

**INCLUSIVE FACTORS INFLUENCING THE EMPLOYMENT OF PERSONS
WITH DISABILITY AMONG 3-5 STAR HOTELS IN NAIROBI CITY
COUNTY, KENYA**

BY

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DECLARATION

This thesis is my original work and has not been presented for a degree in any other university.

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DEDICATION

I dedicate this thesis to my late father, Ephantus Njagi; my mother Arnett Njagi; my sisters Racheal Wawira and Christine Mukami and my brother John Njagi.

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ABBREVIATIONS AND ACRONYMS

CRPD	- Convention on the Rights of Persons with Disabilities
DSO	- Disability Service Officer
ILO	- International Labour Organization
KNBS	- Kenya National Bureau of Statistics
KNCHR	- Kenya National Commission of Human Rights
NCPWDs	- National Council for Persons with Disability
PWDs	- Persons with disability
UNWTO	- United Nations World Tourism Organization
WHO	- World Health Organization
WTTC	- World Travel and Tourism Council

OPERATIONAL DEFINITION OF TERMS

Demand	This refers to the employers need to employ qualified persons with disability in the hotel industry (Sargeant et al, 2016; Simonsenet al 2015)
Disability	Any condition that makes it more difficult for a person to do certain activities or interact with the world around them (WHO, 2011)
Employment of persons with disability	This will occur when a qualified person with disability obtains part-time or full employment in a hotel. It will also include students who are currently on internship in the hotel (Nyombi and Kibandama, 2014).
Hotel	An establishment that provides food, beverage, accommodation and other services for paying guests (Turcotte, 2014).
Inclusivity factors	These are factors which are seen to influence the employment of PWDs in hotels and include legislation, demand and supply factors (Opini (2008); Kim and Rhee, (2016)
Legislation	Statutory law enacted by the government that is the Persons with Disability Act 2003 (Kenya Law Reports Online, 2008).
Persons with Disability	People with long-term physical, intellectual, hearing, sight impairments which limits their participation in society on an equal basis with other people (KNCHR, 2014).
Supply	The availability of qualified PWDs to be employed in the hotel industry (Bendick, 2016).

ABSTRACT

The Kenyan government enacted the Persons with Disabilities Act 2003 on December 2003. It came into effect on June 16, 2004. The Act was required to ensure the rights and rehabilitation of PWDs. However, they continue to be marginalized, unemployed, and earn less than their able-bodied counterparts. The purpose of this research was to examine whether legislation, demand and supply factors had a relationship to the employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya. The specific objectives of the study were: to examine legislation on the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya; to investigate the demand factors for the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya; to examine the supply factors for qualified PWDs on the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya; to investigate the type of disability on employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya and; to examine the relationship between legislation, demand factors, supply factors and type of disability and the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya. A descriptive survey design was employed targeting respondents from 32 organizations comprising of 31 HR Personnel in 31 hotels, 1 officer from the National Council for Persons with Disability and PWDs employed in hotels. Purposive sampling technique was used. Data was collected using questionnaires for the HR personnel and PWDs; interview for the Disability Service Officer at the NCPWDs and an observation checklist. Descriptive statistics were used to present the findings in frequencies and percentages. Pearson's Correlation was used to determine the strength of the relationship between the independent and dependent variables. Hypotheses were analyzed through linear and multiple linear regressions to predict the relationship between the variables. Results indicated that 62% (13) of hotels have not employed PWDs over the last 14 years. Most PWDs employed had physical disability (86%) and HR personnel were more likely to employ persons with physical disability. Most employers were aware of the Act and stated compliance to it is mandatory. Qualities considered in employment of PWDs are education (95%), personal characteristics (81%) and work experience (67%). PWDs indicated that HR personnel also looked at the type of disability (65%) during employment. Legislation has a relationship to the employment of PWDs as indicated by the significance value of 0.0005. The null hypothesis demand factors have no relationship to the employment of PWDs was accepted as the significance value was 0.217. Supply factors had a relationship to the employment of PWDs as the significance value was 0.005. Similarly, type of disability had a relationship to the employment of PWDs as the significance value was 0.0005. Results indicated the 5% quota outlined had not been achieved in the hotels and the financial incentives were not utilized. The study recommended that standards and measures standards and measures to monitor and facilitate the compliance of quota obligations within hotels be developed by government and stakeholders. The study also recommended that hotels maximise and use internships as a way to identify, train, mentor and develop hardworking students with disability as potential full time employees. The study also recommended that a similar study be conducted for hotels in rural setting, incorporating more or all the star rated hotels.

CHAPTER ONE

INTRODUCTION

This chapter looked at the background of the study, the problem statement, identified objectives to guide the study, the purpose of the study, scope, limitations and also highlighted the conceptual framework and measurement of study variables.

1.0 Background of the Study

Disability is not inability. This was and is a core message by the former UN Secretary-General Ban Ki-Moon as he urged equal rights for all to achieve global development goals (UN News Centre, 2016). The World Health Organization (WHO) states that persons with disability (PWDs) are marginalized, unemployed, generally earn less even when employed and receive social disability grants (WHO, 2011). Over a billion (15%) of the global population, have some type of disability (WHO, 2011) with 785 million being of working age (ILO, 2015). Disability statistics will rise further due to ageing population, chronic health conditions and improvements in measuring disability (WHO, 2011). Travel and tourism continue to experience growth over the years due to increasing diversification and competitiveness of destinations in both industrialized and developing countries (United Nations World Tourism Organization, 2016). The World Travel and Tourism Council (WTTC) states that travel and tourism accounted for 292 million jobs with an expected rise by 1.9% in 2017 (WTTC, 2017).

Persons with Disability represent an untapped workforce for hotels. A study by Spechler (2017) on the inclusion of PWDs in the workforce showed that employment of PWDs contributed to reduction of government funding, improved customer satisfaction, positive company image and improved business performance. In the hospitality industry, Kalargyrou and Volis (2014) study on disability inclusion by hospitality

industry leaders in the United States (US) further revealed that PWDs exhibited lower employee turnover, strong loyalty to the establishment, improved productivity and dependability thus rationalizing their employment in the hospitality industry. However, unemployment rates for PWDs continue to be generally higher than for the general population. An advance report from the National Council on Disability (NCD) in the US indicated that the workforce of PWDs had remained lower than for those without disability decades after entry of the ADA (NCD, 2007). Globally the United Nations Convention of Rights of Persons with Disability (CRPD) was formulated to address the rights of PWDs (Harpur, 2012). The employment mandate of the CRPD is to defend and encourage the achievement of the right to work for PWDs, including those who obtain a disability during the course of employment. Countries like the US formulated the Americans with Disability Act (ADA) in 1990 (Kim and Rhee, 2016), United Kingdom (UK) the Disability Discrimination Act (DDA) (Jones, 2006).

In Africa, it is estimated that 60-80 million of the general population are living with disabilities with the number increasing due to malnutrition, violence and birth defects (Langtree, 2017). A disability and employment report by International Labour organization (ILO) (2017) stated that 80% to 90% of PWDs of working age PWDs in developing countries are unemployed as compared to 50% to 70% in industrialized countries. African countries have also developed legislation to promote the rights of PWDs with some including the Persons with Disability Act 2010 in Tanzania (Aldersy, 2012), Employment Equity Act of South Africa (Smit, 2012). Legislation was enacted to promote the rights of PWDs yet they still have low employment rates. Some studies indicated a drop in the employment of PWDs after the implementation of the ADA in the US (DeLeire (2003) cited in Santuzzi and Waltz, 2016; Kim and Rhee, 2016) while

others Jones (2006) indicated that the DDA of the UK had attempted to narrow the employment gap (cited in Santuzzi and Waltz, 2016).

In hotels, Houtenville and Kalargyrou (2015) study on employment of PWDs in the US, indicated lower employment rates for PWDs in hotels as compared to able bodied persons. This is despite a study by Groschl (2007) on employment of PWDs in hotels in the Canada showing that PWDs can be successfully employed in hotels. Similar research by Paez and Arendt (2014) on managers' attitudes towards PWDs showed high chances of managers employing PWDs in the hospitality industry. In addition research has also highlighted the need for employers to create employment opportunities for PWDs. Factors like quotas and accommodations have been highlighted as demand factors for employment of PWDs. Kudo (2010) studied the effectiveness of quotas in employing PWDs in Japan and showed an increase in employment rates. Alternatively, Nagae (2015) study on disability employment and productivity indicated that quotas did not promote employment of PWDs. Myths about accommodating PWDs in the workplace abound. A study by Gustafsson, Peralta and Danermark (2014) on employers' perspective of employing PWDs in Scandinavia highlighted the necessity of accommodations in the successful implementation of hiring decisions for PWDs.

The supply side is also a key aspect when it comes to employment of PWDs. Supply factors look at the qualifications of PWDs in terms of education, work experience and skills. In recent years there has been concern about the qualifications of PWDs and their employment. Persons with disability have been associated with low levels of college and university education and lack of work experience resulting in higher rates of unemployment (Gmitroski, Bradley, Heinemann, Liu, Blanchard, Beck, Mathias, Leon and Barbic, 2018). Various studies have also shown that personal characteristics desired

in the industry are aesthetics, good diction, social skills, physical appearance and presentation (Groschol, 2007; Warhust and Nickson 2007; Coletta and Bruyere, 2011) which may be a challenge to the employment of PWDs. Research has tried to shed light on type of disability and employment of PWDs. Crisp (2005) indicated that employment opportunities differed between different types of disability. Naami (2015) study on disability, gender and employment in Ghana also established a trend in the kinds of jobs persons with various types of disability did. On the other hand a Swedish study by Anderson, Luthra, Hurtig and Tideman (2015) noted that studies which considered type of disability, had looked at persons with specific types of disabilities like intellectual and their employment in other fields. Therefore indicating some types of disability may face more difficulties than others when it comes to employment.

The tourism industry in Kenya has continued to experience expressive growth yearly despite the travel bans and terrorism attacks (WTTC, 2017). Nairobi City County has experienced a growth in the entrance of international hotel chains with a forecasted 16 new hotels to increase bed capacity to 2,956 in the coming years (Wainaina, 2016). The growth of the Kenyan hotel industry has necessitated the provision of a large and diverse workforce as hotels require a human element to support guests' needs (WTTC, 2017). Persons with disability represent a potential workforce for the industry. Approximately 1.75 million people in Kenya live with disability (KNBS, 2010). However, the Kenya National Survey of Persons with Disability Report (KNBS, 2010) showed that 24% of PWDs were unemployed. To address disparities in employment and discrimination of PWDs, the Kenyan government enacted the Persons with Disabilities Act 2003 (Kenya Law Reports Online, 2008). Other legislation enacted also included the Draft National Policy on Disability 2006 and the Constitution of Kenya 2010 (Kenya Law Reports Online, 2008).

Since the enactment of legislation, studies related to legislation and employment of PWDs in Kenya have indicated challenges in implementation and compliance of law by organizations, ineffective legislation and harmonization of policies (Opini 2008, Tororei, 2009). On the demand side, employers are required to reserve 5% of all permanent and casual positions for PWDs (Kenya Law Reports online, 2008). However, few studies have been carried out on the extent to which the quota had been successful in ensuring their employment. A study on employer perspectives on opportunities for persons with mental disability in Kenya indicated that workplace accommodations were scarce in Kenya (Ebuenyi, Van der Ham, Bunders-Aelen and Regeer, 2020). Qualifications of PWDs have been on the forefront. Supply factors were candidate factors including education, work experience and personal characteristics. Njoroge (2017) study on accessing employment opportunities for PWDs indicated that PWDs had the right set of qualifications and educational background but were excluded from employment due to stereotypes and misconceptions by employees. The census of 2010 showed that the common types of disability were visual (30%) physical (30%), hearing (12%) and mental (11%) (KNBS, 2010). Type of disability is seen as a factor that influences the employment of PWDs. However few studies have been carried out in Kenya with regards to their employment. It is therefore questionable to what extent legislation, demand, supply and type of disability have been successful in ensuring the employment of PWDs.

1.1 Statement of the Problem

The problem of employment of PWDs is a worldwide issue. The Persons with Disability Act 2003, the Draft National Policy on Disability 2006 and the Constitution of Kenya 2010 advocate for the rights of PWDs. However, years after the enactment of the Act, the employment of PWDs in practice is still lacking. Gaps exist in

harmonization of policies, implementation and compliance of law by organizations (Tororei, 2009). There is also lack of specific information on the implementation and outcomes of the Act in hotels with regards to employment of PWDs. It is unknown whether implemented legislation and policies have led to the employment of PWDs in hotels. Hotels require a human element to cater to the needs of guests and this can be provided by PWDs. For employment to occur there needs to be demand in form of a vacancy. Demand factors represent the employer side is meant to create a need for employment of PWDs. However, little is known whether anti-discrimination policies, quotas, accommodations, financial incentives and penalties have had an effect on employment of PWDs in the hotel industry in Kenya. Employment is determined by an individual's qualifications including education, work experience and personal characteristics. These denote supply factors for employees and it is unknown whether PWDs have these qualifications for employment. Disabilities manifest in different forms and few studies have shown whether the type of disability has a relationship to the employment of PWDs. These factors indicate a gap on the effect of legislation, demand factors, supply factors and type of disability on the employment of PWDs in hotels.

Employment rates for PWDs continue to be below those of able-bodied persons becoming a problematic situation for PWDs, society and the economy. PWDs continue to experience discrimination and exclusion in the labour market despite the mandate of the NCPWDs to secure five percent of all positions in public and private sectors for them. Employment occurs when there is a balance between labour demand and supply. The Act is the principle legislation addressing the rights of PWDs and has put in place provisions to facilitate the demand and supply of PWDs through equitable employment. However, gaps in the implementation and compliance with legislation demand factors,

supply factors, type of disability with regards to employment of PWDs in hotels exist. Furthermore, literature fails to indicate whether legislation, demand factors, supply factors and type of disability have a relationship to the employment of PWDs. Therefore, to address these gaps the research sought to examine legislation on the employment of PWDs, to investigate the demand factors for the employment of PWDs, to examine the supply factors for qualified PWDs, to investigate the type of disability on employment of PWDs.

The realization of the study objectives will lead to a better understanding of employment of PWDs in the hotel industry in Kenya. It will provide new information that can be used by policy makers to analyze the effects of legislation and policies on the employment of PWDs, develop programmes and initiatives for employers and PWDs to ensure disability legislation achieves the desired results. There are many unemployed PWDs in Kenya, this study will be a worthwhile undertaking as it will provide insight on what employers seek during recruitment. The research will also provide HR personnel with information on legal requirements on employment of PWDs. Lastly the research provided information on PWDs employed in the hotel industry, shedding light on much needed data on the same.

1.2 Purpose of the Study

The purpose of the research was to investigate inclusive factors influencing the employment of persons with disability among 3-5-star hotels in Nairobi City County, Kenya

1.3 Objectives of the Study

1.3.1 General Objective

The general objective of the study was to examine investigate inclusive factors influencing the employment of persons with disability among 3-5-star hotels in Nairobi City County, Kenya

1.3.2 Specific Objectives

- i. To examine the influence of legislation on the employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya.
- ii. To investigate the demand factors that relate to employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya.
- iii. To examine the supply factors that influence employment of qualified persons with disability in 3-5-star hotels in Nairobi City County, Kenya.
- iv. To investigate type of disability that influence employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya
- v. To examine the relationship between legislation, demand factors, supply factors and type of disability and the employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya

1.4 Research Hypotheses

HO₁: Legislation has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya

HO₂: Demand factors have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya

HO₃: Supply factors have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya

HO4: Type of disability has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya

HO5: Legislation, demand factors, supply factors and type of disability have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya

1.5 Significance of the Study

1.5.1 Persons with disability

Persons with disability are the people affected by low employment rates in all sectors. With regard to the hospitality industry, the research will reveal whether the hotel industry is accommodative to their employment, highlight employer requirements for employment in the industry and other opportunities which can lead to employment within hotels.

1.5.2 Hotels

The hotels included in this study are the beneficiaries of this research. The findings of the study will be beneficial to them as they will gain insight into the employment of PWDs, implementation and compliance to law, access to PWDs which may lead to the employment of PWDs in hotels.

1.5.3 Government

The government is responsible for ensuring that rights of PWDs are not infringed through creating policies and legislations. The results of the study on the relationship between the variables – legislation, demand, supply, type of disability and employment

will provide important insight into how policies and legislation can improve to further encourage the employment of PWDS in the tourism and hospitality sector.

1.5.4 Researchers/Academia

The study gives academicians a better understanding of legislation, supply and demand factors as related to disability employment. Existing literature and knowledge on employment of PWDs will also be added.

1.6 Scope of the Study

This study was conducted in 3-5 star rated hotels in Nairobi City County, Kenya. The Tourism Regulatory Authority (TRA) Register of Classified Establishments for the period 2015-2018 showed that these hotels made up 90% of the hotels in Nairobi County (Tourism Regulatory Authority, 2018) thus provided an abundant population for the study. The hotels also accounted for 51% of occupancy rates in the country according to a hospitality sector report (Cytonn Real Estate, 2017) thus highlighting their contribution to the economy of the country. It was also carried out at the National Council for Persons with Disability (NCPWDs). The target population for the research was 31 human resource personnel working in the hotels in Nairobi City County and the Disability Service Officer working at the NCPWDs and PWDs employed in hotels. The respondents had the information required for the study. The study was conducted from July 2018 to December 2018.

1.7 Limitations of the Study

The limitations of the study were experienced during data collection period. Due to the busy nature of Human Resource Personnel working hours, there was limited time to fill

the questionnaires. To counter this, the researcher gave out the questionnaires for the participants to fill at their convenience and planned the interview with disability officer at her convenient time. The researcher furthered encountered inadequate information and data regarding PWDs in Kenya as well as limitations on access to PWDs respondents. However, to tackle the limitations cited, the researcher ensured proper identification of respondents to improve the response rate, use of one research assistant to collect the data.

1.8 Assumptions of the Study

This study was conducted under the assumptions that respondents would not be biased in their opinions and perspective towards PWDs. It was also assumed that participants in the study would provide true information.

1.9 Conceptual and Theoretical Framework

1.9.1 Theoretical Framework

Theoretical framework is a collection of interrelated concepts such as theory (ies) which are not necessarily fully determined. A theoretical framework guides the research study in determining what variables will be measured and what statistical relationships will need to be established. The theories underpinning this research study have been discussed below: Virtue Theory, Socio-Economic Theory of Compliance and Keynesian Theory of Employment.

1.9.1.1 Virtue Theory

This theory was proposed by Arjoon (2000) cited in Arjoon, Turriago-Hoyos, and Thoene (2018) as he studied traditional approaches to ethics in organizations. He discovered that traditional approaches focused on the avoidance of wrongdoing and

were regressive as organizations would develop measures to avoid past failures and future charges. However, under the virtue theory organizations would shift from avoidance of discriminatory behavior to proactively practicing behaviors related to inclusiveness for all. Thus, an organization would set its virtues, mission, principles and core competencies to achieve this.

If an organization is grounded on these virtues and aligns its practices to virtuous behavior, they will exhibit socially acceptable behavior based on doing the right thing (Arjoon, 2000 cited in Arjoon, Turriago-Hoyos, and Thoene, 2018). Thus, demographic attributes of PWDs would be viewed and accepted as a norm in society (Barclay, Markel and Yugo, 2012). When this theory is applied to legislation, organizations will voluntarily implement legislation because it is socially acceptable and will not go against their principles. Organizations will have inclusive workplace policies and employers will not discriminate against employment of PWDs to ensure their equitable employment and integration. This would counter traditional disability approaches which focus on costs of accommodations and mandatory implementation of law.

1.9.1.2 Socio-Economic Theory of Compliance

This theory was developed by Sutinen and Kuperan (1999) cited in Calcador and Juan (2017). This theory integrates principles of economic, sociology and psychology to account for both tangible and intangible motivations influencing individuals' decisions whether to comply with a given set of regulations. The study adopted the theory to explain an individual's decisions to comply with a specified set of laws. Under social theory, decisions on whether to comply with regulation, social attitude towards disability are viewed to impact employment of PWDs. Economic theory was used to

analyze aspects of supply and demand, through demand factors, financial incentives offered in legislation.

1.9.1.3 Keynesian Theory of Employment

This theory was proposed by John Maynard Keynes in the 1930s (Keynes, 2018). This theory states that employment occurs when there is equilibrium between aggregate demand and aggregate supply in the labour market. Keynes propagated that an increase in effective demand would increase the level of employment and vice versa. The employment level of an organization depends on the number of workers that are employed and on the decisions of organizations related to hiring employees. This theory was applied to explain the aspect of demand, supply and employment in hotels. Thus, when hotels created employment opportunities for PWDs and there was an equal and available supply of qualified PWDs employment would occur.

1.9.2 Conceptual Framework

A conceptual framework symbolizes the researcher's amalgamation of literature and the research problem and how the particular variables in the research interact with each other (Creswell, 2014). This study's conceptual framework was adopted from Sutinen and Kuperan (1999) cited in Calcador and Juan (2017), socio-economic theory of compliance and modified. It comprises of the following as illustrated in Figure 1.1.

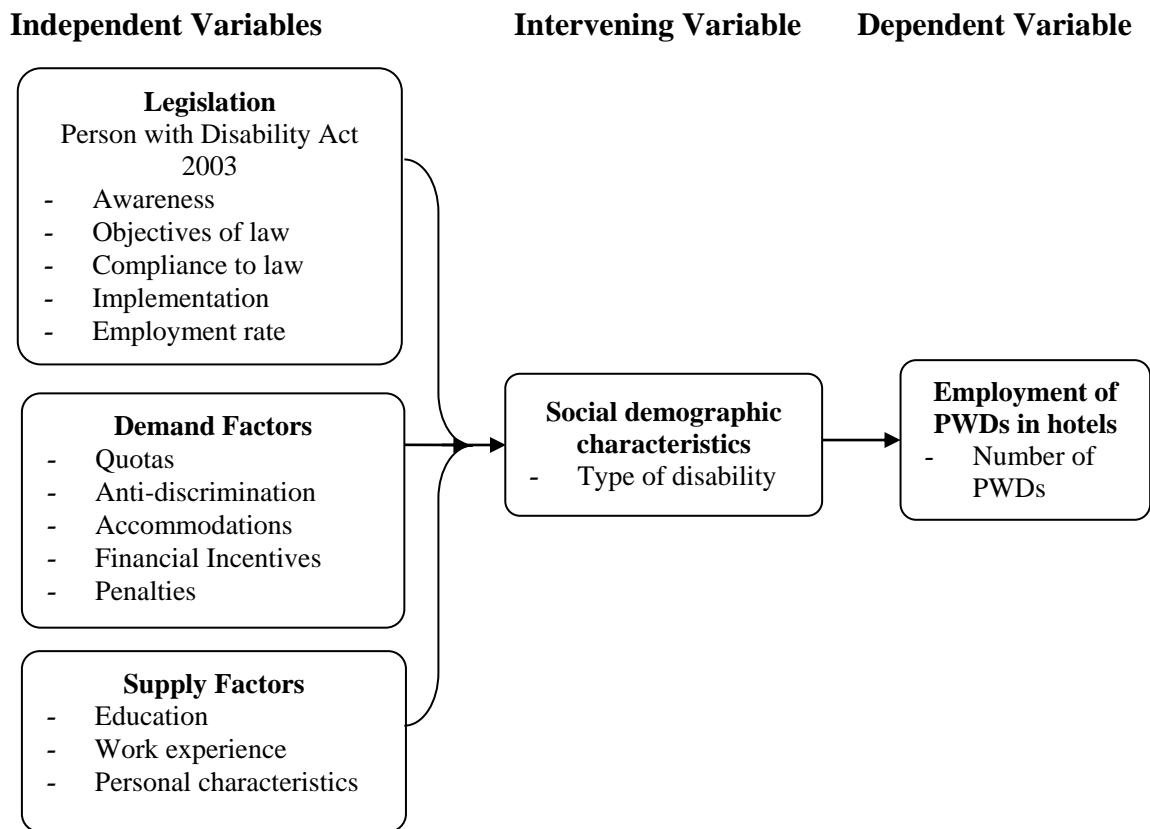


Figure 1. 1 Conceptual framework

Adapted and Modified from the Socio-Economic Theory of Compliance, Sutinen and Kuperan (1999) cited in Calcador and Juan (2017)

1.9.2.1 Independent variables

These variables comprised of the following: Legislation which are focused on the rights to employment for PWDs, Demand factors focusing on creation of employment opportunities for PWDs, and the Supply factors focusing on the PWDs capabilities and qualifications as important aspects in employment. The researcher applied different scales of measurements that is nominal, ordinal, interval and ration in order to measure the independent variables (Mugenda and Mugenda, 2003). This was carried out through formulating questions which would generate data for the variable under investigation. For example for awareness the nominal scale was used.

1.9.2.2 Intervening Variable

The type of disability was considered as an intervening variable since many studies have shown that employers prefer employing persons with certain types of disabilities. This variable was considered relevant as disability was seen to influence the employment of PWDs. This variable was measured using the nominal scale of measurement.

1.9.2.3 Dependent Variable

Employment of PWDs was considered the dependent variable in the study. This variable was measured through the number of PWDs employed in the hotel since the implementation of the disability Act. Employers

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter explored empirical and theoretical literature that focused on legislation, demand factors, supply factors and type of disability on the employment of PWDs. The chapter concluded with the identification and clarification of research gaps emerging from review of literature.

2.2 Empirical Literature Review

This section focused on the empirical literature in line with the objectives and conceptual framework of the study as discussed below.

2.2.1 Legislation

Legislation promotes the welfare of PWDs by advocating for their rights, protecting them from discrimination and ensuring their participation in society. Globally, legislation has helped to increase awareness of disability issues. However, a Comprehensive Community Based Rehabilitation Tanzania Report (CCBRT) on the Persons with Disability Act 2010, found that majority of employers and PWDs were unaware of disability laws, employment and labour matters for PWDs (CCBRT, 2016). Aldersy, (2012) further indicates poor publicity and ineffective enforcement by the Tanzanian government resulting in low awareness of the Act. In Kenya, the Kenya National Commission on Human Rights (KNCHR) reported a general lack of awareness by employers, businesses and PWDs on the various articles of the Act (KNCHR, 2014). If awareness of the legal requirement is not improved, PWDs will continue to experience difficulties in accessing employment (Nyombi and Kibandama, 2014).

Clarity of legislation objectives facilitates success of its implementation (Adjei, 2013). When legislation did not focus enough on PWDs it limited the support for their employment (Naidoo, Maja, Mann, Sing and Steyn, 2011). Wehman (2011) also claimed that legislation did not provide adequate support for employers and PWDs, guidelines and clear rules of implementation and employment of PWDs. Studies, on the Employment Equity Act in South Africa further revealed the business case for Act had not been communicated effectively to employers thus there was no understanding and effective communication of the value of Employment Equity Act implementation in organizations (Booyesen, 2007).

Once legislation has been enacted it is assumed that organizations will implement and comply with it and it is the role of the government to ensure this. Opini, (2010) states that legislation, presents the hiring of PWDs as a voluntary responsibility as compared to a mandatory one. Thus, employers choose whether or not to implement it. Houtenville and Kalargyrou, (2012) further state that the formal or informal connection between the organization and policymakers may have an impact on the organization implementing legislation. Spechler (2017) report on the compliance of the ADA indicated a slow response by the state and local government officials in ensuring organizations comply with its provisions.

Initial research founded on the American with Disabilities Act (ADA) suggested that it had a negative effect on the employment of PWDs by reducing their employment rate and raising labour costs associated with their employment (Acemogl and Angrist, 2001 cited in Kim and Rhee, 2016). DeLeire (2003) cited in Santuzzi and Waltz (2016) stated that the decline in the employment of PWDs after the ADA reflected other factors including the potential threat of law suits in hiring and firing employees with

disabilities, added costs for accommodation, supervisor and co-worker attitude towards disability among others, rather than the ADA itself. In a review of the UK's Disability Discrimination Act (DDA) Jones (2006) cited in Santuzzi and Waltz (2016) shows the efforts of the DDA in narrowing the employment gap, being in line with the positive effect of legislation. The fear of litigation and discrimination may to some extent influence employer's willingness to recruit and retain PWDs (Kaye et al., 2011). While legislation in Kenya has created provisions for employment of PWDs, gaps exist in harmonization of policies, implementation and compliance of law by organizations, thus PWDs still face challenges in accessing employment in Nairobi (Tororei, 2009). However, it is countered by the insensitivity of the law enforcement agencies and the judiciary towards issues concerning disability and access to justice (EAC Policy on Persons with Disabilities, 2012).

2.2.2 Demand Factors

A quota is a compulsion to recruit and employ a mandatory number or percentage of persons from a particular group. Disability quotas are an authoritative approach for raising awareness of PWDs and promoting their employment by directly influencing labour demand (Sargeant, Radevich-Katsaroumpa and Innessi, 2016). The implied assumptions are that without quotas employers will not hire PWDs, because of discrimination, negative perceptions on their productivity, high accommodation costs required to ensure PWDs are equally productive as non-disabled persons (Mont, 2004). Studies done in Japan indicated an increase in employment numbers of PWDs as a result of the quota system (Tamako, 2007; Kudo, 2010). However, Nagae (2015) states that quotas have not been shown to promote general employment of PWDs with efficiency. Others imply that legislation segregates PWDs suggesting they cannot be employed on merit and require special treatment within the work environment (Naidoo

et al., 2011; Aldersey, 2012). In Kenya, the Act has a provision for securing 5% of all public and private positions in organizations for PWDs.

It is illegal to base employment decisions on a candidate's disability as this constitutes discrimination. Discrimination, bigotry, stereotypes and misunderstanding of capability often makes employers unwilling to hire PWDs (Gottlieb et al., 2010). Lindsay (2011) identified disability as one of the reason teens and youth were discriminated against in employment opportunities. Some employers still express that PWDs are not equipped to function adequately in the organization as their personal and professional attributes are not believed to conform to organizational norms and priorities (Beaton, Kabano and Léger, 2012). Other studies cite that the nature of the work in the hotel industry is such that it cannot be effectively performed by PWDs (Groschl, 2007; Houtenville and Kalargyrou, 2012). However, the purpose of legislation is to facilitate better access to formal economic opportunities for PWDs, equalize wages and salaries and improve working conditions for them (WHO, 2011). The Persons with Disability Act 2003 prohibits discrimination based on advertisement of opportunities, recruitment, wages, salaries, pensions, accommodation, leave, creation or abolition of posts, apprenticeships, training, transfer, promotion and retrenchment but it is not known how effective these are in ensuring employment of PWDs in hotels.

Failure to make reasonable accommodations for PWDs at work is one of the challenges they face in accessing employment (Marumoagae, 2012). Persons with disabilities may require workplace accommodations to carry out their duties effectively. Legislation outlines employer responsibility to provide accommodations to employees with disabilities. Gustafsson, Peralta and Danermark (2014) highlight the necessity of accommodations in the successful implementation of hiring decisions for PWDs.

Accommodations can either alter the work environment and make it more accessible for PWDs (Simonsen, Luecking and Fabian, 2015) or can include a re-design of job characteristics to meet their labour needs (Mont, 2004). However, a research by Yelin, Sonneborn and Trupin (2000) as cited in Dong, Fabian and Xu (2016) on individuals with musculoskeletal disabilities reported receiving workplace accommodations and these were not generally associated with an improvement of their employment rates. Gottlieb et al., (2010) also state that human resource personnel may be hesitant to hire PWDs because of misconceptions of accommodation and healthcare costs.

Incentives help to alleviate employers' fears of hiring or accommodating PWDs in terms of premises modifications, costs, supplemental training or greater human resource requirements. Few employers utilize these incentives thus it becomes difficult to determine their impact on hiring PWDs (Mont, 2004; Mose, 2018). High rates of employment are unlikely where positive incentives and/or negative sanctions are not sufficient or certain enough (Weaver, 2009). A study of the Persons with Disability Act of 2010 in Tanzania recommended the need for the Tanzanian government to provide special budgetary allocations and provide incentives to employers to comply with legislation (Kweka, 2010). However, Opini, (2010) cautions that employer's focus should not be on realizing the incentives but should be to advance the rights of PWDs. Alternatively, Lalive, Wuellrich and Zweimüller (2013) revealed that an increase in penalties considerably increased organizations' demand for disabled workers.

2.2.3 Supply Factors

It is assumed that a higher level of education is associated with a higher employment rate. Inadequacy of requisite knowledge and skills make it difficult for a person to secure any type of employment in adult life. Lower levels of education among PWDs

was seen where specific job knowledge and formal education were required (Lengnick-Hall, Gaunt and Brooks, 2001) cited in Araten-Bergman, 2016). Other studies state that PWDs have inadequate knowledge of the jobs they are capable of holding and how to acquire requisite training for the same (Kaye, Jans and Jones, 2011; Houtenville and Kalargyrou, 2012). Lewis, Thoresen and Cocks (2011) identified vocational education and training, including internships, apprenticeships, work-based learning programmes as positive employment avenues for PWDs. Polidano and Mavromaras (2011) further stated that improving the educational outcomes of PWDs was vital in aiding to secure their employment prospects.

Employment advertisements usually state the need for work experience as a requirement for employment. Work experience is associated with high post school employment of PWDs (Wehman, Sima, Ketchum, West, Chan and Luecking, 2015; Sung, Sanchez, Kuo and Wang, 2015). For students and graduates, work experience can be gained through internships and employment. Bukaliya, Region and Marondera (2012) stated that internships are models of experiential learning which integrate classroom teaching with on the job experience facilitate students to build their expertise, knowledge and skills in their line of profession. Parmenter (2011) showed that vocational training and work experience increased the likelihood of intellectual PWDs in obtaining work. However, Waterhouse, Kimberley, Jonas and Glover (2010) revealed that employer assessment of job fit and employment was hampered by their perceptions on capabilities and job performance of PWDs.

Personal characteristics include aesthetics, soft skills, emotional intelligence and positive attitudes of an individual. Some studies indicate employer's preference and emphasis on aesthetics, soft skills, emotional intelligence and positive attitudes to

technical skills as employers could be trained on the latter not the former (Nickson, Warhust and Dutton, 2005 cited in Sharma, Zsarnoczky and Dunay, 2018). De Sa, De Melo Oliveira, Dias and Barbosa (2017) state that in job titles involving a high level of interaction with the general public, hotels will prefer to employ people who represent a reasonable level of attractiveness and social skills. Thus, PWDs who may not fit in these convectional standards, despite possessing the requisite knowledge and skills for the job may not be considered for employment. Coletta and Bruyere (2011) further highlight that the emotional state that is self-esteem, confidence, personal acceptance of their disability also influences employment of PWDs.

2.2.4 Type of Disability

Studies show that the type of disability affected employer recruitment decision and employment retention for PWDs (Ju, Roberts and Zhang, 2013). Employers' have been seen to have a preference for employing certain types of disability as compared to others (Lindsay, 2011). People with certain types of disabilities like intellectual face extreme difficulties to overcome while others face fewer difficulties (Boman, Kjellberg, Danermark and Boman,2015).

Employers generally view physical disabilities favorably than intellectual disabilities (Araten-Bergman 2016; Bendick, 2016). The 2009 Census identified the different types of disabilities in Kenya as physical disability, mental disability, visual impairment, hearing impairment and speech impairment (KNBS, 2010). Knowledge on which types of disabilities employed in hotels and whether employers are willing to hire people with all types of disabilities is limited, thus the research will aim to contribute knowledge in this area.

2.2.5 Employment of Persons with Disability

Employers have a legal duty to employ PWDs and provide them with reasonable accommodations at work. Labour demand for hospitality employees, makes PWDs a valuable resource in the workforce (Vornholt, Villotti, Muschalla, Bauer, Colella, Zijlstra and Corbiere, 2018). Studies have shown that PWDs can be successfully employed in the hotel industry (Groschl, 2007; Gottlieb, Myhill and Blanck, 2010). However, they have low employment rates in the hospitality industry (Balta and Bengisu, 2012; Paez and Arendt, 2014).

The Kenya National Survey of Persons with Disability Report (KNBS, 2010) showed that 24% of PWDs were unemployed. This indicates a low employment rate for PWDs in organizations in Kenya. In the hotel industry, employer preference for aesthetics, good diction, social skills, physical appearance and presentation have been cited as some of the challenges facing employment of PWDs (Groschol, 2007; Warhust and Nickson 2007; Coletta and Bruyere, 2011). However, it is not known if PWDs have been employed in hotels in Kenya, whether HR have discriminatory practices towards their recruitment.

2.3 Summary of the Research Gaps

In Kenya, few studies exist on employment of PWDs following the enactment of the Persons with Disability Act 2003 particularly in the hotel industry. Information gaps exist on employed PWDs in the hotels in Kenya. The review of literature has failed to show whether legislation has led to the employment of PWDs in hotels in Kenya. Literature on the compliance of organizations to legislation is scarce. On the aspect of demand, various mechanisms have been put in place to ensure that PWDs are catered for in employment. Yet it is still unclear whether organizations are utilizing these

mechanisms to employ PWDs, and whether they have been effective in ensuring the employment of PWDs.

With regard to supply, studies indicate that PWDs are not employed due to their low qualification levels. In the hotel industry in Nairobi, it is not known if this is the case. Legislation provides for internship opportunities for PWDs however it is unclear if they take up internships and whether they transit into permanent employment. These represent gaps of knowledge in the hotel industry, employment of PWDs and legislation. Lastly, literature fails to show whether there exists a relationship between legislation, demand, supply and the employment of PWDs from the hotel perspective. The research addressed the information gaps and provided knowledge and data with regard to disability legislation and the employment of PWDs in hotels in Kenya.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.0 Introduction

This chapter discussed the methods and procedures used in examining the purpose of the study by exploring the objectives in chapter one. This chapter identified the research design, study area, target population, sampling and sample size, sampling techniques, research instruments, data collection and data analysis. Logical and ethical issues for this research study were also discussed in this chapter.

3.1 Research Design

A research design is a plan for a study, providing the overall framework for carrying out the research, the methods to be used to collect and analyze the data (Kothari, 2004). The study utilized a descriptive survey design with a qualitative and quantitative approach to data collection. This approach uses a mixed methods involving questionnaires, observation checklist and interviews (Moon and Blackman, 2014). The survey design was used because of its descriptive nature to assist the researcher to collect data from the sample population as per the research variables (Rahi, 2017). A study by Liu, Qiu, Liu and Guo (2017) stated that the survey design assists the researcher in making observations of the facts and status instead of manipulating the variables of interest. The study was a time series which involved the use of single research units that were measured since the implementation of the Act (Salkind, 2010).

3.2 Variables

A variable is phenomenon that a researcher is interested in forming the basis for the measurement in a study. The variables of interest to the researcher that were considered for this study have been discussed as below.

3.2.1 Independent variables

Legislation was formulated to advocate for the rights to employment for PWDs. It is believed that legislation should have led to employment of PWDs. Employers need to be aware of legislation, its objectives, comply and implement it for it to achieve its desired purpose. Thus, legislation looked at these factors. Demand focuses on employer factors that create employment opportunities for PWDs. These include quotas, anti-discrimination policies, accommodations, financial incentives like tax exemptions and penalties to be faced by organizations for lack of implementation of law. It is assumed that these factors would create demand for PWDs and lead to their employment. Supply focuses on the PWDs. The capabilities and qualifications of PWDs is an important aspect in employment. Employers require certain minimal qualifications for employment, thus the study looked at the educational qualifications, work experience and their personal characteristics. These were seen to influence the supply or availability of qualified labor.

3.2.2 Intervening Variable

The type of disability was seen as an intervening variable. Studies have shown employers preference for employing persons with certain types of disabilities. Thus, it was important to determine if the type of disability was a factor that affected the employment of PWDs. It is assumed that the independent variables legislation, supply and demand would lead to the employment of PWDs in hotels. The type of disability was seen as an intervening variable as it would affect the employment of PWDs.

3.2.3 Dependent Variable

Employment of PWDs was the dependent variable in the study. Employment of PWDs would be measured through the number of PWDs employed in the hotel since the implementation of the Act.

3.3 Location of Study

The research study was carried out within Nairobi City County. This is because the area is vast and has the largest population of employed PWDs (KNBS, 2012). The area enjoys the highest number of classified and unclassified hotels and is an administrative, political and metropolitan capital, with about one million people visiting and working within its urban areas (Orodho, 2003). It is the largest city in Kenya, the capital of the country with vibrant multi-cultural and multi-national population and corporations, representing both local and international community (Wamuchiru, 20179).

3.4 Target Population

A population is a group of individuals or objects that have the same form of characteristics (Mugenda and Mugenda, 2003). The target population of this study was 39 respondents sourced from 32 organizations. These organizations comprised of 31 (Thirty one) 3-5-star hotels identified in the Tourism Regulatory Authority Register of Classified Establishments for the period 2015-2018 (Tourism Regulatory Organization, 2018) (Appendix G), the Disability Service Officer from the National Council for Persons with Disability and 7 PWDs working in the hotels. Three to five star hotels were used as most of the hotels were classified under this category in the Tourism Regulatory Authority Register of Classified Establishments. The NCPWDs is the only state corporation mandated to formulate and implement policies that are geared towards mainstreaming PWDs into the National economy. As a practical limitation, the

researcher considered recommended PWDs employed in the hotels who were 7 in number and all responded to the questionnaire.

3.5 Sample Techniques and Sampling Size

3.5.1 Sampling Technique

The study used mixed method sampling. Mixed method sampling uses both probability and purposive sampling techniques (Teddie and Yu, 2007). In this study, hotels were stratified into their star rating then purposive sampling technique applied to identify HR human resource personnel and Disability Service Office at the NCPWDs. Purposive sampling is used to select respondents based on their experience or knowledge about the study problem (Mugenda and Mugenda, 2003). Snowball sampling was used to identify PWDs. Snow ball sampling is method where the respondents assist the researcher in identifying other potential respondents for the study (Robinson, 2014). The researcher sought recommendations from the Disability Service Officer and the human resource personnel on where PWDs working in the hotels would be accessed.

3.5.2 Sample Size

A sample as a smaller number or the population that is used to make conclusions regarding the whole population (Mugenda and Mugenda, 2003). They define sampling as the methodical process of choosing a number of individuals for a study to represent the larger group from which they were selected. The target population for the study was 31 hotels and the Disability Service Officer at the NCPWDs. From this number a sample size of 26 was generated using a sample size calculator Maccor (2010) at a confidence level of 95%. Purposive sampling technique was then done whereby the HR manager was selected from each of the hotels and Disability Service Officer at the NCPWDs. During the administration of the research the respondents further

recommended 7 PWDs who worked in the hotels as respondents bringing the total sample to 34 respondents. Table 3.1 illustrates how the sample size was drawn.

Table 3. 1 Distribution of the respondents

Category of respondents	Hotel ratings	Population	Percentage	Sample Size
Human Resource	3 star	31	84%	8
Managers	4 star			10
	5 star			8
NCPWDs Manager		1	100%	1
Persons with Disability		7	100%	7
Total		39		34

3.6 Data Collection Instruments

The research study used questionnaires, an interview schedule and an observation checklist to collect data. The use of multiple research instruments facilitates the validation of data through triangulation (Turner and Turner, 2009). Data collected from the questionnaires were coded and analyzed. Interviews provided supplemental information on employment of PWDs while observations were aimed to show whether hotels had made accommodations for PWDs. All the data was then represented in the results as per the themes, with literature used to further support the results and conclusions.

3.6.1 Questionnaires

Two questionnaires were used to collect data, one for the HR personnel in hotels and the other for PWDs (See Appendices B and D). The questionnaires consisted of closed-ended questions and open-ended questions. The questionnaires were divided into the main areas of investigation with an exception of section A which captured the demographic characteristics of the respondents. Section B was organized as per the research objective that is legislation, demand factors, supply factors, type of disability, employment of PWDs.

3.6.2 Interview Guide

The interview schedule was used for the Disability Service Officer at the NCPWDs (Appendix C). The guide was organized in two sections. Section A captured the demographic variables of the Council manager. Section B was organized as per the objectives. The researcher administered the interview guide to gain insight and in-depth information left out by questionnaire. This increased reliability of the findings by assisting to test responses consistency with the questionnaires.

3.6.3 Observation Checklist

An observation checklist was used to determine whether hotels had made physical accommodations for PWDs in their facilities as required by legislation (See Appendix E). The observation checklist was adapted from similar research studies (Liu et al., 2017), with intention to shedding more light on essential information that may not been captured by the questionnaires. The tool helped the researcher to capture, document and evaluate the reality shared by the respondents.

3.7 Pre-testing

A pretest is a trial administration of a research instrument before a full-scale study is carried out (Grimm, 2010). The pretest is carried out in respondents who are not part of the study but share similar characteristics (Mugenda and Mugenda, 2003). The researcher carried out the pretest in five hotels not participating in the study. These were purposively selected as per the star rating of hotels and the number of hotels in each category. Two hotels were pretested in three star hotels, one in four star and two in five star hotels. The researcher used a Cronbach's alpha test to measure the reliability of the questionnaire. Once the data was collected it was coded and an alpha coefficient for the questionnaire was generated using SPSS. The hotels which were sampled for the pretest were excluded from the final sample used in the research.

3.7.1 Instrument Validity

Validity is the extent to which an instrument measures what it is intended to measure (Creswell, 2014). The extent to which an instrument represents the factors under study is termed as content validity. In the research instruments content validity was used to see if the content of the instruments items represented the problem under study (Hair, Anderson, Tatham and Black, 2009). It was further ensured through the help of the research supervisors and two professionals in the field. Thus, necessary revisions and modifications on the research instrument were made thereby enhancing it.

3.7.2 Instrument Reliability

Reliability is the degree of consistency with which an instrument measures the attributes it is designed to measure (Creswell, 2014). Instruments were subjected to the Cronbach Alpha Coefficient test during the pre-test and data analysis phase to ensure their

reliability in collecting the required data. The results of the test as represented in Table 3.2

Table 3. 2 Reliability statistics

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	No. of Items
.720	.766	46

A Cronbach’s alpha of 0.720 was obtained. This was an acceptable value as many methodologists recommend a minimum coefficient of 0.67 and higher for reliability (Jain and Angural, 2017).

3.8 Data Collection Techniques

The researcher distributed the questionnaires with the help of one research assistant. Respondents were allowed one week to complete the questionnaires after which the completed questionnaires were collected to ensure a high response rate. The researcher interviewed the Disability Service Officer at the NCPWDs offices. Data was first collected from the HR personnel, followed by the Disability Service Officer. The researcher made prior visits to the establishments to familiarize with the study environment and then filled in the observation checklist during the subsequent visits. Through the HR personnel and the Disability Service Officer, the researcher sought information of PWDs employed in hotels and then submitted the questionnaire.

3.9 Data Analysis

The study used quantitative data analysis methods for numerical and narrative responses.

3.9.1 Quantitative Data Analysis

Quantitative data from the questionnaire were analyzed using descriptive statistics such as percentages and frequencies. Collected data was coded and analyzed using the appropriate statistical software package. Content analysis is a data analysis method where qualitative data is converted into quantitative data through key words and themes and analyzed (Bengtsson, 2016). Responses from respondents were organized into themes, coded and analyzed using IBM SPSS. The study first identified the basic themes, then classified them into appropriate thematic units which were grouped accordingly and summarized (Table 3.3). Inferential statistics such as correlation and regression were employed to determine causal relationships between the legislation, demand and supply and employment of PWDs in Nairobi County. The linear regression equation used was $Y = A + BX$ where Y is the dependent variable, X is the independent variable, A is a constant and B is the slope of the line (Liu, 2018). Multiple linear regressions were used to determine whether legislation, demand factors, supply factors and type of disability had led to the employment of PWDs in hotels. The multiple linear regression equation applied was $Y = A + BX_1 + BX_2 + BX_3 + BX_4$. Qualitative data was analyzed through content analysis.

3.9.2 Qualitative Data Analysis

Data collected using interviews and observation checklist consisted of verbal and non-verbal cues heard and observed by the researcher from the respondents and study environment. The data from observation and opinions were grouped into broad topics as

per the study objectives and discussed in the results. Inferential statistics were further done on the qualitative data, to make inferences to a more general conclusion. The analysis of the study objectives and hypotheses were done as per the summary presented in Table 3.3.

Table 3. 3 Data analysis by objectives

Objective	Data analysis Method	Justification
1. To examine legislation on the employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya	Descriptive statistics	Description of categorical data for legislation
2. To investigate the demand factors for the employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya	Descriptive statistics	Description of demand factors
3. To examine the supply factors for qualified persons with disability on the employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya	Descriptive statistics	Description of employment qualities
4. To investigate the type of disability on employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya	Descriptive statistics	Description of disability types
5. To examine the effect of legislation, demand factors, supply factors and type of disability on the employment of persons with disability in 3-5-star hotels in Nairobi City County, Kenya	Descriptive statistics	Descriptive analysis due to the categorical data
<p><i>HO₁</i>: Legislation has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya</p> <p><i>HO₂</i>: Demand factors have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya</p> <p><i>HO₃</i>: Supply factors have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya</p> <p><i>HO₄</i>: Type of disability has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya</p>	Inferential statistics (Pearson's correlation and regression)	Determine any relationship between variables

<p>HO5: Legislation, demand factors, supply factors and type of disability have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County, Kenya</p>		
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3.10 Logistical and Ethical Considerations

3.10.1 Logistical Considerations

Permission to conduct research was sought in the form of an approval of proposal letter from Graduate School (Appendix H), a research permit from NACOSTI (Appendix I) and verbal or written permission from the hotels before research was undertaken (Appendix A).

3.10.2 Ethical Considerations

Ethics ensures that no person will suffer unpleasant consequences from the research activities. Respondent's consent was also obtained before they participated in the research. Anonymity and confidentiality were ensured through non-disclosure of respondents' names on the research instruments and final report.

CHAPTER FOUR

FINDINGS

4.0 Introduction

The purpose of the study was to determine whether legislation, demand factors, supply factors and type of disability have led to the employment of persons with disability in hotels in Nairobi City County. This chapter considered the analysis of findings and interpreted and presented data in line with the objectives of the study. The data obtained was presented in both numerical narrative forms. The chapter is further sub divided into several sections that are pertinent to the subjects under study.

4.1 Response rate

The researcher administered 26 questionnaires to the HR personnel after conducting the pretest on five (5) hotels from the sample population out of which a total of 21 questionnaires were filled and returned (Table 4.1).

Table 4. 1 Response Rate

Respondents	Response	Hotel Category			Total
		3 star	4 star	5 star	
HR Personnel	Returned questionnaires	8	7	6	21 (81%)
	Unreturned questionnaires	-	3	2	5 (19%)
	Total	8	10	8	26 (100%)
PWDs	Returned questionnaires	4	2	1	7 (100%)
	Unreturned questionnaires	-	-	-	-
	Total	4	2	1	7 (100%)

The interview guide was administered to one NCPWDs officer and was successfully completed. From the snowballing exercise, a total of seven (7) individuals with disability working in these hotels were obtained. This represented an overall response rate of 81%. Mugenda and Mugenda (2003) indicate that a response rate of above 50% is adequate for a descriptive study. McPeake, Bateson and Neil (2014) also state that a response rate of 60% is acceptable by many studies. Thus, the above response rate was good.

4.2 Demographic Data and Employment of Persons with Disability

Respondent's demographic characteristics were based on gender, age, educational level, work experience, current title and type of disability. The demographic data points at the respondent's profiles in hotels in Nairobi City County.

4.2.1 Gender of Respondents

The gender of the respondents is presented in Table 4.2.

Table 4. 2 Gender of respondents

Respondents	Gender	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Male	2	4	3	9 (43%)
	Female	6	3	3	12 (57%)
	Total	8	7	6	21 (100%)
Persons with disability	Male	2	-	1	3 (43%)
	Female	2	2	-	4 (57%)
	Total	4	2	1	7 (100%)
Disability Service Officer	Male	-	-	-	1 (100%)
	Total	-	-	-	1 (100%)

The findings indicated that twelve (57%) HR personnel were female as compared to nine (43%) who were male. Of these, three star hotels had more female HR managers at six with four star and five star hotels having three each. Female PWDs employed in hotels were four (57%) as compared to male who were three (43%). The disability service officer at the council was male. The results above indicate that women were seeking formal employment actively more than men. The results differ from a study on gender and disability employment which showed men had a higher employment rate as compared to women (Naami, 2015). The results have an implication on gender and employment for PWDs in hotels.

4.2.2 Age of Respondents

Table 4.3 summarized of the age bracket of HR personnel and PWDs employed in hotels.

Table 4. 3 Age of respondents

Respondents	Age Group	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Under 25 years	1	-	-	1 (5%)
	26-30 years	1	1	1	3 (3%)
	31-35 years	3	3	3	9 (43%)
	36-40 years	3	2	2	7 (33%)
	Over 41 years	-	1	-	1 (5%)
	Total	8	7	6	21 (100%)
Persons with disability	Under 25 years	1	1	-	2 (29%)
	26-30 years	3	1	1	5 (71%)
	Total	4	2	1	7 (100%)
Disability Service Officer	Over 41 years	-	-	-	1 (100%)
	Total	-	-	-	1 (100%)

Nine (43%) HR personnel were in the age group of 31-35 years. Results from PWDs indicated that five (71%) respondents were in the age group of 26-30 years while two (29%) were under 25 years. These results imply that PWDs employed in hotels are youth. Thus hotels should tailor their recruitment strategies to attract and retain youth with disabilities.

4.2.3 Number of Employees in Hotels

The study further sought to find out the number of employees working in the hotels within the sample population. The findings are as indicated in Figure 4.1.

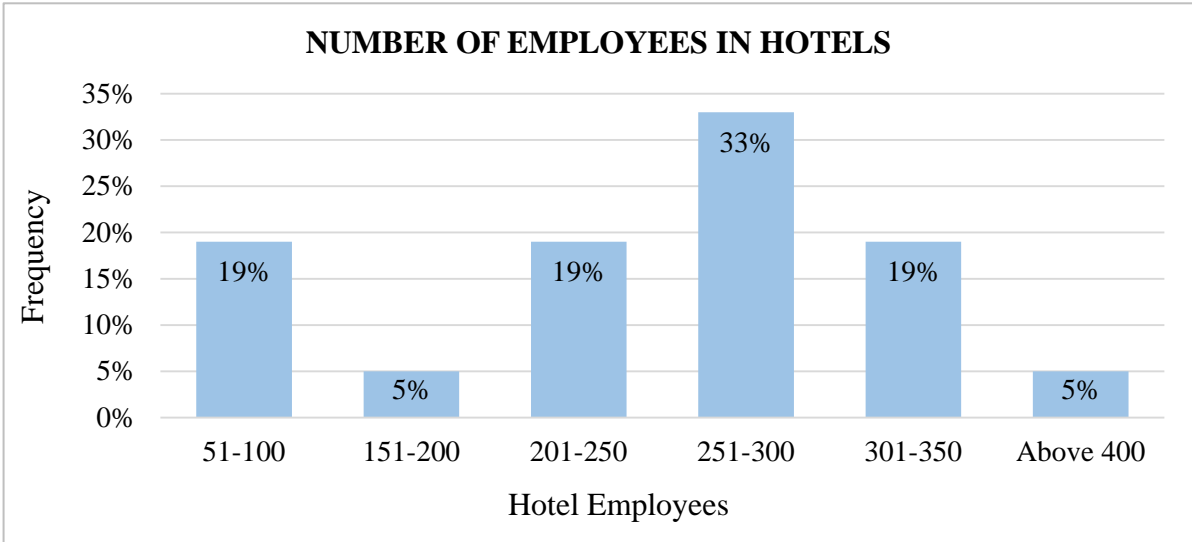


Figure 4. 1 Number of employees in hotels

The findings indicated that the highest representation of employees was from hotels with 251-300 employees with a minimum number of hotels with 151-200 and above 400 employees. This indicated most hotels in Nairobi had employed between 251-300 employees. Thus, the number of PWDs expected to be employed in these hotels should range between 13-15. Of the hotels surveyed, 38% of HR personnel worked in the

three-star hotels, 33% worked in four-star hotels and 29% in five-star hotels. This was a good representative sample of the star rated hotels in the County.

4.2.4 Positions held by Persons with Disability in Hotels

The study sought to establish the positions which have been held by PWDs. Table 4.4 indicates their titles.

Table 4. 4 Positions which have been held by persons with disability hotels

Respondent	Job positions of PWDs	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Chef	1	-	-	1 (14%)
	Housekeeping/ Laundry attendant	1	1	-	2 (29%)
	Accountant	1	-	-	1 (14%)
	Telephone operator	-	1	-	1 (14%)
	Intern	1	-	1	2 (29%)
	Total	4	2	1	7 (100%)
PWDs	Chef	1	1	-	2 (29%)
	Laundry attendants	1	1	-	2 (29%)
	Store clerk	-	-	1	1 (14%)
	Accountant	1	-	-	1 (14%)
	HR Intern	-	-	1	1 (14%)
	Total	3	2	2	7 (100%)

At the NCPWDs, the Disability Service Officer (DSO) was responsible for handling matters on employment of PWDs thus was the suitable respondent for the study. Of the hotels which had ever employed PWDs one each (14%) had employed a chef, accountant and telephone operator while two each (25%) have been housekeeping / laundry attendants and interns. Results from PWDs indicated 29% (2) chefs and 29%

(2) laundry attendants, while 14% (1) each were store clerk, accountant and human resource intern. The findings concurred with PWDs employed in developed countries who worked in different sections of the hotel (Marriot Hotel, 2015; Accor Hotels, 2018). They show that PWDs can work in different departments of the hotel thus HR personnel should not discriminate against employing them.

4.2.5 Work Experience

The work experience of PWDs is illustrated in table 4.5 below.

Table 4. 5 Work experience of PWDs employed in hotels

Respondents	Years of work experience	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Less than 1 year	1	-	-	1 (14%)
	1-3 years	3	1	1	5 (72%)
	4-6 years	-	1	-	1 (14%)
	Total	4	2	1	7 (100%)
PWDs	Less than 1 year	1	-	-	1 (14%)
	1-3 years	3	2	-	5 (72%)
	4-6 years	-	-	1	1 (14%)
	Total	4	2	1	7 (100%)

HR personnel stated that five (64%) PWDs had worked between 1-3 years. Those who had worked for less than 1 year and 4-6 years cumulatively accounted for 36% of work experience. The results were similar to responses of PWDs indicating five (72%) had worked between 1-3 years and two(28%) had worked for less than 1 year and 4-6 years cumulatively. Work experience was sometimes indicated as a requirement on job advertisements and increased the likelihood of PWDs obtaining employment (Bukaliya, Region and Marondera (2012). These results imply that PWDs are seeking relevant work experience in the industry perhaps to gain understanding about the industry and

get a foot in the labour market. PWDs sought work experience in three star hotels as compared to other hotels.

4.2.6 Education Level of Person with Disability

The education level of PWDs is illustrated in Figure 4.2.

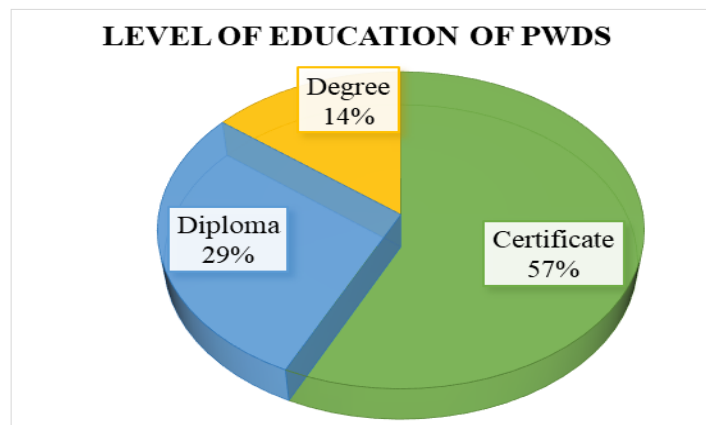


Figure 4. 2 Level of education of PWDs employed in hotels

Fifty seven percent (57%) of PWDs had attained a certificate qualification, 29% diploma and 14% degree qualification. The survey further revealed that the educational background of PWDs included 57% hospitality, 29% business and 14% other courses like human resource, marketing and procurement. The above results varied with previous studies indicating that PWDs had low levels of education which was a barrier to their employment (Lengnick-Hall, Gaunt and Brooks, 2001). Post-secondary or vocational education was seen to facilitate the employment of PWDs and this can be assumed to be the case above (Mizunoya and Mitra, 2013). These results reveal that PWDs had the required educational qualifications needed for employment in the industry, thus should have access to employment opportunities.

4.3 Employment of Persons with Disability in Hotels

Table 4.6 shows that over the last 14 years 13 (62%) of hotels had not employed PWDs, while only eight (38%) hotels had employed at most one.

Table 4. 6 Persons with disability employed in hotels

PWDS employed in hotels	Hotel star rating			Total	Percentage
	3 Star	4 Star	5 Star		
1-5 PWDs	4	2	2	8	38%
None	4	5	4	13	62%
Total	8	7	6	21	100%

Most PWDs were employed in three-star hotels (50%), followed by four-star and five-star hotels at 25% each. The DSO further stated;

“There is insufficient data on PWDs employed in hotels as most hotels are private organizations”

Legislation was enacted over 14 years ago to advocate for the right to employment of PWDs and these results indicated that hotels had made efforts to employ PWDs after the enactment of the Act though a low percentage has been achieved to date.

4.4 Legislation and Employment of Persons with Disability

The objective of this study was to examine the influence of legislation on employment of PWDs. Respondents were asked questions on the awareness of the Persons with Disability Act 2003, compliance and implementation of the Act. The findings of these responses are displayed in this section.

4.4.1 Awareness of the Persons with Disabilities Act 2003.

The results of the study indicated that twenty (95%) HR personnel are aware of the Act while one (5%) was not aware of the Act as shown in Table 4.7.

Table 4. 7 Respondents awareness of the legislation

Respondents	Awareness	Hotel Category			Total
		3 star	4 star	5 star	
HR Personnel	Aware	7	7	7	20 (95%)
	Not aware	1	-	-	1 (5%)
	Total	8	7	6	21 (100%)
PWDs	Aware	3	2	1	6 (86%)
	Not aware	1	-	-	1 (14%)
	Total	4	2	1	7 (100%)

The DSO further confirmed the results by stating that,

“Employers are aware of the Persons with Disability Act 2003.”

Similarly, six (86%) PWDs working in hotels were aware of the Act while one (14%) was not. These findings indicate that HR personnel and PWDs are aware of legislation. Awareness of disability legislation has been highlighted as a key aspect in changing society’s attitude of disability and contributing to employment of PWDs (Jang, Wang and Lin, 2014).

4.4.2 Employer Compliance to the Persons with Disabilities Act 2003

The study sought to establish how compliance to the Act is presented to HR Personnel and the results is as shown in table 4.8 below.

Table 4. 8 HR personnel views on compliance to the act

Respondents	Compliance with the Act	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Mandatory	5	6	4	15 (71%)
	Voluntary	3	1	2	6 (29%)
	Total	8	7	6	21 (100%)
PWDs	Mandatory	2	1	1	4 (57%)
	Voluntary	2	1	-	3 (43%)
	Total	4	2	1	7 (100%)

Fifteen (71%) HR personnel noted that compliance to the Act was mandatory while six (29%) said it was voluntary. The DSO expressed his views as below:

“Compliance to the law is mandatory. However, human resource managers have chosen to partially comply with some articles like making physical accommodations for PWDs but not so much in their employment”.

This was also echoed by four (57%) PWDs who noted compliance to the Act was mandatory as compared to three (43%) who viewed it as voluntary. Previous studies (Opini, 2010) had indicated that compliance to legislation was presented as a voluntary mandate. However the above results indicate that employers and PWDs view compliance as mandatory which is a positive step towards employment of PWDs.

4.4.3 Articulation of Employment Objectives of the Persons with Disability Act 2003

Seventy six percent (76%) of HR personnel noted that the Act clearly articulated employment objectives while 24% noted the objectives are not clearly articulated. However, the DSO stated,

“The Persons with Disability Act 2003 has clearly outlined and articulated the employment objective for PWDS.”

Similarly, 43% of PWDs noted that objectives are clearly articulated with 29% stating they are not clear and 29% they did not know. Clarity of legislation objectives facilitates success of its implementation (Adjei, 2013). HR personnel (76%) indicated that the Act clearly articulated the employment mandate of PWDs, however there was a gap in the actualization of the Act in practice as employment of PWDs had not been effectively achieved. This implied a lack of guidelines or framework on implementation of the Act within the organizations so as to achieve the desired results.

4.4.4 Implementation of the Act

HR personnel were asked which sections of the Act have been implemented in the hotel with regard to employment of PWDs. Results are indicated in table 4.9.

Table 4. 9 HR response to implemented sections of act

Sections of Act	Hotel star rating			Total
	3 Star	4 Star	5 Star	
Adjustment to premises – ramps, toilets	3	3	4	10 (48%)
Internships	4	2	2	8 (38%)
Anti-discrimination policies	1	1	-	2 (10%)
Financial incentives	-	1	-	1 (5%)
Reservation of positions	-	-	-	- (0%)
Total	8	7	6	21 (100%)

Ten (48%) HR personnel indicated adjustment to premises, eight (38%) internships for students with disability, two (10%) anti-discrimination policies and practices and one (5%) financial incentives. None had implemented the 5% reservation of positions in the hotel for PWDs as required by law. The DSO stated,

“Most establishments have made physical accommodations to their premises in terms of ramps, disabled toilets and parking facilities. However, they have made little progress in reserving positions for PWDs let alone employing them.”

It was clear from the results that most hotels had chosen to implement physical accommodations in the premises as they could be seen and audited.

4.4.5 Respondents view on the Act in regard to Employment of PWDs

Survey respondents were asked their views on the Act with regards to employment of PWDs and responses indicated in Table 4.10.

Table 4. 10 HR personnel views on the act with regards to employment of PWDs

Respondents	Act and employment	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Led to employment	5	4	2	11 (52%)
	No change	3	3	4	10 (48%)
	Total	8	7	6	21 (100%)
Total					
PWDs	Led to employment	1	2	1	4 (57%)
	No change	3	-	-	3 (43%)
	Total	4	2	1	7 (100%)

Eleven (52%) HR personnel noted that the Act had led to employment of PWDs in hotels. This also concurs with the view of the DSO and four (57%) PWDs who noted that the Act had led to employment of PWDs. In addition, the DSO noted,

“The Persons with Disabilities Act 2003 has created awareness on the need to employ PWDs.”

Initial studies on disability legislation had indicated a low and drop in employment of PWDs after implementation of legislation (Acemoglu and Angrist, 2001 cited in Kim and Rhee, 2016; DeLeire, 2003 cited in Santuzzi and Waltz, 2016; Jones, 2006 cited in Santuzzi and Waltz, 2016). From the above results it can be seen that legislation has had a positive effect on employment of PWDs in hotels despite it being minimal. Thus the positive effect of legislation on employment of PWDs can be seen.

4.4.6 Pearson’s Correlation: Legislation and Employment of Persons with Disability

Pearson’s Correlation Coefficient was computed to assess the relationship between legislation and the employment of PWDs as indicated in Table 4.11.

Table 4. 11 Pearson’s Correlation - legislation and employment of persons with disability

Correlations			
		How many persons with disabilities have been employed within the hotel in the past 14 years?Legislation	
How many persons with disabilities have been employed within the hotel in the past 14 years?	Pearson Correlation	1	.717**
	Sig. (2-tailed)		.000
	N	21	21
Legislation	Pearson Correlation	.717**	1
	Sig. (2-tailed)	.000	
	N	21	21

** . Correlation is significant at the 0.01 level (2-tailed).

There was a strong positive correlation between legislation and employment of PWDs ($r=.717$, $N=21$). The results further show the relationship was statistically significant ($p=0.001<0.01$). The results of the above table revealed that legislation was associated with the employability of PWDs. This is a clear indication that legislation and employment of PWDs move in the same direction. These results align with previous research of UK's DDA of the UK which showed the legislations' the efforts in narrowing the employment gap of PWDs (Jones, 2006 cited in Santuzzi and Waltz, 2016).

4.4.7 Hypothesis Test Using Linear Regression : Legislation and Employment of Persons with Disability

Linear regression was used to test the hypothesis. The acceptance or rejection of the null hypothesis was based on the p-value. If the p value was > 0.05 the hypothesis was rejected and if it was < 0.05 it was not rejected. The null hypothesis for objective one was legislation has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County. The results of the test are indicated in Table 4.12.

Table 4. 12 Hypothesis test using linear regression - legislation and employment of persons with disability

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate		
1	.704 ^a	.496	.470	.362		
a. Predictors: (Constant), legislation						
ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2.458	1	2.458	18.721	.000 ^b
	Residual	2.495	19	.131		

Total	4.952	20
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a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

b. Predictors: (Constant), legislation

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	T	Sig.
1	(Constant)	-1.063	.625		-1.701	.105
	LEGISLATION	.168	.039	.704	4.327	.000

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

Results of the linear regression indicated that there was a significant effect between legislation and employment of PWDs. The R-square had a coefficient of 0.496 showing that legislation influenced 49.6% of the employment of PWDs. Legislation had a significance level of 0.0005 which was lower than the P-value of 0.05. Overall the results indicate that legislation was a significant predictor to employment of PWDs thus the study rejected the null hypothesis.

4.5 Demand Factors and Employment of Persons With Disability

The study sought to investigate whether the demand factors, anti-discrimination, 5% employment quotas, accommodations and financial incentives such as tax reliefs facilitated the employment of PWDs in the hotel. The views of the respondents are presented in this section.

4.5.1 Achievement of 5% Employment Quota

None of the hotels have achieved the 5% employment quota specified in the Act. HR personnel further indicated other factors including lack of adequate qualified

candidates, lack of support from the government and disability organizations as reasons why they had not achieved the 5% quota. The DSO expressed similar views indicating that hotels have not achieved the 5% quota requirement adding that,

“Negative employer perception towards advertisements, employment and promotion of PWDs at work has further contributed to lack of achievement of the 5% quota.”

The quota is a mechanism used to ensure the labour force participation of PWDs. However, the above results indicate that the quota has not resulted in the reservation of employment of PWDs in hotels.

4.5.2 PWDs working in the Hotel Industry

HR personnel views on whether PWDs can work in the hotel industry indicate 100% agreement to the statement. Respondents further explanations on the response included: disability is not inability; PWDs can work in specific departments depending on the disability; PWDs can hold or work in specific position within the hotel; PWDs have the same rights as other workers and PWDs have skills to provide necessary services in the hotel. The DSO also agrees that PWDs can work in hotels. Baum (2013), Houtenville and Kalargyrou (2015) and Wills (2015) support these views by indicating a higher likelihood of the hotel industry employing PWDs and further showing success on employment of PWDs in hotels. These results indicate positive employer views on PWDs working in the industry imply employers would not discriminate against the employment of PWDs.

Further inquiry on sections where PWDs can work revealed HR personnel opinions as the back office (Figure 4.3).

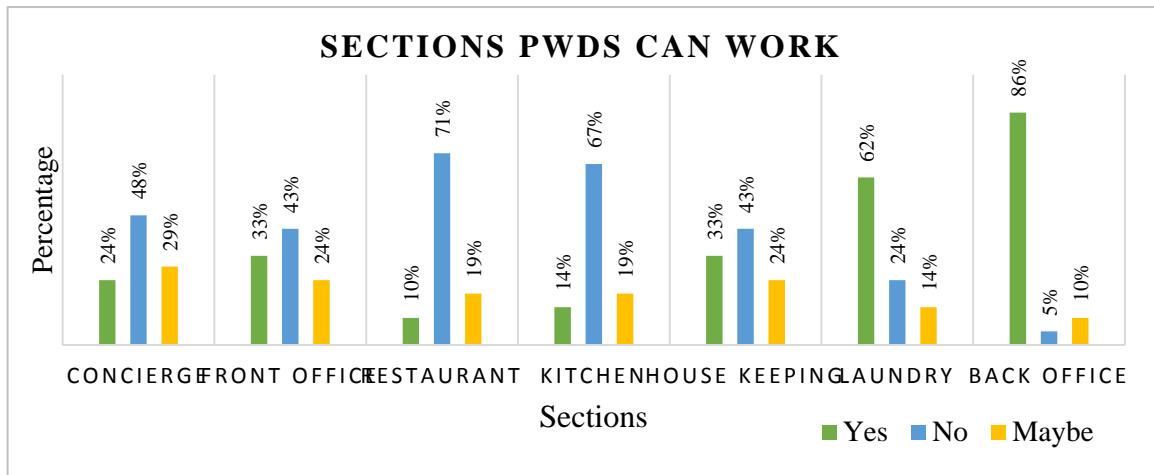


Figure 4. 3 Sections where PWDs can work in the hotel

Eighteen (86%) HR personnel indicated that PWDs can work at the back office and fourteen (62%) indicated they can work in the laundry. Fifteen (71%) HR personnel were reluctant to employ PWDs in the restaurant and while 14 (67%) were reluctant to employ them in the kitchen. Six (29%) Hr personnel were undecided on them working in the concierge, five (24%) in the front office and five (24%) in housekeeping. These results concur with a study by Smit (2012) on employment of PWDs in South African hotels, where employers preferred to have PWDs working in the back of the house. The back of the house are areas where staff get minimal one-one-one contact with guests. The results can also be attributed to hotels preference for employment based on physical appearance, attractiveness and social skills in positions requiring a high level of public interaction (Groschol, 2007; Warhust and Nickson, 2007; De Sa et al., 2017). Contrary to these views, hotels like Marriot, Park Inn Radisson, and Accor have proved that

PWDs can successfully be employed in different sections (Marriot Hotel, 2015; Accor Hotels, 2018).

The study further sought to establish whether PWDs had faced discrimination at work based on their disability. Among the HR personnel who noted they had at least employed PWDs 48% noted there were no reports of discrimination while 52% skipped the question as they had not employed PWDs. Similar results were noted by PWDs who indicated they had not faced discrimination at work with an exception of 2 respondents. The findings suggest that HR personnel have created inclusive work environments and PWDs rights are observed.

4.5.3 Accommodation Requests by Persons with Disability and Types

HR personnel were asked whether employees had requested accommodations as seen in Table 4.13.

Table 4. 13 Accommodation requests by PWDs

Respondents	Request for accommodation	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Yes	5	4	5	14 (67%)
	No	3	3	1	7 (33%)
	Total	8	7	6	21 (100%)
PWDs	Yes	2	1	1	4 (57%)
	No	2	1	-	3 (43%)
	Total	4	2	1	7 (100%)

Fourteen (67%) HR personnel indicated yes and seven (33%) indicated no. Four (57%) PWDs also indicated having requested for accommodations based on their disability.

On the employer response to accommodation requests, PWDs indicated 71% was positive (yes) and 29% was negative. Accommodations enable PWDs to carry out their duties effectively and may positively influence the hiring decisions for PWDs (Gustafsson, Peralta and Danermark, 2014). HR personnel and PWDs were further asked the types of accommodations which had been made for PWDs. Figure 4.4 illustrates the accommodations made.

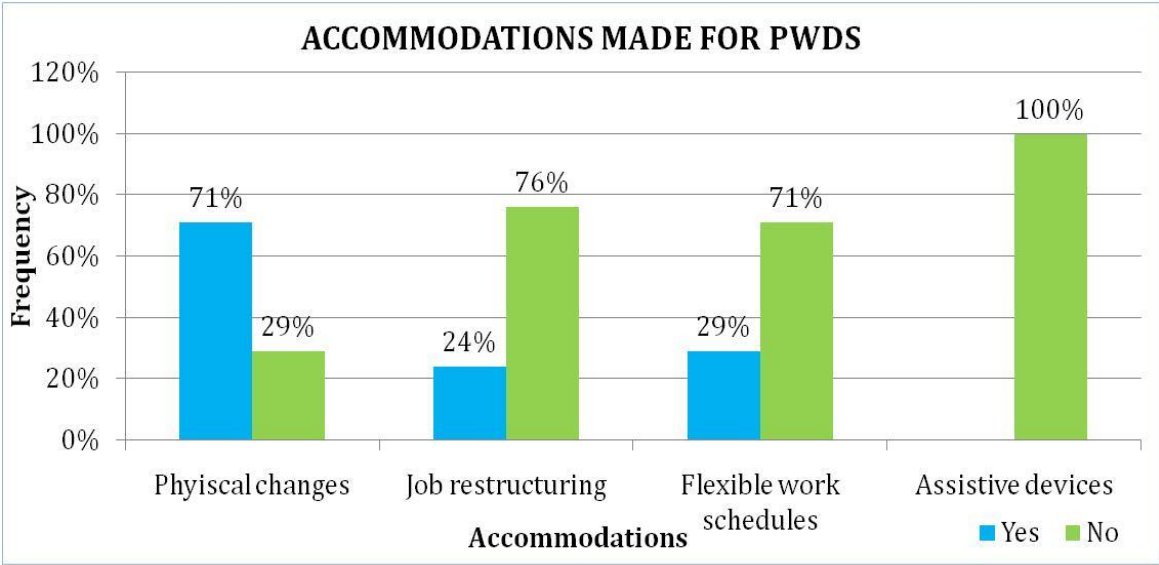


Figure 4. 4 Accommodations made for PWDs

Physical changes (71%) such as ramps, disabled changing rooms were made for PWDs. An observation checklist was used to observe whether hotels had made adjustment to premises as indicated (Appendix F). Photos of some of the adjustments that are shown in the appendix include the disabled parking, wheelchair ramps which were both on the outside and inside of the hotel and also wide access doorways for wheelchairs. These show that hotels had made physical adjustments for PWDs and support HR views on the adjustments made in the premises. Minimal changes were made in terms of job restructuring and reassignment (76%) and flexible work schedules (71%). No changes

were made on assistive devices like Braille machines and sign language interpreters. Through the observation checklist (Appendix E) the researcher also noted physical changes had been made to establishments. The DSO confirmed the above by stating,

“Most hotels have made the physical accommodations to premises. However, sometimes physical accommodations like wheelchair ramps may not meet the acceptable standards for slope or gradient and may end up being a hazard to PWDs.”

Similar results were also seen in the response of PWDs, with majority (57%) of accommodations being physical changes such as ramps, disabled changing rooms and parking. Few changes were made in terms of job restructuring and reassignment (29%) and flexible work schedules (29%). No changes were made in response to assistive devices like Braille machines and sign language interpreters. It was noted that though most physical changes like ramps, disabled parking were made for guest’s hotels used them also for employees with disabilities.

4.5.4 Financial Incentives

The study sought to find out whether the HR personnel utilized financial incentives and tax exemptions to facilitate the employment of PWDs (Figure 4.5).

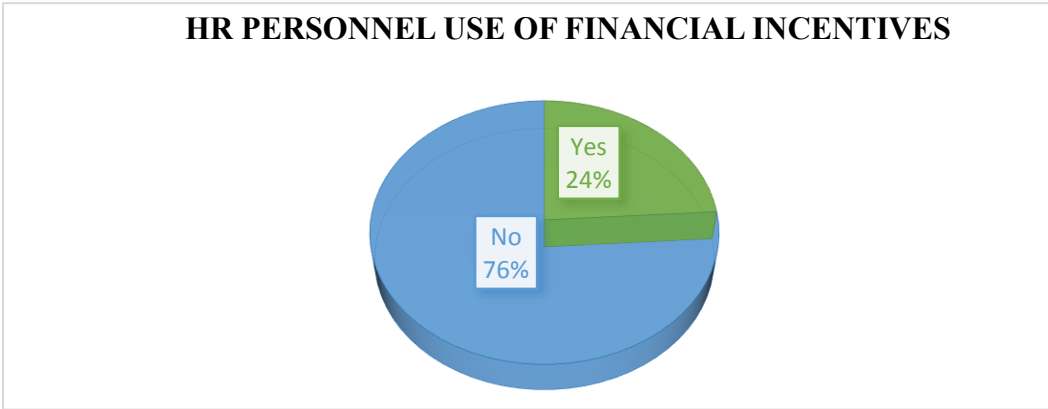


Figure 4. 5 HR personnel use of financial incentives

Seventy six percent (76%) of HR personnel noted they did not utilize the financial incentives in employment of PWDs compared to 24% who did. On the other hand, 29% of PWDs utilize the incentives, 43% do not and 29% are not aware of the financial incentives. These results concurred with findings of a study by Mont (2004) which showed that few employers used financial incentives. The above results indicate that employers are either not aware of the incentives or do not know their benefits. This also applies to PWDs who are not aware of the incentives. The NCPWDs should therefore carry out campaigns or trainings for both employers and PWDs on how to utilize these incentives to ensure they capitalize on the incentives.

4.5.5 Penalties

When HR personnel were further asked whether the hotel had faced any offences and penalties for failure to implement the Act, they indicated no.

The DSO also stated that;

“Disability employment cases are rare or few in courts.”

Lalive, Wuellrich and Zweimüller (2013) state that penalties may increase demand for employment of PWDs due to the aspect that employers do not want to face prosecution for disobeying the law. However, the above results indicate that failure to implement the Act will not result in any penalties or prosecution. This indicates a laxity in implementation and prosecution of organizations not implementing the Act.

4.5.6 Pearson’s Correlation: Demand and Employment of Persons with Disability

Pearson’s Correlation Coefficient was used to determine the relationship between the demand and employment of PWDs as shown on Table 4.14.

Table 4. 14 Pearson’s Correlation on demand and employment of PWDs

Correlations			
		How many persons with disabilities have been employed within the hotel in the past 14 years?	
		Demand	
How many persons with disabilities have been employed within the hotel in the past 14 years?	Pearson Correlation	1	.452*
	Sig. (2-tailed)		.217
	N	21	21
	<hr/>		
Demand	Pearson Correlation	.452*	1
	Sig. (2-tailed)	.217	
	N	21	21
	<hr/>		

*. Correlation is significant at the 0.05 level (2-tailed).

There was a moderate positive correlation between demand and employment of PWDs ($r=.452$, $N=21$). The results further show the relationship was not significant ($p=0.217 < 0.05$). The results of the above table revealed that demand was associated with the employability of PWDs.

4.5.7 Hypothesis Test Using Linear Regression: Demand and Employment of Persons with Disability

The hypothesis was tested using linear regression. The null hypothesis for objective was demand factors have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County. The results of the test are indicated in Table 4.15.

Table 4. 15 Hypothesis test using linear regression - demand and employment of persons with disability

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.297 ^a	.088	.035	.469

a. Predictors: (Constant), demand

Model		Sum of Squares	d.f	Mean Square	F	Sig.
1	Regression	.362	1	.362	1.645	.217 ^b
	Residual	3.743	17	.220		
	Total	4.105	18			

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

b. Predictors: (Constant), demand

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	T	
1	(Constant)	3.525	1.440		2.449	.025
	DEMAND	.022	.017	-.297	-1.282	.217

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

There was a significant effect between demand and employment of PWDs. The model summary table shows that the R-square was 0.088, this means that the demand explained the changes in the employment of PWDs by 8.8%. The significance value of 0.217 which was higher than the P-value of 0.05 led to the research accepting of the null hypothesis demand factors for persons with disability have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

4.6 Supply Factors and Employment of Persons with Disability

The supply factors are individual factors for PWDs such as education, work experience and personal characteristics. The study sought to establish how the supply factors influence employment of PWDs. The findings are displayed in this section.

4.6.1 Qualities Required in Employment of PWDs

Respondents were asked what qualities were required during employment (Table 4.16).

Table 4. 16 Response on qualities desired during employment

Respondents	Qualities	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR	Personal characteristics	5	6	6	17 (81%)
Personnel	Work experience	3	6	5	14 (67%)
	Education	7	7	6	20 (95%)
	Communication skills	1	3	4	8 (38%)
	Great attitude	1	1	5	7 (33%)
	Positivity	3	2	2	7 (33%)
PWDs	Personal characteristics	5	3	3	11 (52%)
	Work experience	3	6	5	14 (67%)
	Education	7	7	6	20 (95%)
	Type of disability	5	5	4	14 (67%)
	Hard working	3	2	3	8 (38%)

Twenty (95%) HR personnel considered education as a key quality in employment of PWDs, seventeen (81%) personal characteristics and fourteen (67%) work experience. Eight (38%) HR personnel also considered communication skills, seven (33%) a great attitude, and seven (33%) positivity. According to the DSO,

“Employers look at the candidate’s education, work experience and personal characteristics. However, they may focus more on the candidate’s disability as compared to their qualifications eventually disqualifying a candidate from employment”.

On the other hand, twenty (95%) PWDs indicated that HR personnel looked at education, fourteen (67%) at work experience and eleven (52%) at personal characteristics. However, fourteen (67%) of PWDs noted that HR personnel did look at the type of disability and eight (38%) looked at capability to work hard. Studies have

shown that post secondary and vocational education have influenced the employment of PWDs. The results of the study further emphasize the importance of education when seeking employment in hotels and have implications for employment for PWDs.

4.6.2 Internships and Transition into Employment

The HR personnel were asked whether they provided internship for students with disability while the PWDs were asked whether they also take part in internships (Table 4.17).

Table 4. 17 HR personnel response on internships

Respondents	Response on interviews	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Yes	7	6	4	17 (81%)
	No	1	1	2	4 (19%)
	Total	8	7	6	21 (100%)
PWDs	Yes	3	2	1	6 (86%)
	No	1	-	-	1 (14%)
	Total	4	2	1	7 (100%)

Seventeen (81%) HR personnel stated that they provided internships to students with disability while four (19%) did not. Meanwhile, six (86%) PWDs stated that they sought internship placement before employment while one respondent noted they did not. Of the 81% who provide internships for students, only four hotels (24%) indicated that students with disability had transitioned into full employment, while thirteen (76%) had not. Internships are an important avenue for PWDs to access employment as Bukaliya, Region and Marondera (2012) indicated in their study. While employers have indicated that they provide internships for students, the transition rates into employment are quite low. It can be assumed that students do not seek employment in these hotels

after internships. Therefore, hotels need to come up with strategies to ensure students with disability transit into full time employment thus realize employment in the industry.

4.6.3 Pearson’s Correlation: Supply and Employment of Persons with Disability

Pearsons Correlation Coefficient was computed to assess the relationship between legislation and the employment of PWDs as indicated in Table 4.18.

Table 4. 18 Pearson’s Correlation on supply and employment of PWDs

Correlations			
		How many persons with disabilities have been employed within the hotel in the past 14 years?	Supply
How many persons with disabilities have been employed within the hotel in the past 14 years?	Pearson Correlation	1	.801**
	Sig. (2-tailed)		.005
	N	21	21
Supply	Pearson Correlation	.801**	1
	Sig. (2-tailed)	.005	
	N	21	21

** . Correlation is significant at the 0.01 level (2-tailed).

There was a very strong positive correlation between supply and employment of PWDs (r=.801, N=21). The results further show the relationship was statistically significant (p=0.005<0.05). The results of the above table revealed that supply was associated with the employability of PWDs.

4.6.4 Hypothesis Test Using Linear Regression : Supply and Employment of Persons with Disability

Linear regression was calculated to determine the relationship between supply and employment of PWDs as shown in Table 4.19. The null hypothesis for objective three was supply factors for qualified persons with disability had no significant relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

Table 4. 19 Hypothesis test using linear regression - supply and employment of persons with disability

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.613 ^a	.376	.339	.388

a. Predictors: (Constant), supply

ANOVA^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.543	1	1.543	10.237	.005 ^b
	Residual	2.562	17	.151		
	Total	4.105	18			

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

b. Predictors: (Constant), supply

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.363	.842		5.182	.000
	SUPPLY	.065	.020	-.613	-3.200	.005

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

Results of the linear regression indicated that there was a significant effect between supply and employment of PWDs. The R-square had a coefficient of 0.496 showing that

supply influenced 37.6% of the employment of PWDs. Supply had a significance level of 0.005 which was lower than the P-value of 0.05. Overall the results indicate that supply was a significant predictor to employment of PWDs thus the study rejected the null hypothesis.

4.7 Type of Disability Present in Employed Persons with Disability

Type of disability was seen as an intervening variable in the employment of PWDs. The study sought to find out whether it positively or negatively influenced their employment. HR personnel were asked on the types of disabilities which had been employed in the organization as shown in Table 4.20.

Table 4. 20 HR response of type of disability

Respondents	Types of disabilities	Hotel star rating			Total
		3 Star	4 Star	5 Star	
HR Personnel	Physical disability	3	2	1	6 (86%)
	Hearing impairment	1	-	-	1 (14%)
	Total	4	2	1	7 (100%)
PWDs	Physical disability	1	2	1	4 (57%)
	Hearing impairment	3	-	-	3 (43%)
	Total	4	2	1	7 (100%)

HR personnel indicated that six (86%) PWDs had physical disability while one (14%) had hearing impairment. Four (57%) PWDs had physical disability while three (43%) had hearing impairment. Other types of disabilities including visual, speech and intellectual were not present in hotels. The high percentage of persons with physical disability could also be attributed to the fact that persons with physical disability account for 30% of the types of disability in Kenya (KNBS, 2010).

Furthermore, when asked whether they were willing to employ PWDs, they indicated their responses in Table 4.21.

Table 4. 21 HR personnel willingness to employ different disabilities

Question 16: We are willing or not willing to employ the below disabilities: (Please tick all that apply)

Type of Disability		Hotel star rating			Total
		3 Star	4 Star	5 Star	
Physical Disability	Yes	7	6	4	17 (81%)
	No	1	-	-	1 (5%)
	Maybe	-	1	2	3 (14%)
Intellectual	No	5	5	6	16 (76%)
	Maybe	3	2	-	5 (24%)
Visual Impairment	Yes	1	2	1	4 (19%)
	No	6	5	4	15 (71%)
	Maybe	1	-	1	2 (10%)
Hearing Impairment	Yes	2	2	2	6 (29%)
	No	4	4	1	9 (43%)
	Maybe	2	1	3	6 (29%)
Speech Impairment	Yes	3	2	0	5 (24%)
	No	-	4	6	10 (48%)
	Maybe	5	1	-	6 (29%)

The findings indicate that majority of the seventeen (81%) of HR personnel were willing to employ persons with a physical disability while four (19%) were likely to employ persons with visual impairment, six (29%) with hearing impairment and five (24%) with speech impairment. However, sixteen (76%) HR personnel were not willing to employ persons with intellectual disability, fifteen (71%) persons with visual

impairment, nine (43%) hearing impairment and ten (48%) speech impairment. The results of the study indicate that three-star hotels were more willing to employ PWDs as compared to five-star hotels.

4.7.1 Pearson’s Correlation: Type of Disability and Employment of Persons with Disability

Pearson’s Correlation Coefficient was used to determine the relationship between the type of disability and the employment of PWDs as seen in Table 4.22.

Table 4. 22 Pearson’s Correlation on type of disability and employment of PWDs.

Correlations			
		How many persons with disabilities have been employed within the hotel in the past 14 years?	Type of Disability
How many persons with disabilities have been employed within the hotel in the past 14 years?	Pearson Correlation	1	.835**
	Sig. (2-tailed)		.000
	N	21	21
Type of Disability	Pearson Correlation	.835**	1
	Sig. (2-tailed)	.000	
	N	21	21

** . Correlation is significant at the 0.01 level (2-tailed).

There was a very strong positive correlation between type of disability and employment of PWDs ($r=.835$, $N=21$). The results further show the relationship was statistically significant ($p=0.001<0.05$). The results of the above table revealed that type of disability was associated with the employability of PWDs.

4.7.2 Hypothesis Test Using Linear Regression: Type of Disability and Employment of Persons with Disability

A linear regression was carried out to determine the relationship between type of disability and employment of PWDs as shown in table 4.23. The null hypothesis for objective four was type of disability has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

Table 4. 23 Hypothesis test using linear regression - type of disability and employment of persons with disability

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.717 ^a	.515	.489	.356

a. Predictors: (Constant), type of disability

ANOVA ^a						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2.549	1	2.549	20.144	.000 ^b
	Residual	2.404	19	.127		
	Total	4.952	20			

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

b. Predictors: (Constant), type of disability

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.423	.682		-2.086	.051
	TYPE OF DISABILITY	.212	.047	.717	4.488	.000

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

There was a significant effect between type of disability and the employment of PWDs as it explained 51.5% of the changes in their employment. The ANOVA table had a

significant value of 0.0005 which was less than the critical value that is 0.05. The coefficient implies that type of disability lead to a 0.212 change in the dependant variable. The significance level of 0.005 shows the importance type of disability had on employment. This therefore led to the study rejecting the null hypothesis type of disability has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

4.8 Employer views on Legislation, Demand Factors and Supply Factors

The study further sought the views of HR personnel, the NCPWDs and PWDs on a likert scale on areas such as the results of PWDs Act 2003, equal opportunities employment of perceptions. The findings are shown on Table 4.24.

Table 4. 24 HR personnel and PWDs views on disability

Question 27: Indicate whether you agree or disagree with the below statements:

SA (Strongly Agree) A (Agree) D (Disagree) SD (Strongly Disagree) NA (Not Applicable)

Response Ratings	SA		A		D		SD		N/A	
	HR %	PWDs %	HR %	PWDs %	HR %	PWDs %	HR %	PWDs %	HR %	PWDs %
Persons with disability have equal employment opportunities like able-bodied persons.	48	14	38	29	10	57	5	-	-	-
Quotas provide special treatment for PWDs in employment.	-	29	38	43	38	-	5	29	19	-
Education, training and internships improve job prospects for PWDs in the hotel.	30	14	70	86	-	-	10	-	-	-

Aesthetics, soft skills and emotional intelligence are preferred to technical skills in the hotel industry.	-	29	86	43	14	29	-	-	-	-
Financial incentives have improved job opportunities for PWDs in the hotel industry.	5	29	38	29	38	43	19	-	-	-
The National Council for Persons with Disability assists in facilitating the employment of PWDs.	28	14	-	29	48	43	24	14	-	-

On whether PWDs had equal employment opportunities like non-disabled persons 86% of HR personnel strongly agreed and agreed with the statement. The DSO also indicated similar views. However, 57% of the PWDs disagreed with the statement. Thus, it can be implied from the results that if PWDs had equal employment opportunities as able-bodied persons then participation in employment should be equal among them. Forty three percent (43%) of HR personnel and the DSO disagreed with the statement that quotas provide special treatment for PWDs in employment as compared to 38% who agreed. In contrast, 72% of PWDs agreed with the statement while 29% disagreed with it. HR responses differ with previous studies stating that quotas provided special treatment for PWDs (Naidoo et al., 2011; Aldersey, 2012). The response of PWDs that quotas provided them with special treatment implies they are given preferential treatment due to their disability which may be discriminatory. This highlights the need for the NCPWDs to enhance PWDs understanding on the benefits of quotas and to articulate legislation further to them.

One hundred percent (100%) of HR personnel, the DSO and 100 % of PWDs agree and strongly agreed that education, training and internships improved job opportunities for PWDs in the hotels. Studies have shown that education, vocational training and internships have improved employment opportunities for PWDs (Polidano and Mavromaras, 2011; Mizunoya and Mitra, 2013). Views on whether aesthetics, soft skills and emotional intelligence are preferred to technical skills in hotels indicate 86% agreement from HR personnel and 14% disagreement. The DSO and majority (72%) of PWDs, also agree with the statement while 29% disagree. These opinions concur with findings of Warhust and Nickson (2007) study which showed that employers did prefer these aspects when employing PWDs. The results imply the aesthetic nature of the industry and highlight the need to train PWDs on soft skills, presentation and other aspects to give them an upper hand during employment.

Majority of HR personnel (57%) disagree with the statement financial incentives have improved job opportunities for PWDs in the hotel industry as compared to 43% who agreed they have. Alternatively, the DSO and 57% of PWDs agreed and strongly agreed with the statement compared to 43% who disagree. These results concur with findings of Tororei (2009) that organizations do not utilize financial incentives outlined in legislation. Thus, it implies a need for the NCPWDs to carry out training on the benefits of financial incentives and how they can alleviate costs in employment of PWDs.

Findings of the study show that HR personnel (72%) disagreed and strongly disagreed with the statement that the NCPWDs assists in facilitating the employment of PWDs. Cumulatively 57% of PWDs disagreed and strongly disagreed with the statement. This is despite the DSO indicating that the NCPWDs plays a role in

facilitating the employment of PWDs. These results indicate the NCPWDs does little to facilitate the employment of PWDs and should develop strategies to further ensure adequate demand and supply is created for employment of PWDs.

4.8.1 Multiple Regression of Legislation, Demand Factors, Supply Factors, Type of Disability and Employment of Persons with Disability

A multiple regression of all of the variables legislation, demand factors, supply factors and type of disability was carried out against employment of PWDs. The results of the regression are indicated in table 4.25.

Table 4. 25 Multiple Regressions of legislation, demand factors, supply factors and type of disability against employment of PWDs

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate		
1	.782 ^a	.611	.514	.347		
Predictors: (Constant), legislation, demand factors, supply factors, type of disability						
ANOVA^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3.026	4	.756	6.282	.003 ^b
	Residual	1.927	16	.120		
	Total	4.952	20			

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

Predictors: (Constant), legislation, demand factors, supply factors, type of disability

Coefficients					
Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	2.150	1.323		-.625	.124
LEGISLATION	.080	.026	1.224	3.077	.008
DEMAND	.024	.069	-.187	-.342	.737
SUPPLY	.128	.031	-1.203	-4.139	.001
TYPE OF DISABILITY	.191	.098	-.528	-1.953	.006

a. Dependent Variable: How many persons with disabilities have been employed within the hotel in the past 14 years?

Results of the multiple regression indicated that there was a significant effect between legislation, demand, supply and type of disability on the employment of PWDs in 3-5 star hotels in Nairobi County. The individual predictors were examined further against the p value and the results indicated that legislation ($p=0.008 < 0.05$), supply ($p=0.001 < 0.05$) and type of disability ($p=0.006 < 0.05$) were significant predictors for the employment of PWDs. Demand however was at ($p=0.737 > 0.05$). Overall the study therefore rejected the null hypothesis legislation, demand factors, supply factors and type of disability have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

CHAPTER FIVE

DISCUSSION OF FINDINGS

5.0 Introduction

The purpose of the study was to determine whether legislation, demand factors, supply factors and type of disability have led to the employment of persons with disability in hotels in Nairobi City County. This chapter presents the discussion on the findings as presented in chapter four as per the objectives of the study.

5.1 Employment of Persons With Disability

The results indicated that only 8 hotels (38%) had employed PWDs over the past 14 years. These findings are similar to other studies indicating low employment percentages of PWDs in hotels (Balta and Bengisu, 2012; Paez and Arendt, 2014). This is despite some studies stating the hospitality industry is more likely to employ PWDs as compared to other industries (Houtenville and Kalargyrou 2015). This shows that hotels have made effort to employ PWDs since the enactment of the Persons with Disability Act 2003, however more needs to be done to ensure the 62% (13 hotels) which have not employed PWDs do. Employment of PWDs was seen to reduce their reliance on government funds (Jang, Wang and Lin, 2014).

5.2 Legislation and Employment of PWDs

This objective examined the influence of legislation on employment of PWDs by looking at awareness of the Persons with Disability Act 2003, compliance and implementation of the Act. The results indicated that twenty (95%) HR personnel and six (86%) PWDs were aware of the Act. This was also echoed by the DSO who indicated employers were aware of the Act. Awareness of disability legislation has been highlighted as a key aspect in changing society's attitude of disability and contributing

to employment of PWDs (Jang, Wang and Lin, 2014; Nyombi and Kibandama, 2014). From the results it can be implied that if organizations are aware of the Act, they will set their virtues, principles and core competencies with the requirements of the Act in mind for example nondiscrimination and inclusiveness. Thus, the establishment would employ PWDs so as not to go against their principles but also to exhibit socially acceptable behavior towards PWDs.

In terms of employer compliance with the Act, fifteen (71%) HR personnel, four (57%) PWDs and the DSO stated that compliance to legislation was mandatory. A previous study on the Act stated that compliance to legislation was represented as voluntary thus employers chose not to implement it (Opini, 2010). The above results imply if compliance to the Act is mandatory, it should have resulted in higher employment of PWDs in the hotels, as organizations would not want to go against the law. It can be concluded that hotel HR personnel have chosen to partially comply with the law, consequently resulting in the low employment rate of PWDs. This indicates a lack of a follow-up mechanism on the compliance of legislation in organizations by the NCPWDs.

Implementation of the Act was applied to adjustment to premises (48%), 38% internships for students with disability, 10% anti-discrimination policies and practices and 5% financial incentives. None had implemented the 5% reservation of positions. It is assumed that once legislation has been enacted, organizations will implement and comply with it and it is the role of the government to ensure this. However results indicated selective implementation by hotels. Minimal implementation of the anti-discrimination policies, financial incentives and reservation of positions implied a lack of understanding of these sections or refusal by employers to do so. The NCPWDs

should further find out why hotels have implemented some sections as compared to others so as to ensure wholesome implementation of legislation.

5.3 Demand Factors

The study sought to establish whether the demand factors, anti-discrimination, 5% employment quotas, accommodations and financial incentives such as tax reliefs facilitated the employment of PWDs in the hotel. A quota compels an organization to recruit and employ a mandatory number or percentage of persons from a particular group. In Kenya, the Act has a provision for securing 5% of all public and private positions in organizations for PWDs. None of the hotels have achieved the 5% employment quota specified in the Act. This was further confirmed by the DSO. These findings concur with Nagae, (2015) study on disability employment where quotas did not facilitate the employment of PWDs. The above results imply the quota has not been effective in creating demand for employment of PWDs in hotels. While the quota was created to ensure employment of PWDs by reserving 5% of positions in the hotel for them, this is not the case as revealed in the results. Reasons provided by the HR personnel and the NCPWDs indicate deficiencies on the side of the government, disability organizations, demand and supply of PWDs. This indicates a need for government to come up with new strategies to facilitate compliance to the quota.

Eighteen (86%) HR personnel indicated that PWDs can work at the back office and fourteen (62%) indicated they can work in the laundry. Fifteen (71%) HR personnel were reluctant to employ PWDs in the restaurant and while 14 (67%) were reluctant to employ them in the kitchen. These results concurred with a study by Smit (2012) on employment of PWDs in South African hotels, where employers preferred to have PWDs working in the back of the house. The back of the house are areas where staff get

minimal one-one-one contact with guests. The results can also be attributed to hotels preference for employment based on physical appearance, attractiveness and social skills in positions requiring a high level of public interaction (Groschol, 2007; Warhust and Nickson, 2007; De Sa et al., 2017). Contrary to these views, hotels like Marriot, Park Inn Radisson, and Accor have proved that PWDs can successfully be employed in different sections (Marriot Hotel, 2015; Accor Hotels, 2018).

Accommodations facilitated PWDs to work effectively and would positively influence their hiring decisions (Gustafsson, Peralta and Danermark, 2014). The results implied that fourteen (67%) were willing to make accommodations for PWDs with most accommodation made being physical changes (71%) such as ramps. However, more effort needed to be made in terms of assistive devices like braille machines, sign language interpreters, and flexible work schedules and job restructuring. The NCPWDs should further find out challenges faced by employers in provision of accommodations to PWDs and provide support and resources to ensure they facilitate employment of PWDs. They should also carry out inspections to ensure accommodations made for PWDs are per the acceptable standards.

5.4 Supply Factors

The study sought to establish how the supply factors - education, work experience and personal characteristics influenced employment of PWDs. Twenty (95%) HR personnel considered education as a key quality in employment of PWDs, seventeen (81%) personal characteristics and fourteen (67%) work experience. However, the DSO and PWDs also stated type of disability as a factor considered during employment. Education is a key factor that employers consider during recruitment. As results indicate

in Figure 4.2, PWDs have the educational qualifications to be employed in hotels, yet their employment rate is still low. This means that employers are looking for additional aspects other than education that is the personal characteristics, communication skills, positive attitude and perhaps work experience. Furthermore, the DSO and PWDs indicate employers also look at the type of disability and capability to work hard during employment. Therefore, these results imply that even if PWDs have the required education but do not meet these additional requirements they may lose the position to an able-bodied person with similar qualifications. Therefore, HR personnel need to develop inclusive and equitable employment policies which give PWDs a fair playing ground and chance to gain employment when pitted against able-bodied persons.

5.5 Type of Disability

The study sought to find out whether type of disability influenced the employment of PWDs. Physical disability (86%) and hearing (14%) were the prominent forms of disability present in the hotels. These results are similar to disability studies indicating a higher employment rate for persons with physical disability as compared to other types of disabilities (Houtenville and Kalargyrou, 2015; UN Enable, 2015). The high percentage of persons with physical disability could also be attributed to the fact that persons with physical disability account for 30% of the types of disability in Kenya (KNBS, 2010). From the results therefore persons with physical disability have a higher chance of employment as compared to other types of disabilities.

On the type of disabilities employers were willing to employ, they indicated physical disability (81%), while few employers were likely to employ persons with visual impairment (19%), hearing impairment (29%) and speech impairment (24%). Majority of the employers were not willing to employ persons with intellectual disability (76%),

visual impairment (71%), hearing impairment (43%) and speech impairment (48%). The above results are similar to other disability studies which show employers generally viewed physical disabilities favorably than intellectual disabilities (Araten-Bergman 2016; Bendick, 2016). The above results indicate employer preference and biasness for physical disabilities in employment. This could limit the employment of people with different types of disabilities as HR personnel may overlook their qualifications in light of their disability.

CHAPTER SIX

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

6.0 Introduction

The purpose of the study was to determine whether legislation, demand factors, supply factors and type of disability have led to the employment of persons with disability in hotels in Nairobi City County. This chapter looked at the summary of the findings and conclusions drawn from the study. This chapter also focused on suggestions and recommendations for policy, practice and further research areas based on the findings and the gaps created by the research study.

6.1 Summary of Key Findings

6.1.1 Legislation and the Employment of PWDs

This objective looked at the influence of legislation on the employment of PWDs by looking at. Majority (95%) of HR personnel was aware of the Act and they further indicated that compliance to the Act is presented as a mandatory (71%) requirement. These views were similarly echoed by the DSO and PWDs. HR personnel (76%) further noted the Act had clearly articulated the employment objectives of the Act. Sections of the Act that had been implemented in hotels included adjustment to premises (48%), internships for students with disability (38%), anti-discrimination policies and practices (10%) and financial incentives (5%). Overall, legislation did influence the employment of PWDs in hotels. It emerged from the study that legislation had a strong positive relationship to the employment of PWDs ($r=.717$, $p=0.001<0.05$) and was therefore legislation was associated with the employability of PWDs. A linear regression analysis further showed that legislation ($p=0.0005<0.05$) was a predictor for employment of PWDs leading to the rejection of the null hypothesis legislation has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

6.1.2 Demand Factors and the Employment of PWDs

Objective two investigated demand factors related to the employment of PWDs. Quotas are viewed as an avenue for employment of PWDs. However, none of the hotels had achieved the 5% quota requirement with HR personnel indicating factors including lack of adequate qualified candidates and lack of support from the government and disability organizations as reasons why they had not done so. HR personnel stated PWDs can work in the hotel industry was positive and HR personnel felt that PWDs can work at the back office (86%) and laundry (62%) were the preferred areas as compared to the restaurant (71%) and kitchen (67%). Accommodations also enable PWDs to perform work duties with ease. The study revealed that most hotels had implemented physical changes (71%) such as ramps, disabled changing rooms were made with little change in terms of job restructuring and reassignment (76%) and flexible work schedules (71%). There was a moderate positive correlation between demand and employment of PWDs ($r=.452$, $N=21$). The results further show the relationship was not significant ($p=0.217 < 0.05$). The results of the above table revealed that demand was associated with the employability of PWDs. The second hypothesis demand factors for qualified persons with disability have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County was accepted as the significance value was 0.217. This showed that demand factors were not a predictor for the employment of PWDs.

6.1.3 Supply Factors and the Employment of PWDs

The third objective looked at supply factors that influenced the employment of PWDs. it emerged from the study that twenty (95%) HR personnel considered education as a key quality in employment of PWDs, seventeen (81%) personal characteristics and fourteen (67%) work experience. The results highlight the importance of education as an aspect of employment and PWDs should seek post secondary and vocational education to

enhance their prospects of employment. Other characteristics also considered included communication skills, great attitude and positivity. However, the DSO and PWDs noted that HR personnel also looked at the type of disability which was seen to affect the chances of employment against an able bodied person. Internships are seen as an avenue for employment for PWDs and most hotels provided internships for students with disability thus it was a means to access the labour market. However transition rates were low. The study showed a very strong positive correlation between supply and employment of PWDs ($r=.801$, $p=0.001<0.05$) revealing that supply was associated with the employability of PWDs. Through linear regression it was determined that supply factors were a significant predictor for the employment of PWDs ($p=0.005<0.05$) thus the study rejected the null hypothesis supply factors for qualified persons with disability have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

6.1.4 Type of Disability and the Employment of PWDs

Objective four looked at type of disability and employment of PWDs. the study showed that most PWDs employed in hotels had a physical disability at 86% and hearing impairment at 14%. Additionally, HR personnel were more willing to employ persons with physical disability (81%), while few employers were likely to employ persons with visual impairment (19%), hearing impairment (29%) and speech impairment (24%). Majority of the employers were not willing to employ persons with intellectual disability (76%), visual impairment (71%), hearing impairment (43%) and speech impairment (48%). In this case, type of disability was seen as factor which negatively affected the employment of PWDs as HR personnel were more inclined to employing persons with physical disability. A very strong positive correlation emerged between type of disability and employment of PWDs ($r=.835$, $p=0.001<0.05$) indicating that type

of disability was associated with the employment of PWDs. The linear regression between type of disability and employment of PWDs further indicated type of disability as a predictor for the employment of PWDs ($p=0.0005<0.05$). The study therefore rejected the null hypothesis type of disability has no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

6.1.5 Employment of Persons with Disability

Over the last 14 years 62% of hotels have not employed PWDs, while only 38% (8) hotels have employed at most one. Most PWDs were employed in three-star hotels (50%), followed by four-star and five-star hotels at 25% each. These results imply that hotels have made efforts to employ PWDs since the enactment of the Act though a low percentage has been achieved to date.

6.1.6 Legislation, Demand Factors, Supply Factors, Type of Disability and their Employment

The study sought to answer the question of whether legislation, demand factors, supply factors and type of disability had a relationship to the employment of PWDs. Through carrying out a multiple regression analysis, the results indicated that overall, there was a significant effect between legislation, demand, supply and type of disability on the employment of PWDs. Legislation ($p=0.008<0.05$), supply ($p=0.001<0.05$) and type of disability ($p=0.006<0.05$) emerged as significant predictors for the employment of PWDs with demand not being significant at being at ($p=0.737>0.05$). The study therefore rejected the null hypothesis legislation, demand factors, supply factors and

type of disability have no relationship to the employment of PWDs in 3-5-star hotels in Nairobi City County.

6.2 Conclusions

Employment of PWDs in 3-5 star hotels in Nairobi County was dependent on legislation, demand, supply and type of disability. Legislation was seen to influence the employment of PWDs in hotels as it had resulted in a minimal percentage of PWDs had been employed since the Act came into effect. Quotas are seen as a factor that increases the demand for PWDs in organizations by reserving positions for them. In this case none of the hotels in the study had reserved positions for PWDs. Furthermore, when it came to accommodations for PWDs most hotels had carried out physical adjustment like ramps and disabled washrooms, but few had made efforts with regard to flexible work schedules, job restructuring let alone provision of assistive devices which would help PWDs perform job duties with ease.

In terms of supply, education emerged as a key aspect that employers looked at when it came to employment of PWDs. Thus it was seen as advantageous for PWDs to seek post secondary and vocational education to enable them to access the labour market. Internships were also seen as a way for PWDs to gain relevant work experience and access the labour market. However the transition rates into employment were quite low. Type of disability had a very strong relationship to the employment of PWDs. It was seen to negatively influence the employment of PWDs as HR personnel were more inclined to employ persons with physical disabilities than other types of disability. In conclusion employment of PWDs in hotels was predicted by legislation, supply and type of disability.

6.3 Recommendations

This section outlines recommendations based on results and suggestions for future research regarding employment of PWDs in hotels:

6.3.1 Recommendations for Policy

Quotas are one of the ways the government attempts at solving the problem of employment of PWDs. The study showed that none of the hotels had achieved the quota or reserved positions for PWDs. Quota achievement is a collaborative effort between various stakeholders like PWDs, educational institutions, disability service organizations and the government itself. Thus the study recommends that the government and stakeholders collaborate to benchmark and develop standards and measures that will monitor and facilitate the compliance of quota obligations within hotels.

From the study, education emerged as a key qualification for the employment of PWDs in hotels. Starting at the County government, the government should offer grants, subsidies and scholarships to qualified and matured PWDs who cannot access vocational and higher education as a result of lack of finances. Additionally, the government can also put in place recognition of prior work experience for PWDs who may not possess certificates to be up skilled and get certificates equivalent to their experience thus improving their employment prospects further.

6.3.2 Recommendations for Practice

The study showed that hotels had made physical adjustments to establishments and minimal effort in other accommodations like Braille machines, flexible work schedules and job restructuring. Accommodations enable PWDs to carry out their work

effectively. The study recommends that HR personnel collaborate with the NCPWDs to carry out effective job restructuring and get access to assistive devices. This will level the playing field and ensure PWDs perform on an equal basis as able bodied persons

The study found out that hotels provide internships for students with disability. However the transition rates for these students into full time employment were low. The study therefore recommends that hotels maximise and use internships as a way to identify, train, mentor and develop hardworking students with disability as potential full time employees. This will prepare them for work in hotels and will provide hotels with a database of qualified PWDs whom they can employ in the future as part time and full time employee.

Type of disability was seen to negatively influence the employment of PWDs. The NCPWDs is the body mandated with ensuring the mainstreaming of disability in the country. In order to improve human resource capacity of hiring people with different types of disability, the study recommends that the NCPWDs collaborate with employers and PWDs to promote the positive employment image of persons with various types of disability. This can be done through public awareness campaigns that promote the inclusion of PWDs in the workplace, effective education and training.

6.3.3 Recommendations for Further Research

The study laid ground work for further disability research in the hotels. Recommendations for future research include the following:

This study focused on Kenya, specifically hotels in Nairobi County. A similar study in other counties is recommended to find out the employment of PWDs in these counties and offer more insight into employment of PWDs.

The study focused on 3-5 star hotels within an urban setting. Similar study is therefore recommended for hotels in rural setting, incorporating more or all the star rated hotels.

The study was based on legislation, demand and supply factors and employment of people with disabilities. Another study is recommended that would focus on factors such as the remuneration, work schedule and other benefits for people with disabilities.

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APPENDICES

APPENDIX A: LETTER REQUESTING PERMISSION TO COLLECT DATA



KENYATTA UNIVERSITY
SCHOOL OF HOSPITALITY, TOURISM AND LEISURE STUDIES

MWANIKI CAROLINE,
P.O.BOX 00876-00100,
NAIROBI, KENYA.

22ND JULY, 2018

THE HOTEL MANAGEMENT,
PRIVATE BAG
NAIROBI, KENYA.

Dear Sir/Madam,

RE: REQUEST FOR PERMISSION TO COLLECT DATA

I am a Master's student in the School of Hospitality, Tourism and Leisure Studies at Kenyatta University. As part of the requirements for the award of the degree, I am required to undertake a research. My study topic is: **Inclusive Factors Influencing the Employment of Persons with Disability among 3-5 Star Hotels in Nairobi City County, Kenya.**

I am seeking your consent to collect data using attached questionnaires and through an observation checklist. I have further attached research permit and authorization letter from National Commission for Science, Technology and Innovation to assist you in reaching a decision. For any further information, please do not hesitate to contact me. Your permission to conduct this study will be greatly appreciated.

Yours sincerely,

Mwaniki Caroline

APPENDIX B: QUESTIONNAIRE FOR HUMAN RESOURCE PERSONNEL

My name is Caroline Mwaniki. I am a student at Kenyatta University pursuing a Master's degree in Hospitality Management. I am collecting information regarding inclusivity factors influencing the employment of persons with disability (PWDs) in hotels through this questionnaire. All information provided will be used for academic purposes and confidentiality will be maintained at all times. The questionnaire should take 10 minutes to complete. Thank you.

SECTION A:

DEMOGRAPHICS

1. Gender: Male Female
2. Age: Under 25 years 25 – 30 years 31 - 40 years
41- 50 years Over 50 years
3. Number of employees in the hotel?

4. What is the gender of persons with disability? Male Female
5. Which positions have persons with disability held in the hotel? _____
6. Please indicate the years of work experience:
Less than 1 year 1-3 years 4-6 years Over 7 years

SECTION B:

EMPLOYMENT OF PERSONS WITH DISABILITY

7. How many persons with disabilities have been employed within the hotel in the past 14 years? (If NONE proceed to question 7)
1-10 11-20 21-30 Over 30 None

LEGISLATION

8. Are you aware of the Persons with Disabilities Act 2003? Yes No
9. Does the Act clearly articulate the objectives of employment of PWDs?
Yes No
10. Employer compliance with the Act is presented as:
Mandatory Voluntary
11. With regards to employment of PWDs, which sections of the Act have been implemented the hotel? (Please tick all that apply)
 - Physical accommodations to premises – ramps, toilets
 - 5 % reservation of positions in the hotel
 - Internships/ apprenticeship for students with disability
 - Anti-discrimination policies and practices
 - Financial incentives – tax reliefs, exemptions
12. What are your views on the Act with regards to employment of PWDs?
 - Led to employment of PWDs
 - No change

DEMAND FACTORS

Demand factors include anti-discrimination, quotas, accommodations, financial incentives.

13. Has the hotel achieved the 5% employment quota specified in the Act?

Yes [] No []

If NO please explain: _____

14. A.) PWDs can work in the hotel industry? Yes [] No []

Please explain: _____

B.) PWDs can work in the following sections: (Please tick all that apply)

	Yes	No	Maybe
Concierge			
Front Office			
Restaurant			
Kitchen			
House Keeping			
Laundry			
Back office – reservation, marketing, sales			

C.) Have employees with disability reported discrimination because of their disability?

Yes [] No []

15. A.) Have employees with disability requested for accommodations based on their disability?

Yes [] No []

B.) If YES in No. 19, what accommodations has your hotel made for your employees with disability? (Please tick all that apply)

- Physical changes to the workplace – ramps, disabled changing rooms
- Assistive devices – Braille machines
- Job restructuring and reassignment
- Flexible work schedules
- None
- Others (Specify): _____

16. Does the hotel utilize the financial incentives to enable the employment of PWDs?

Yes [] No []

17. Has the hotel faced any offences and penalties for failure to implement the Act 2003?

Yes [] No []

SUPPLY FACTORS

Supply factors include education, work experience and personal characteristics.

18. What qualities do you require for the employment persons with disability in the hotel? (Please tick all that apply)
- Educational qualifications (certificate, diploma, degree)
 - Training (workshops, vocational)
 - Work experience
 - Personal characteristics – aesthetics, soft skills, emotional intelligence
 - Others (Specify): _____
19. A.) Do you provide internships to students with disability? Yes [] No []
- B.) How many students with disabilities have transitioned into full time employment in the hotel?
- 1-10 []
 - 11-20 []
 - 21-30 []
 - Over 20 []
 - None []

TYPE OF DISABILITY

20. A.) What types of disability do employees with disability have? (Tick all that apply)
- Physical disability
 - Intellectual disability
 - Visual impairment
 - Hearing impairment
 - Speech impairment
 - Others (Specify): _____

B.) We are willing or not willing to employ the below disabilities: (Please tick all that apply)

	Yes	No	Maybe
Physical disability			
Intellectual disability			
Visual impairment			
Hearing impairment			
Speech impairment			

EMPLOYER VIEWS ON LEGISLATION, DEMAND FACTORS AND SUPPLY FACTORS

21. A.) Indicate whether you agree or disagree with the below statements:
 SA(Strongly Agree) A(Agree) D(Disagree) SD (Strongly Disagree) NA (Not Applicable)

	S	SA	D	SD	NA
Persons with disability have equal employment opportunities like able-bodied persons.					
Quotas provide special treatment for PWDs in employment.					
Education, training and internships improve job prospects for PWDs in the hotel.					
Aesthetics, soft skills and emotional intelligence are preferred to technical skills in the hotel industry.					
Financial incentives have improved job opportunities for PWDs in the hotel industry.					
The National Council for Persons with Disability assists in facilitating the employment of PWDs.					

Any other comments, recommendations: _____

THANK YOU FOR YOUR PARTICIPATION.

APPENDIX C: INTERVIEW SCHEDULE FOR DISABILITY OFFICER

My name is Caroline Mwaniki. I am a student at Kenyatta University pursuing a Master's degree in Hospitality and Tourism Management. I am collecting information regarding inclusivity factors influencing the employment of persons with disability (PWDs) in hotels. All information provided will be used for academic purposes and confidentiality will be maintained at all times. The interview should take 30 minutes to complete. Thank you.

SECTION A:

DEMOGRAPHICS

1. Gender: Male [] Female []
2. Age: _____
3. Job title: _____
4. Years of work experience: _____

SECTION B:

EMPLOYMENT OF PERSONS WITH DISABILITY

5. How many PWDs have been employed within the hotel in the past 14 years?

LEGISLATION

6. Are employers aware of the Act?
7. Is employer compliance with the Act presented as mandatory or voluntary?
8. Does the Act clearly articulate the employment objectives of PWDs?
9. Which Sections of the Act have been implemented most in hotels?
 - Physical accommodations to premises
 - 5 % reservation of positions in the hotel
 - Internships/ apprenticeship for students with disability
 - Anti-discrimination policies and practices
 - Financial incentives – tax reliefs, exemptions
10. Others _____
11. In your opinion has the Act led to employment of PWDs?

DEMAND FACTORS

Demand factors include anti-discrimination, quotas, accommodations, financial incentives.

12. Have hotels achieved the 5% employment quota?
13. Can PWDs work in the hotel industry?
14. Do hotel managers request for assistance with accommodations to premises?
15. If yes above which types of accommodations have, they requested for?
16. Do hotels utilize financial incentives in employment of PWDs?
17. Have hotels faced offences and penalties for failure to implement the Act 2003?

SUPPLY FACTORS

Supply factors include education, work experience and personal characteristics.

18. What qualities do employers require when recruiting PWDs in hotels?

- Educational qualifications (certificate, diploma, degree)
- Training (workshops, vocational)
- Work experience
- Personal characteristics
- Others (Specify): _____

EMPLOYER VIEWS ON LEGISLATION, DEMAND FACTORS AND SUPPLY FACTORS

19. Indicate whether you agree or disagree with the below statements:

SA (Strongly Agree) A (Agree) D (Disagree) SD (Strongly Disagree) NA (Not Applicable)

	S	SA	D	SD	NA
Persons with disability have equal employment opportunities like able-bodied persons.					
Quotas provide special treatment for PWDs in employment.					
Education, training and internships improve job prospects for PWDs in the hotel.					
Aesthetics, soft skills and emotional intelligence are preferred to technical skills in the hotel industry.					
Financial incentives have improved job opportunities for PWDs in the hotel industry.					
The National Council for Persons with Disability assists in facilitating the employment of PWDs.					

Any other comments, recommendations: _____

THANK YOU FOR YOUR PARTICIPATION.

APPENDIX D: QUESTIONNAIRE FOR PERSON WITH DISABILITY

My name is Caroline Mwaniki. I am a student at Kenyatta University pursuing a Master's degree in Hospitality Management. I am collecting information regarding inclusivity factors influencing the employment of persons with disability (PWDs) in hotels through this questionnaire. All information provided will be used for academic purposes and confidentiality will be maintained at all times. The questionnaire should take 10 minutes to complete. Thank you.

SECTION A:

DEMOGRAPHICS

1. Gender: Male Female
2. Age: Under 25 years 25 – 30 years 31 - 40 years
41- 50 years Over 50 years
3. Level of education:
 Artisan Craft Diploma Undergraduate Post graduate
4. Background of your education:
 Hospitality and tourism Business
 Others Specify): _____
5. Current job position: _____
6. Years of work experience: _____
7. Please indicate the type of disability:
 - Physical disability
 - Intellectual disability
 - Visual impairment
 - Hearing impairment
 - Speech impairment

SECTION B:

LEGISLATION

8. Are you aware of the Persons with Disabilities Act 2003? Yes No
9. Is compliance with the Act presented as: Mandatory Voluntary
10. Does the Act clearly articulate the objectives of employment of PWDs?
Yes No
11. What are your views on the Act with regards to employment of PWDs?
 - Led to employment of PWDs
 - No change

DEMAND FACTORS

Demand factors include anti-discrimination, quotas, accommodations, financial incentives.

12. Have you been discriminated against in the workplace because of your disability?
Yes No

13. Have you requested for accommodations based on your disability?
 Yes [] No []
14. Which accommodations did your employer make? (Please tick all that apply)
- Physical changes to the workplace – ramps, disabled changing rooms
 - Assistive devices – Braille machines
 - Job restructuring and reassignment
 - Flexible work schedules
 - None
 - Others (Specify): _____
15. Do you utilize the financial incentives outlined in legislation? Yes [] No []

SUPPLY FACTORS
Supply factors include education, work experience and personal characteristics.

16. What qualifications are required when applying for positions in hotels? (Please tick all that apply)
- Educational qualifications (certificate, diploma, degree)
 - Training (workshops, vocational)
 - Work experience
 - Personal characteristics
 - Others (Specify): _____
17. Did you seek internship placements before employment? Yes [] No []

EMPLOYER VIEWS ON LEGISLATION, DEMAND FACTORS AND SUPPLY FACTORS

18. Indicate whether you agree or disagree with the bellow statements: SA (Strongly Agree) A (Agree) D (Disagree) SD (Strongly Disagree) NA (Not Applicable)

	S	SA	D	SD	NA
Persons with disability have equal employment opportunities like able-bodied persons.					
Quotas provide special treatment for PWDs in employment.					
Education, training and internships improve job prospects for PWDs in the hotel.					
Aesthetics, soft skills and emotional intelligence are preferred to technical skills in the hotel industry.					
Financial incentives have improved job opportunities for PWDs in the hotel industry.					
The National Council for Persons with Disability assists in facilitating the employment of PWDs.					

Any other comments, recommendations: _____

THANK YOU FOR YOUR PARTICIPATION

APPENDIX E: HOTEL OBSERVATION CHECKLIST

The checklist will be used to determine if hotels have made accommodations for PWDs and employees with disability:

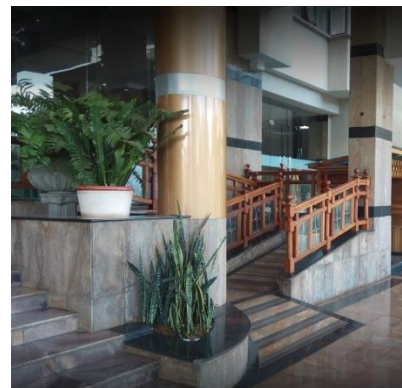
ACCOMMODATIONS	YES	NO
Ramps		
Disabled parking		
Disabled changing rooms		
Assistive devices and equipment – Braille machines		
Communication support - Sign language interpreters		
Employee transport		

APPENDIX F: PHYSICAL ADJUSTMENTS IN ESTABLISHMENTS

Disabled parking



Ramps



Wide access door ways



APPENDIX G: HOTEL CLASSIFICATION NAIROBI CITY COUNTY

FIVE (5) STAR ESTABLISHMENTS

1. Dusit D2
2. Fairmont The Norfolk
3. Hemingway's Nairobi
4. Intercontinental Nairobi
5. Radisson Blu Hotel Nairobi
6. Sankara Nairobi
7. The Boma Nairobi
8. The Sarova Stanley
9. Tribe Hotel
10. Villa Rosa Kempinski

FOUR (4) STAR ESTABLISHMENTS

11. Crowne Plaza
12. Fairview Hotel
13. Hilton Nairobi Limited
14. House of Waine
15. Nairobi Safari Club
16. Ole Sereni Hotel
17. Sarova Panafric Hotel
18. Silver Springs Hotel
19. Southern Sun Mayfair Nairobi
20. Weston Hotel
21. Windsor Golf Hotel and Country Club

THREE (3) STAR ESTABLISHMENTS

22. Boma Inn Nairobi
23. Kenya Comfort Suits
24. La Masion Royale
25. Marble Arch Hotel
26. Ngong Hills Hotel
27. Sportsview Hotel Kasarani
28. The Clarion Hotel
29. The Heron Portico
30. The Panari Hotel
31. Utalii Hotel

Total number of 3-5 Star Hotels In Nairobi City County= 31

Source: Extracted from the Tourism Regulatory Authority Register of Classified Establishments for the period 2015-2018.

APPENDIX H: APPROVAL OF RESEARCH PROPOSAL



KENYATTA UNIVERSITY
GRADUATE SCHOOL

E-mail: dean-graduate@ku.ac.ke

Website: www.ku.ac.ke

P.O. Box 43844, 00100
NAIROBI, KENYA
Tel. 020-8704150

Internal Memo

FROM: Dean, Graduate School

DATE: 18th May, 2017

TO: Mwaniki Caroline Daina Marigu
C/o Hospitality Management Department

REF: T129/OL/20275/2012

SUBJECT: APPROVAL OF RESEARCH PROPOSAL

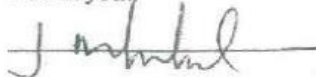
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We acknowledge receipt of your revised Research Proposal as per our recommendations raised by the Graduate School Board 31st January, 2018 entitled "Legislation, Supply and Demand on Employment of Persons with Disability in 3-5 Star Hotels in Nairobi County, Kenya".

You may now proceed with your Data collection, subject to clearance with the Director General, National Commission for Science, Technology and Innovation.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed Supervision Tracking Forms per semester. The form has been developed to replace the Progress Report Forms. The Supervision Tracking Forms are available at the University's Website under Graduate School webpage downloads.

Thank you,



EDWIN OBUNGU
FOR: DEAN, GRADUATE SCHOOL

CC. Chairman, Hospitality Management Department

y/rwm

