaming policies do not have the effect of contravening the right to equal opportunity and merit, while 8%
of the respondents were not sure as to whether Disability Mainstreaming policies have the effect of contravening the right to equal opportunity and merit.

4.10 Opinion as to whether employee attitude affects Disability Mainstreaming in an organization

The study sought to find out the respondents’ opinion as to whether employee attitude affects Disability Mainstreaming in an organization. According to the findings, 75% of the respondents indicated that employee attitude affects Disability Mainstreaming in an organization, 25% of the respondents indicated that employee attitude did not affect Disability Mainstreaming in an organization, while 8% of the respondents indicated that they were not sure as to whether employee attitude affects Disability Mainstreaming in an organization.
CHAPTER FIVE

SUMMARY OF THE FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The chapter provides the summary of the findings from chapter four, and it also gives the conclusions and recommendations of the study based on the objectives of the study. The objectives of this study were to establish the relationship between strategies and Disability Mainstreaming in the public sector in the Ministry of State for public service.

5.2 Summary of the Findings

The study aimed at establishing the relationship between strategies and Disability Mainstreaming in the public sector in the Ministry of State for public service.

The research found that there is a positive relationship between Capacity Building and sensitization as shown by a mean of 1.7; there is a positive relationship between Disability policy formulation and Disability Mainstreaming in the Ministry as shown by a mean of 1.9; there is a positive relationship between Provision of facilities and Disability Mainstreaming in the Ministry as shown by a mean of 2.1; there is a positive relationship between Affirmative action based on disability policies and Disability Mainstreaming in the Ministry as shown by a mean of 2.2; there is a positive relationship between Structures design and Disability Mainstreaming in the Ministry as shown by a mean of 2.3.
Ministry as shown by a mean of 2.2; there is a positive relationship between Enhanced infrastructure and Disability Mainstreaming in the Ministry as shown by a mean of 2.2; that there is a positive relationship between Enhanced infrastructure and Disability Mainstreaming in the Ministry as shown by a mean of 2.2 and that there was 5% affirmative action in employment and Disability Mainstreaming in the Ministry as shown by a mean of 2.4.

The study also found out that the Ministry’s performance towards Capacity Building and sensitization was good as indicated by a mean of 2.0; the Ministry’s performance towards Disability policy formulation was good as indicated by a mean of 2.4; the Ministry’s performance towards Affirmative action based on disability policies was good as indicated by a mean of 2.4; the Ministry’s performance towards 5% affirmative action in employment was fair as indicated by a mean of 2.6; the Ministry’s performance towards 5% affirmative action in employment was fair as indicated by a mean of 2.6; the Ministry’s performance towards enhanced infrastructure, Structures design and Provision of facilities was fair as shown by a mean of 2.7 respectively.

The study further found out that respondents understood the importance of the government having strategies in disability mainstreaming within the public service and were aware of the Disability Act of 2003. The study also found out that disability mainstreaming policies have the effect of contravening the right to equal opportunity and merit and that employee attitude affects disability mainstreaming in an organization.
5.3 Conclusion

The study aimed at establishing the relationship between strategies and Disability Mainstreaming in the public sector in the Ministry of State for public service.

The research concluded that there is a positive relationship between; Capacity Building and sensitization and Disability Mainstreaming, Disability policy formulation and Disability Mainstreaming, Provision of facilities and Disability Mainstreaming, Affirmative action based on disability policies and Disability Mainstreaming, Structures design and Disability Mainstreaming, Enhanced infrastructure and Disability Mainstreaming and that there was 5% affirmative action in employment and Disability Mainstreaming in the Ministry.

The study also concludes that the Ministry’s performance towards; Capacity Building and sensitization, Disability policy formulation, Affirmative action based on disability policies was good. The Ministry’s performance towards; 5% affirmative action in employment, enhanced infrastructure, Structures design and Provision of facilities was fair.

The study further concludes that respondents understood the importance of the government having strategies in disability mainstreaming within the public service and were aware of the Disability Act of 2003. The study also concludes that disability mainstreaming policies have the effect of contravening the right to equal opportunity and merit and that employee attitude affects disability mainstreaming in an organization.
5.4 Recommendations

The study recommends the Ministry of State for Public Service ensure that there is a strong relationship between Strategies and Disability Mainstreaming in the public sector. This should be done through Disability policy formulation, Capacity building and sensitization, infrastructure enhancement, provision of facilities, structures design, affirmative action based on disability, and ensuring 5% affirmative action in employment.

The study also recommends that the Ministry’s performance towards the following parameters should be improved: the Ministry’s performance towards: Disability policy formulation, Capacity Building and sensitization, enhanced infrastructure, structures design and provision of facilities, Affirmative action based on disability policies and 5% affirmative action in employment.

The study further recommends the Ministry starts awareness campaigns emphasizing the importance of the government having strategies in Disability Mainstreaming within the Public Service and create awareness on the Disability Act of 2003. The study also recommends that disability mainstreaming policies should have the effect of contravening the right to equal opportunity. Finally, employees should change their attitude positively to favor Disability Mainstreaming in the Ministry.

5.5 Recommendation for Further Studies

This study has reviewed the relationship between strategies namely Disability policy formulation, Capacity building and sensitization, infrastructure enhancement, and Disability Mainstreaming in the public sector within the Ministry of State for Public
Service. To this end therefore a further study should be carried out to establish the relationship between other Strategies and Disability Mainstreaming in the public sector.
REFERENCE


Drucker, peter (1954) Management by objectives


Employment Act, 2007, The


Fred, Nickols., (2010). Definitions & Meanings


http://www.answers.com/topic/americans-with-disabilities-act#ixzz1tb8tNXsQ


Kenya Vision 2030, The

Keppel, et al., (1980); Introduction: History and Philosophy of Research


Learned et al. (1965/69) Business Policy: Text & Case,


Nigel, Gilbert, (2008), *Researching Social Life*

Ngechu, Mary, (2006-10), *Understanding the Research Process and Methods*, University of Nairobi press


Occupational Safety and Health Act 2007, The


Persons with Disabilities Act of 2003, The


Pia, Korpinen, (October 2009) Inclusion of People with Disabilities in Kenya


Robert, A. Pits, David,( 2003), Strategic Management: Building and sustaining competitive advantage


Service Act (Revised185), The


United Nations Africa Renewal (2010) created by Africa Section, Strategic Communications Division, Department of The constitution of Kenya 2010 Strategic Management Course Overview

Venohr, Bernd, Prof. Dr., (April 200). Strategy Concept Berlin,


www.addafrica.org/disabilitymainstreaming.htm Copyright @ 2011: All Rights Reserved ADDA
APPENDIX I: QUESTIONNAIRE

The relationship between strategies and Disability Mainstreaming in the Public Service

(Please answer the following questions honestly and feel free to give your views. Do not write your name.)

(Tick where appropriate)

SECTION A

Personal Information

1. What is your Gender?
   (a) Male [ ]
   (b) Female [ ]

2. Which is your Job Group?
   (a) G-below [ ]
   (b) H-L [ ]
   (c) M- and above [ ]

3. Which Department are you currently serving?
   (a) MCS [ ]
   (b) HRM [ ]
   (c) HRD [ ]
   (d) ADM [ ]
   (e) GTIs [ ]
4. There is a positive relationship effect between the following Strategies and Disability Mainstreaming in the Ministry.

Please tick appropriately

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Disability policy formulation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) 5% affirmative action in employment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Affirmative action based on disability policies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Enhanced infrastructure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e) Structures design</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f) Provision of facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g) Capacity building and sensitization training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. How would you rate the Ministry’s performance in the following areas towards Disability Mainstreaming? Answer using (Excellent) (Good) (Fair) (poor) (very poor)

Please tick appropriately

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>poor</th>
<th>very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Disability policy formulation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) 5% affirmative action in employment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Affirmative action based on disability policies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Enhanced infrastructure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e) Structures design</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f) Provision of facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g) Capacity building and sensitization training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SECTION C

6. As a civil servant, do you understand the importance of the government having strategies in Disability mainstreaming within the Public service?

   (a) Yes [ ]
   (b) No [ ]
   (c) Not sure [ ]

7. Are you aware of the Disability Act of 2003?
8). i) Do you believe that Disability Mainstreaming polices have the effect of contravening the right to equal opportunity and merit?

(a) Yes [ ]
(b) No [ ]
(c) Not sure [ ]

ii) Give reasons to your answer

9). i) As a civil servant, do you think that the employee attitude affect disability mainstreaming in an organization?

(a) Yes [ ]  b) No [ ]  c) Not sure [ ]

ii) Give reasons to your answer

10). Do you believe that disability mainstreaming will improve service delivery in the Ministry?

(a) Yes [ ]  (b) No [ ]  (c) Not sure [ ]

ii) Give reasons to your answer
**APPENDIX II: PROJECT PROPOSAL BUDGET**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>UNIT COST IN KSHS.</th>
<th>TOTAL COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 Pages proposal</td>
<td>50 per page</td>
<td>2,500.00</td>
</tr>
<tr>
<td>Typesetting and printing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printing 6 copies @ 2.00</td>
<td>Kshs. 2.00 per page</td>
<td>6,000.00</td>
</tr>
<tr>
<td>Transport within town</td>
<td></td>
<td>10,000.00</td>
</tr>
<tr>
<td>Browsing and telephone</td>
<td></td>
<td>6,000.00</td>
</tr>
<tr>
<td>Binding</td>
<td></td>
<td>2,000.00</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td></td>
<td>10,000.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>36,500.00</strong></td>
</tr>
<tr>
<td>ITEM DESCRIPTION</td>
<td>UNIT COST</td>
<td>TOTAL (KSHS.)</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>-----------</td>
<td>---------------</td>
</tr>
<tr>
<td>Typing project and printing</td>
<td></td>
<td>10,000.00</td>
</tr>
<tr>
<td>Binding</td>
<td></td>
<td>6,000.00</td>
</tr>
<tr>
<td>Transport to collect instrument and collect data</td>
<td></td>
<td>60,000.00</td>
</tr>
<tr>
<td>(Mombasa, Embu, Baringo and Matuga)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data analysis</td>
<td></td>
<td>40,000.00</td>
</tr>
<tr>
<td>TOTAL COST</td>
<td></td>
<td>112,000.00</td>
</tr>
</tbody>
</table>
## APPENDIX IV: RESEARCH SCHEDULE PER WEEK(S)

<table>
<thead>
<tr>
<th>WEEKS</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Identification of research problem</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Proposal writing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Question development</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Defense</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Collection of data, analysis and compiling final report</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Submission</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

KENYATTA UNIVERSITY LIBRARY
MAIN CAMPUS