EFFECTS OF DISABILITY MAINSTREAMING ON THE
PERFORMANCE OF MINISTRY OF TRANSPORT AND
INFRASTRUCTURE IN KENYA

BY

KARANI NEILS MURIUKI

UNITED STATES INTERNATIONAL UNIVERSITY – AFRICA

SPRING 2019
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A Research Project Report Submitted to the Chandaria School of Business in Partial Fulfilment of the Requirement for the Degree of Master of Business Administration (MBA)

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STUDENT’S DECLARATION

I, the undersigned, declare that this is my original work and has not been submitted to any other college, institution or university other than the United States International University - Africa in Nairobi for academic credit

Signed: ________________ Date: ________________
Karani Neils Muriuki (ID: 653929)

This project has been presented for examination with my approval as the appointed supervisor.

Signed ___________________ Date: ___________________
Dr. Caren Ouma

Signed ___________________ Date: ___________________
Dean, Chandaria School of Business
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ABSTRACT

The purpose of this study was to investigate the effects of disability mainstreaming within the Kenyan public sector. The first specific objective of this study was to examine the effect of disability policy framework on the performance of Ministry of Transport and Infrastructure in Kenya. Secondly, to examine the effect of capacity building on the performance of disabled employees within the Ministry of Transport and Infrastructure in Kenya. The third and final specific objective was to identify the impact of the infrastructure in place on the performance the disabled employees within the Ministry of Transport and Infrastructure in Kenya.

The respondents of the research included the Ministry’s top management team, supervisors and junior employees. The study targeted all the 360 employees in the Ministry of Transport and Infrastructure in Kenya headquarters in Nairobi. This research consequently made use of primary data using the stratified sampling technique to collect data through the use of questionnaires. This study used descriptive research approach, which aimed at accurately describing the different variables being explored. The data was then analysed through statistical techniques whereby measures of central tendency and regression methods were used.

The study established that the Ministry of Transport and Infrastructure in Kenya had implemented laws and policies for the inclusion of persons with disability in its work environment. The research found out that employees with disability were entitled to a tax exemption which was by the Persons with Disability Act (2003) which indicated that persons with disabilities are entitled to rights to equal benefits, fringe benefits among others. The study also suggested that the performance of the Ministry was positively impacted by the inclusion of people living with disability. The improvement in performance was attributed to the relevant support actions for solving already existing problems facing persons with disability.

The study revealed that the Ministry had employed persons with disability, with regards to the effects of capacity building on performance. The Ministry had made it possible for Persons living with disability to effectively access information within the workplace, which indicated the Ministry’s sensitivity towards the needs of people living with disability.
The study further showed that the Ministry had properly designed infrastructure, within its premises with the building hosting the Ministry being engraved with lifts, access to ramps among others. As a results, people with disability feel well accommodated within the workplace, and they tend to contribute to both their well-being as well as the wellbeing of the organisation.

The study concluded that despite the constitution having in place laws and policies contributing to the welfare of the employees, it is apparent that these laws are typically not enough to ensure guarantee that the persons with disabilities thoroughly enjoy their rights. This is as a result of organisations not implementing the rules and regulations protecting PWDs to the letter. Therefore, there is a need to create awareness on issues concerning persons with disabilities. Finally, employees should change their attitude positively to favour disability mainstreaming not only in the Ministry but in all organisations. The ministry should also ensure that there is a strong relationship between strategies set out and disability mainstreaming in the public sector. The above should be done through disability policy formulation, capacity building and sensitization training as well as infrastructure enhancement regarding provision of facilities.

The study recommended the following actions concerning the various research objectives. With regards to policy framework on performance, the ministry should ensure that there exists a strong relationship between strategies and disability mainstreaming within the public sector. These policies are projected to go a long way in encouraging the right to equal employment to persons living with disability.

Regarding the effects of capacity building on performance, the study recommends training to be carried out among the different personnel’s within the organisation, on matters relating to PWDs. The practice is expected to bring rise to the implementation of various disability policies and standards as a result of implementing, monitoring and evaluating performance units. The involvement of these stakeholders will ensure a successful training and capacity building among individuals.

The study recommended having in place minimum standards and guidelines with regards to accessibility of information, opportunities, facilities and equipment for use by PWDs. The study suggested that buildings should install accessible ramps, accessible toilets, as well as provision of braille, and sign language interpreters among others.
ACKNOWLEDGEMENT

First and Foremost I give thanks to the Almighty God for enabling me to accomplish this research project. My sincere gratitude goes to my supervisor Dr. Caren Ouma for guiding me during the development of this research project. I would like to acknowledge my ever-supportive family and friends for their unconditional support.
DEDICATION
This research project is dedicated to my family for their unconditional love and support during this period.
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CHAPTER ONE

1.0 INTRODUCTION

1.1 Background of the Study

Economic growth and full employment are two of the four primary objectives of every macroeconomic policy that is formulated (Pancocha & Slepičková, 2013). Kenya like many Least Developed Countries (LDCs) is faced with the challenge of attaining full employment and achieving sustained economic growth. Capital creation is one of the obstacles faced by LDCs with Kenya being no exception, thus developed countries being forced to depend heavily on its human resource to drive the economy. However, the high unemployment rates and poverty levels can be attributed to many factors among them being the policy failure to adequately include People with Disabilities (PWD) in both the public and private sectors.

Performance appraisal entails the assessment of the effectiveness and efficiency of employees by the top management team to ascertain the employees' abilities to perform tasks. Performance appraisals also help senior management in decision making on issues regarding an increase in salaries and their employee promotions (Walker, Damanpour & Deveceee, 2011). According to Bernardin and Wiatrowski (2013) an improvement in the performance of any organisation whether public or private, occurs as a result of the competence of its workforce. Performance appraisals, as well as effective leadership, are critical for the growth of an organisation. A performance appraisal helps identify the strengths and weaknesses of workers, measure them, and improve them through training and development programs. According to Thurston, Wells and McNall (2010) training and development aids employees not only with the effective performance of tasks but also prepare for challenges of the future.

Performance can be measured in different forms and is dependent on the purpose of the performance measurement or data available (Nannapaneni, Mahadevan, & Rachuri, 2016). The most popularly used performance measurement is the Gross Domestic Product (GDP) which captures not only the labour output but also the inputs; GDP is also known to capture the whole economy unless otherwise stated. It should be noted that GDP as a performance indicator, can be used while making international comparisons and also over
a long period used to determine trends and how stable an economy is. Performance is also
generic to an organization whether public or private. Measurement can be made
depending on the goods or services that an organization is involved in giving to a specific
group of consumers. An example is, an organization that is included in customer service
can count its performance on the number of customers that are served in the most
efficient shortest time possible while an organization that is involved in the production of
a commodity can count its performance on the number of units produced at any given unit
of time (Nannapaneni et al, 2016).

The World Health Organization (WHO) considers people to be disabled or to have an
activity limitation if they show characteristics of mental or physical condition, or in
another situation that they may show signs that prevent their ability to perform any
activities which are standard for people their age. About 15% of the world population
today has a specific form of disability, and this population has 4% who are going through
difficulty when trying to function normally. The challenge has found its way into other
borders outside the United States which had reported the most cases in the 20th century.
People living with disability in different continents have faced the same challenge, with
many governments failing to adhere to the policies addressed by the United Nations to
curb the same (Lengnick, Gaunt & Kulkarni, 2008).

The rapidly changing economic situation in the European Union is reflected in the job
market. European Union countries have a different political and legislative history which
is mirrored in general attitudes of society towards people with disabilities as well as their
opportunity to enter free labour market (Pancocha & Slepičková, 2013). Despite more or
less identical aims of policies introduced by the European countries anti-discrimination
legislation, the employment rate of people with disabilities remains low. Estimates
confirm that people with disabilities are more threatened by unemployment, with the
probability of unemployment expected to be three times higher than that in the general
population (WHO, 2011). There is a total of 40% - 50% unemployment rate among those
with intellectual disabilities and mental health illness. People with disability are
disadvantaged in the labour market. For instance, their lack of access to education and
training or financial resources may be responsible for their exclusion from the labour
market, but it could also be the nature of the workplace or employers’ perception on
disability and disabled people (WHO, 2011).
However, the African population has a 10% disability rate with most of these individuals being denied opportunities in workplaces and educational institutions. International players entering the continent seeking more business opportunities have also addressed this issue and taken the challenge by employing more people with disabilities (Oliver, 2012). However, there are significant disparities in the continent since some countries choose not to consider the group, while others have policies in place that ensure that people with disabilities are put under consideration in the national planning and budgeting. According to the Kenya National Population Census of 2009, the overall disability rate in Kenya is 3.5% which translates to 1,330,312 million persons with Disabilities. Of this, the largest proportion is physical impairment (413,698) followed by visual impairment (331,594).

Since the job market in Kenya is liberalized, Statistics of Kenya National Survey for Persons with Disabilities provides incentives to their employers who deal with persons with disabilities (Statistic, 2013). These employers are therefore entitled to apply for deductions from their total table income. The amount is 25% of the full salary and wages to their employees with disability. According to the Kenyan Statistics (2013) the Kenyan disability rate is at 4% which is an average total of the age group of those working. In Kenya, the most common disabilities found among the working age group includes, seeing and hearing difficulties, agility and mobility-related disabilities, which are more familiar to most workers age.

The ratio that is made up after the volume of output combines with the size of input, to make up a concept known as performance. This can also be described as the measurement given to the production efficiency provided by the input elements such as labour, land and capital to receive a certain output level. Competitiveness and economic growth are essential areas required whenever the management needs to view the statistics or assess the production tools required. A good example includes that on performance during a certain period, which can be used to evaluate the impact of labour regulations on economic productivity. A trend that results out of monitoring performance is of significance to analysts, since they are used in the gauging of the position of an economy or business and the determination of capacity utilization which in the long run impact the business cycle (Symons, 2011).
People living with disability have faced a wave of marginalization and exclusivity in many forms. The discrimination at the workplaces is only the latest of these unacceptable acts as many individuals living with these difficulties continue to suffer because of their physical attributes (Laszlo & Nadya, 2011). It is evident that a good number of people living with disabilities are unable to perform their duties. It is also evident that some of the disabled individuals would like to have the opportunity of having a place to work, but do not get these opportunities due to the barriers put as a result of the discrimination that exists. Inclusivity at the workplace is very important to cater for people’s needs and desires. The society and employers, in particular, are to blame for the discrimination being experienced. It is required that there should be an inclusion of people with different levels of disability by the employers and avoid dismissing them on the basis of their medical conditions (Ochieng, Onyango & Oracha, 2010).

The president through the power given to him by the constitution promulgated in the year 2010, created ministries that were mandated to serve the public. One of the departments created was the Ministry of transport and infrastructure which is headed by a cabinet secretary. The cabinet secretary and his or her team are given the mandate over the roads, rail, air development and standardization. Maintenance services and supervision of the transport department and the projects therein, also forms the duty of this Ministry. The Ministry of Transport has its headquarters in Nairobi the capital city of Kenya. At these offices, there are approximately 360 employees of which 9 are employees with disabilities. This low number of persons with disabilities at the Ministry is disturbing considering the existence of legislation such as the Constitution of Kenya of 2010, the Persons with Disability Act of 2003, the relevant subsidiary legislation, the National Disability Policy and the ratification of the United Nations Convention on the Rights of Persons with Disabilities in 2008 (Statistics, 2013). These legislations were put in place to ensure that the rights of persons living with disabilities got equal opportunities when it came to the matter of equal rights. My study will attempt to examine the mainstreaming of disability within the workplace, with the hope of continued support for persons living with disabilities, to ensure there is a positive outcome.

Labour market theory states that for reasons of both supply and demand the employment rate of people with disabilities will be lower than that of people living without disability.
(Pancocha & Slepičková, 2013). Successful employment brings about the elimination of both economic and social barriers that people with disabilities face. Successful employment brings about a match of demand and labour supply. The labour market theory makes use of both supply and demand to explain the variance in the employment rate.

On the supply side, PWDs experience a higher cost of living, because more effort may be required to get to the place of work, and carrying out the given tasks as a result of disability (Canadian Labour Congress, 2008). For this reason, the wage entitled to PWDs is likely to be higher in reducing their employment rate. Their employability is further affected by the ‘benefit trap’ that comes from having higher reservation wages than their able counterparts, thus discouraging employers from employing PWDs.

The theory asserts that any working environment that is not set to accommodate PWDs, and employees them, the employee with disability is expected to take up the job with lesser wage terms as compared to that offered to the non-disabled employees performing a similar task (Miller & Albert, 2009). The researcher agrees with the assumptions made in theory, but challenges their applicability in the Kenyan context. Kenya still lags in the development and implementation of policies that promote mainstreaming of disability in the public sector, as a result of financial constraints that inhibit the implementation and amendment of the existing employment policies.

1.2 Statement of the Problem

The American Community Survey estimated that the people living with disability in the United States population in 2016 to be 12.8%. The percentage greatly varies by state as it does in the number of people living with disabilities in employment. According to Laszlo and Nadya (2011) employment is hard to come by, for people living with disabilities in European countries with those having disabilities having a higher chance of missing out on employment. All European Union countries recognize the right of people living with disabilities in employment. However, they face a higher unemployment rate when compared to the majority of the population. Support of employment of people with disabilities takes different forms in different states. In each country, a variety of support measures for employers (support for workplace adaptations or wages of people with disabilities, information, among others) as well as for job seekers (support in finding and
maintaining a job, support during the transition and initial months at the new workplace) have been in place.

Employers in Africa, South Africa in particular, think that employing people with any form of disability disrupts their workplace environment (Mahama, 2012). The South African constitution states that “South Africa belongs to all who live in it; we are united in one diversity”. The South African White Paper on integrated National Disability Strategy envisions a society for all, including capabilities, human diversity and the development of all human potential, and talents of both national and international development. It is evident that South Africa has developed policy and legislation to cover the barriers faced by the PWDs in their labour force, but the practical implementation poses a big challenge.

Kenyan employers avoid employees with a disability since they perceive that they will force the management to enforce new policies and facilities to support these persons (Mwaniki, 2015). Despite the presence of laws that aim to promote rights of persons with disabilities to equal and full participation in the society, persons with disabilities continue to be marginalized within the workplace through modest or no implementation of legislative and policy documents concerning persons with disabilities and discrimination with regards to inclusion during employment and lack of accessibility.

People living With Disability have come to be in the front line in demanding for their rights of which little attention has been put in the infrastructural sector that is very critical to the entire society. Therefore, there is a need to focus on disability friendly infrastructure to create a convenient environment for all to ease operation and accessibility (Ochieng et al, 2010). People with disability are not involved in making infrastructural designs and therefore, the country ends up having infrastructural facilities that are not disability friendly in accessing them for social services, seek employment or even do business as they lack ramps, lift or escalators, this increases disability by environment making it more complex (Ari & Inan, 2010). The issue on disability mainstreaming on performance has attracted both the public and private sectors in Kenya. Gender equality and disability mainstreaming on performance campaigns have taken centre stage in carrying out public sector reforms (Ngugi, 2012). A similar study has been
conducted in the Ministry of State for Public Service in Kenya, which has a critical role in the administration of the Civil Service.

In the Ministry of Transport and Infrastructure in Kenya, there has been minimal employment of persons with disability in the past decade (Mwaniki, 2015). This is against the government's values of promoting the rights of these individuals. At the Ministry of Transport and Infrastructure headquarters in Nairobi, there are approximately three hundred employees out of which nine are persons with disabilities (Mwaniki, 2015). This minimal number of individuals prompted the need to conduct a study within the Ministry’s headquarters in the year 2018, to determine the cause of this few numbers, and its result on the performance of the Ministry. There have been limited studies done in Kenya with regards to the people living with disability in the country. Therefore, there was a need to view the situation of persons with disabilities at the workplace to ensure that their rights are upheld for a just and fair society.

1.3 General Objective.

The general objective of the study was to determine the effects of disability mainstreaming on the performance of the Ministry of Transport and Infrastructure in Kenya

1.4 Specific Objectives of the Study

The specific objectives of the study were;

1.4.1 To examine the effect of disability policy framework on the performance of the Ministry of transport and infrastructure in Kenya.
1.4.2 To examine the effect of capacity building on disabled employees on performance of Ministry of transport and infrastructure in Kenya.
1.4.3 To identify the impact of infrastructure in place on performance of the disabled employees within the Ministry of transport and infrastructure in Kenya.

1.5 Significance of the Study
1.5.1 Information Gap

Information about public servants who work in the government offices will be updated. The information regarding their status and well-being will be expanded and validated then put to good use by the relevant government officials concerned with employee rights.

1.5.2 Policy Formulation

Policy makers will benefit from this study by ensuring that efficiency is observed in the organizations. New laws and regulation may be formulated after a thorough analysis has been done, on the information provided, since the policy makers will have a better understanding of the situation on the ground.

1.5.3 Information Provision

The study gave insights to different parties such as the public who will view how their tax is used to solve rising issues such as this one. The general public will also learn as to the reason behind some of the dismal performances experienced by public servants.

1.6 Scope of the Study

The public sector is among the largest employer globally with many nations from the west opting to use few but efficient departments to employ reasonable numbers and reduce unemployment. African nations on their part have seen the importance of inclusivity in their work environment since they also have the potential to perform as well as those with no disability. In Kenya, the ministries have different departments that are distributed in the 47 counties. The study focused on the Ministry of transport and infrastructure’s offices in Nairobi with the respondents expected to comprise of Departmental directors, supervisors and junior employees. Simple random sampling was used to determine the population used in the study. From 5 departments in the Ministry, I picked 15 departmental directors, 35 supervisors and 150 junior employees as they are the majority in the organization. A total of 200 employees from different department managers and supervisors and also union representatives from the Ministry were involved. The employees were both male and female from different departments in the Ministry and research was done between October 2018 and November 2018. The research
was only limited to the Ministry of Transport and Infrastructure solely and did not put into consideration other Public Sector Institutions.

1.7 Definition of Terms

1.7.1 Accessibility

This is the ease of accessing information and the resources in an organization thus benefiting the employees. The term refers to the enabling infrastructure at the work place to accommodate workers with special needs and disabilities (Symon, 2011).

1.7.2 Discrimination

This is the denial of deserved or stated benefits that a particular group of individuals require during their service delivery. Indirect and direct restriction or exclusion from one’s disability thus affecting the nullification, impairment, exercise or enjoyment that puts one on an equal level with other individuals (Rieser, 2012).

1.7.3 Inclusion

The act of allowing an individual or a group of individual’s access to some form of benefit in an organization. This refers to employment opportunities in a work place environment for those with special needs or disabilities (Krahn, Walker & Correa-De-Araujo, 2015).

1.7.4 Persons with Disability

These are individuals living with a form of disability regarding physical wellbeing. The most commonly associated terms for persons with disabilities are deaf, blind, dumb, cripple, a person of unsound mind (Rieser, 2012).

1.7.5 Disability

This is the inability to perform certain duties or tasks as a result of a deformity on the body or part of the body. A Mental or physical condition that limits one’s movements and activities when discharging their duties (Oliver, 2012).
1.7.6 Mainstreaming

This is the act of putting someone or something on the public light with a certain title or view. With regards to the study, mainstreaming refers to those attitudes that are shared by people and are considered to be conventional (Krahn et al, 2015).

1.7.7 Performance

This is completing a task depending on the success rate. The process conducted during the completion of a task or duty (Kilonzo, 2012). An institution or an individual uses this to plan where to improve and to detect any challenges.

1.7.8 Public Sector Institutions

Institutions owned and governed by the government of the respective countries. A part of the nation’s economy that is made up of both private and public enterprises (Ochieng et al, 2010).

1.7.9 Transport and Infrastructure

Departments in institutions and governments that control the infrastructure. The type of framework that is designed to support the transport network (Kilonzo, 2012). The department involves the road network, rail lines, water and air travel. Communication systems are also included in this department.

1.8 Chapter Summary

This Chapter analysed the various issues that Persons living with disabilities face in their daily lives more so in the workplace environment. The chapter dealt with brief background information about the topic, the statement of the problem, general and specific objectives, significance, scope and the terminologies used in the research. The chapter also acted as a foundation to move to the literature review. Chapter two covered the literature review according to the specific objectives which were to examine the effects of policy framework on the performance of the Ministry of transport and infrastructure, to examine the effect of capacity building on the performance of the Ministry of transport and infrastructure and to identify the impact of the infrastructure in
place on the performance of the Ministry of transport and infrastructure. Chapter three has presented the research methodology, chapter four entailed an analysis and interpretation of the data, and chapter five entailed the discussions of the finding, conclusion and recommendation for further research.
CHAPTER TWO

2.0 LITERATURE REVIEW

2.1 Introduction

Literature review must identify what has been achieved and what needs to be achieved in regards to research areas (Gilbert, 2011). The chapter discussed in details the specific objectives of the study in details and provide the methods of research used in previous studies in this area. This section included systematic reviews which identify and synthesizes all research on the specific topic. This chapter also dealt with related theories and publications related to disability mainstreaming strategies within the public sector. The purpose is to acknowledge the contributions of other researchers towards this area of study. The chapter also included the conceptual framework which will have both the dependent and independent variables. The focus of this chapter included a review of the stated specific objectives which are: To examine the effect of legislative and policy framework on the performance of Ministry of transport and infrastructure in Kenya. To examine the effect of capacity building and sensitisation training on the performance of Ministry of transport and infrastructure in Kenya. To identify the impact of the infrastructure in place on the performance of the Ministry of transport and infrastructure in Kenya.

2.2 Disability Policy Framework on Performance

A policy is considered as any statement of commitment which holds the decision-maker accountable for the policies formulated. The policy formulation and policy implementation are very different activities. Howlett (2011), policy formulation is an important phase devoted to generating options about what to do concerning a public problem. Policy formulation applies to different sectors such as the public sector entities, private sector organizations among others to come up with parliamentary rules of orders and corporate privacy policies.

Disability policies like any other policies are formulated by following some tasks. The process of policy formulation consists of several components, with each one of them having an impact on the policy performance. The process involves coming up with relevant, supportable courses of action for solving already existing problems and not
necessarily mean adoption of the policy. Once a broad consensus has been reached on the nature and extent of the problem(s) identified, policymakers turn to come up with appropriate responses, from the initial information gathering and analysis of causes, formulators engage in clarifying policy objectives (Ruggie, 2014).

According to a report by the United States Department of Labor, (2012) inclusion of persons with disability in the workplace positively impacts the workplace in many ways. The report noted that hiring people with disabilities resulted in low absenteeism rates and long tenures. Also, employees with disabilities are loyal, reliable and hardworking and provide value for their companies. In addition, hiring people with disabilities was the diversification of work settings, which led to an overall positive work environment. However, this report talks about the situation in the United States and does not capture the situation in Kenya which may differ owing to economic and social disparities between the two countries. In a report by Handicap International (2010) it was observed that the World Bank considers that leaving people with disabilities outside the economy translates into a forgone Gross Domestic Product (GDP) of about 5 to 7 per cent. The review is important based on the fact that report addresses the same issue the researchers are addressing and went a long way in drawing recommendations in the Kenyan situation.

2.2.1 United Nations Policy on Disability

According to the World Health Organization (WHO), over a billion of the world’s population are estimated to live with as form of disability. The International Classification of Functioning, Disability and Health (ICF) defines disability as a unison term for impairment, participation restrictions and activity limitations. Disability rates in the world are in the rise as a result of the ageing population as well as a rise in chronic diseases. Disability is extremely diverse with some form resulting in poor health, and intensive care needs others do not. People living with disabilities have the same health care needs as those without any disability.

According to the International Labour Organization (ILO) in the working environment, people living with disabilities tend to experience high unemployment rates, and they are given a lower remuneration package than persons without disabilities. They are often separated from the mainstream labour market, underemployed, and as a result, it leads to
them having poor self-esteem and end up dropping out of work. According to ILO Geneva (2007) experience shows that when people living with disabilities land jobs which match their skills, abilities and interests, they can comfortably work to making significant contributions in their respective workplaces.

2.2.2 African Union Policy on Disability

Inclusive policy formulation is a critical component in aiding the realization of the rights of people living with disabilities as stipulated in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) (Mohapatra, 2012). The policies offer a legal framework that protects the rights of persons living with disabilities in all areas of life, from education, training and employment. They are also intended at creating a supportive environment capable of advancing the economic well-being of people living with disabilities and enable them to live a fulfilling life. Given the role that African Union plays in guiding national policies of its member states, analysing the extent to which its policies are consistent with those that the UNCRPD provides insights into the status of people with disabilities in the whole of the African continent (Ruggie, 2014).

A growing body of research shows that there is a symbiotic correlation between disability and poverty, with each being a cause and consequence of the other (Kline, 2012). In this context, poverty is not exclusively constricted to the lack of money phenomenon, but it views it from a broader perspective that includes, the lack of access to public services and the inadequacy to participate in the to participate in the society (Trani, Bakhshi & Rolland, 2015). Thus, there being in policy for inclusive access to health care, education, employment and social protection are all imperative to realising the rights of people living with disabilities. It is however, still unclear of the intricate that drive the correlation between disability and poverty and thus it allows room for further research (Groce & Kett, 2013).

2.2.3 Disability Policy Formulation in Kenya

Kenya in general lacks a credible welfare system to support other sectors of population who are less advantaged. This includes the group who are unemployed, the disabled and the aged. The Persons with Disabilities Act does not make provisions for the running a social welfare system to suite the relevant groups. However, the act does make provisions
that support persons with disabilities. The Persons with Disabilities Act, 2003 (Section 32) set up a fund known as the National Development Fund, which was to be managed by a board of trustees that would take up the role of managing the set funds. The fund may also be used for poor persons with disabilities. The fund is known to contribute largely to the expenses of organizations for persons with disabilities.

The Employment Act (Cap 226, Laws of Kenya) is known as the pioneer of making provisions on matters relating to employment in the country. The act on its part sees the lack of treating persons with disability as individuals who require a form of special concern thus maintaining the economic marginalization of this group. The Employment Act lacks provisions that state persons with disabilities face discrimination when they seek employment and that they have limited opportunities compared to those without disabilities. The Act has no provision to impose obligations on employers whether to choose to employ persons with disabilities thus leaving them to the liberalized Kenyan job market, which is rather heavily biased against them. Under Section 12 of the Person with Disabilities Act (2010), persons with disabilities are given the right to equal opportunities, benefits, fringe benefits, privileges, incentives, compensation or allowances depending on their qualifications. Employees are also entitled to tax exemptions on all income accruing from their employment. Since the job market in Kenya is substantially liberalized, Section 16 provides incentives to employers who engage the services of persons with disabilities. These employers are entitled to apply for deductions from their total table income equivalent to 25% of the total amount paid as salary and wages to employees with disability.

In addressing the legislative and policy framework with regards to persons with disabilities, Kenya’s national report to the United Nations Committee on the Rights of Persons with Disability (2011) recognizes the Constitution of Kenya 2010 which provides substantive provisions for the rights of persons with disabilities under Article 54. The report notes that the text of the Constitution is couched in specific terms designed to minimize barriers to equalization of opportunities in all aspects of social-cultural, economic and political life.

In effect, Kenya put in place legislative measures to give effect to the provisions of the UNCRPD which included; the Persons with Disabilities (PWD) Act of 2010 which is in
the process of being amended to ensure that the provisions of the Act are harmonized with international instruments and in particular with the UNCRPD and the Constitution of Kenya, 2010. The main objective of the Act was to provide for the rights and rehabilitation of persons with disabilities; to achieve equalization of opportunities for persons with disabilities; to establish the National Council of Persons with Disabilities (NCPWD), and for connected purposes.

Other legislations that have a bearing on the rights of persons with disabilities include the Employment Act of 2007 (Act No. 11 of 2007). The act contains elaborate provisions aimed at protecting persons from discrimination in the employment and explicitly prohibits an employer to discriminate directly or indirectly, against an employee or prospective employee, or harass an employee or prospective employee on grounds of disability; the Public Service and Devolved Government Bill to provide that in the event of retrenchment from public service, then priority with regard to retention shall be given to qualified persons with disabilities.

The report goes to identify subsidiary legislation with regards to persons with disabilities which included; the Persons with Disabilities (Access to Employment, Services and Facilities) Regulations of 2009; the Persons with Disabilities (Income Tax Deductions and Exemptions) Order of 2010. The above overview of the legislative and policy framework shows Kenya’s commitment to promoting and protecting the rights of persons with disability in society including the workplace. However, this study provides legislative and policy framework specific to persons with disability in the workplace.

The Kenya Vision 2030, states that Kenya aims at becoming a prosperous and competitive nation with high quality of life by the year 2030 by providing its citizens with opportunities that will help raise and sustain the economy of the country. The first phase of the vision 2030 had in it two flagship projects that aimed at addressing major problems that people living with disabilities faced. The first project was for implementing disability fund aimed at giving financial support to PWDs to empower themselves socially and economically. The funded included budgetary allocations that assisted persons living with disability. The second project was a representation of the PWDs in decision-making process across all levels. Thus was to ensure that issues directly faced with PEDs are
effectively and efficiently addressed in legal and policy framework, projects and programmes.

According to Miller and Albert (2017) pointed out that although there are many declarations, proposals and policies for addressing disability in development, there have been relatively few that have detailed what needs to be done to mainstream disability in practice. The challenges expressed in this report is similar to the Kenyan situation whereby there exist great laws, but in practice the situation is different, the report refers to several legislative and policy frameworks at an international level while this research focuses on the Kenyan situation, specifically at the Ministry of Transport and Infrastructure headquarters in Nairobi.

2.3 Effect of Capacity Building and Sensitization Training.

Capacity building is a sustainable development tool that uses a combination of different skills to improve the quality of the organization’s production (Chiunye, 2017). Capacity building is the process by which organizations and individuals seek to obtain, improve the already existing skills and tools needed to perform duties efficiently or rather competently while improving the capacity. Some authors use the term capacity building in place for capacity development since both terms involve infrastructural growth based on the behavioural and social changes. The capacity building goes a long way since it also helps the management to understand the various challenges facing individuals and organizations from performing to their level best. By understanding the problems, the management team can bring their resources together and help these parties realize their set objectives and sustainable results. Sensitization, on the other hand, can be described as a continuous learning process which is constantly repeated to induce results that help to attain the targeted goals.

A country that wishes to prosper economically should take an integrative approach of connecting the people around, and as a result, the transport infrastructure should not be neglected at all. High-quality road, railway, and airport network is an immense asset for any community development to take place. As such, a network should be managed within a well-programmed policy and strategic framework (Riffat, Powell & Aydin, 2016). Good roads ensure that there is an easy movement of people from one location to another. A
A good transport system comprises of rail, water, and air modes. Together, a good system connects a country both at the national, regional and international levels. Kenya is strategically located in an area where it can lead immense benefits by establishing high-quality road network. It is important to acknowledge the fact that good quality roads play a critical role because of it as a potential for reducing the overall transport costs. In addition to this, quality roads have the capacity for improving accessibility as well as safety. Research conducted by Kenyan National Treasury asserts that inducing infrastructural investments which include roads can reduce the overall cost of establishing businesses and this can end up reducing the costs of Kenyan products and also ensure a comparative advantage.

2.3.1 Capacity Building in Kenya

Kenya is one of the most developed countries in Africa. The Ministry of transport and infrastructure under the Kenyan state government has continued to focus on developing and designing this sector to accelerate the growth of national economic development. The Ministry, for instance, has a vision and mission statement that focuses on pursuing a world-class system of transport to improve the quality of life. Egan (2014) States that the Ministry also works hand in hand to ensure that the country is served and connected by efficient, accessible, sustainable and safe transportation services. Future development of infrastructure will require leveraging the private expertise and capital to develop, design and manage projects that can actively impact the Kenyan economy (Adenle, Manning & Azadi, 2017). The transport sector contributes about 5% of the total national growth domestic product (GDP) and thus the infrastructure should be conducted in such a way that induces transformation.

Training is a planned activity that attempts to modify or transfer different skills, knowledge, and attitudes through different learning experiences. Different personnel should be trained for various reasons which include but not limited to maintaining high levels of competence and also respond to demands of new approaches of technologies. It is also important to credit the fact that training lacks the capacity for solving organizational, structural and policy problems within a given organization setup. However, incorporation of supportive supervision and motivation strategies can help individuals and organizations to improve in term of performance induced by the training process. Before designing the training process, it is important to assess the training needs.
(Egan, 2014). The assessment comprises of observing workers while performing their normal duties, interviews, studying different routines, performance reviews and identifying underlying issues of performance.

Maintenance and development of physical infrastructure are one of the priorities for any rapid economic development because it has the capacity of reducing poverty. For instance, such programs influence the cost of production of different commodities, the creation of employment, ease assess to market and investment. In Kenya for instance, the intervention of rural transport has continued to consider to different gender differences which have resulted in significant and sustainable benefits to both men and women due to induced access of social- economic services (Kerzner & Kerzner, 2017). Besides, it has the potential of addressing the women time poverty without forgetting the aspect of promoting travel spaces and safe transport. Contrary, there exists an underlying gap of knowledge, practices, and policy that aims at attaining a sustainable gender mainstream in the rural transport sector. In Kenya roads, for instance, transport accounts for about 93 per cent of passenger traffic and land freight.

Development of road infrastructure requires a country to induce adequate professional engineers and technicians. Therefore, the government should take an integrative approach of building capacity to enable both the national and county government to handle the anticipated development programs (Kibert, 2016). Additionally, to address the underlying issues of capacity, the government should collaborate with higher learning institutions which include universities and technical institutes in order to train more professionals (Korinek & Ramdoo, 2017). The government should also liaise with the board of engineers to ascertain the credibility and relevance of experienced engineers before certifying them accordingly. Road development is dependent on the amount of land available and the government has continued to put aside the public land over the years. Preservation of assets of roads is important for any development of future public roads. As such, the government should continue to enforce the law that is related to public roads reserve protection.

Protection of roads should incorporate the death blow to vandalism of road furniture and other installations. Vandalism is one of the biggest contributors to poor roads and safety around the country since it, vandals, away from road signs, guardrails, street lights among other things (Kibert, 2016). To mitigate the negative social-economic impacts, some of
the projects will factor off developing market stalls and other associated sanitary facilities, artisan training and wellness centres for women and youths residing in the neighbourhoods of informal settlements. Transport services are not accessible to persons with disabilities and some people have continued to complain about discrimination by the national public service operators. A considerable amount of focused group discussions have complained that the persons with disabilities are not treated with the dignity due to continued discrimination. For instance, the disabled are usually not treated with dignity when it comes to job opportunities and access to public transport services. Also, others are required to pay out for wheelchair services.

2.3.2 General Public Sensitization Training

Matatu operators seem to lack patience with the disabled especially during peak hours and in most instances, the disabled are usually abandoned as stated in (Egan, 2014). Additionally, due to inaccessibility, disabled are prone and thus should be assisted in most instances. For instance, the disabled females sometime are not comfortable when the conductors who are mostly male counterparts handle them. Most buildings are not designed to allow parking spaces for persons with disabilities and most supervision asserted that even when such provisions are made, the likelihood of these parking spaces to enhance the needs of the person with the disability is very high. The Ministry of transport in collaboration with several stakeholders likes insurance companies and Public Service Vehicles owner association should come up with aggressive awareness and another sensitization campaign on transport access (Egan, 2014). Additionally, the Ministry of transport and infrastructure should induce some new models of enhancing vehicles that pertain to people with disabilities and also engage with other relevant stakeholders to do so. As such, incentives like tax and deductions should be incorporated into the later.

Persons with disabilities continue to experience instances of discrimination when it comes to employment opportunities albeit the constitution provides a platform that addresses such injustices. Discrimination has led to high levels of unemployment and lack of engagement in economic activities amongst the disabled (Fulcher, 2015). Some policies outline the different measures that a state should induce to ensure that persons with disabilities work effectively and have access to opportunities in an open labour market. The act of disability of 2003 has a provision that state that no person should deny a
person with the disability access to job opportunities. Even with the existence of the national and international legal frameworks to protect persons with disabilities, the findings in several counties shows that access to work and employment has still rugged behind when it comes to enhancing the needs of the disabled.

Some of the barriers have been identified during the process of monitoring and include poor attitudes and low levels of education by the persons with disabilities, inadequate workplace support, and poverty, weak implementation of exempting tax, economic prejudice and stigma. The mode of dissemination of information when there are new job opportunities has continued to limit a considerable amount of advertisements which are done in print media. For instance, some newspapers and internet do not favour the persons with disabilities. As such, these people are not able to apply for some jobs even when they qualify because they lack the necessary information. For instance, a disabled person from Busia Kenya narrated how she missed applying for a certain job because the job was advertised through newspaper but she could not read until a fellow friend passed the information but unfortunately when it was already late (Egan, 2014).

Considerably, accommodation tends to lack at various workplace premises and many persons with disabilities are not induced by the required basics that can enable them to communicate with fellow colleagues to facilitate their work. Such basics include some computer software like braille machines for people with visual impairment, sign language and interpretation for persons with hearing impairment, aid and flexible working hours. As such, persons with disabilities usually feel isolated and, in most instances, they opt to leave work (Benería, Berik & Floro, 2015). For instance, a respondent in Kisii town expressed her concerns by expressing her frustration at the workplace because he could not easily communicate with other employees. Others persons with disabilities state that they lack adequate formal and non-formal employment because they are usually viewed as a source of burden by many employers while others feel that they are not able to deliver what able-bodied counterparts can do.

According to Braithwaite and Mont, (2009) stated that It is indeed a greater challenge for people living with disability to have an employer that is ignorant of their needs than having an employer who is not willing to incorporate people with disability to his or her organization. Some employers take note of the proposals given by the government and other agencies about accommodating this group in their organization but it is sad that later
on, the same employers are unable to sustain these individuals since they lack the knowledge to take care of their disabled employees. The workplace is not prepared to incorporate this group, and the rest of the organization is also not well trained to work with the same. This brings about the need to sensitize most of the Kenyan employers on the need to be prepared and avoid such problems to their employees. Diversity in the employment industry is important thus the need to raise such issues that will help incorporate all individuals that may be seeking employment opportunities without having to worry about their forthcoming employers.

2.4 Infrastructure in Place on Performance

Every human being has a fundamental right of mobility regardless of their ability or inability. The privileged therein includes the right to access any building constructed without any hindrance. Buildings have always been designed without putting into consideration the needs of PWDs thus neglecting them. During the British general elections in 1997, close 75% of the polling stations were inaccessible by people on wheelchairs while the visually impaired had few technical aids to them cast their votes. In Ghana, movement in public buildings is not disability friendly as most movement is by a series of stairway, pavements and walkways are usually strewn, while ramps are constructed at sleep slopes making them difficult for use by PWDs (Danso, Tudzi, & Kofi, 2017).

The Centre for Universal Design (CUD) at North Carolina State University defines universal design as the ability to come up with designs of products that are usable by every person (Danso et al, 2017). To promote an inclusive design culture, the process does not only involve the design professionals such as planners and architects among others but also should involve various professionals that surround them including project managers, contractors among others (Kelly, 2010). Education plays a crucial role in determining the accessibility of our building. The concept of universal design should be integrated into the training of all occupations working on the construction environment at all levels with the aim of equipping them with various skills such as problem-solving skills techniques to increase the usability of buildings by taking into account human diversity.

Inclusive design is becoming a globally accepted way of thinking about the building environment, and it is increasingly becoming a fundamental principle in all building
designs by incorporating it the education of future professionals (Harrison, 2015). At the University College Cork in Ireland, lecturers have adopted a new method of teaching inclusive design to create awareness in the students. The University of Michigan and University of Portland, (Ladner, 2017) posits that courses on accessibility for first-year students in the schools of engineering have been designed. The University of Washington and MIT have introduced a capstone course in engineering that deals with accessibility (Li, 2017).

Ladner (2017) advocates for the inclusion of entire courses in areas such as engineering department of various university institutions and having successful scientists and engineers who have a disability as guest speakers to raise interest in the subject. As a result, the scholars will realize the importance of the disability mainstreaming if the topic is discussed throughout a student’s education. Enhanced infrastructure plays a significant role in disability mainstreaming by providing awareness of disability in various existing disability differences in among others the need, priorities, and constraints people living with disabilities face. The ultimate aim of disability mainstreaming in the work place is to achieve disability sensitivity, equality and equity (Danso et al., 2017). The above can be achieved in three different levels. The first level is to involve the organization’s procedures, structures, policies and culture. The second is having the programmes of the organization, and finally the third has the impacts and the outcomes.

2.4.1 Infrastructure in Africa on Performance

According to Eide and Instand (2011) applied the disability case studies from the developing countries from the African and Asia continents to co-author the book, disability and poverty – A global challenge. The book adopts the social model of disability and integrates the Millennial Development Goals (MDGs) which establish a unifying set of developmental objectives for the global community. The MDGs foster collaborative actions that aide at reducing poverty levels, increase health and address environmental and educational issues around the globe most pressing development issues.

Despite people living with disabilities having a formal academic qualification to work, their opportunity to be employed can further be restrained by their type of condition and the nature of work. Organisations provide barriers by not having in place structures that can aide access to the working environment. Inaccessible environments, transport system,
technology capability, products and services restrict the equal participation of people living with disabilities in advancing their economic and social wellbeing. In developing countries cases show that higher disability rates are as a result of high illiteracy rate, poor nutrition, low occupation mobility to name but a few. Whereas in some cultures as the rural setting the disabled people are well integrated into the informal traditional safety umbrellas, their counterparts in the urban sector are engaged in begging to make a living.

Physical infrastructure is always identified as a significant barrier by organisations to mainstream disability in their work places. Most organisations do not have disability friendly infrastructure in place and this further brings about the restriction of employment of people living with disability. According to Paul and Patricia (2011) posits that countries should have in place measures to remove the obstacles to participation in the physical environment. The measures should not only include developing guidelines and standards, but also consider enacting legislations to ensure accessibility in various areas in the society such as buildings and public transport services among other outdoor environments activities.

According to Lutien and Wimh (2012) state that among the first thing to think about by an organization in disability mainstreaming is how to PWDs can physically gain access to the office itself as well other different essential areas. Safety considerations in the work place for PWDs are also extremely crucial. For instance, to indicate the presence of stairs for people with visual impairment, the presence of bumpy tiles placed before the stairway would be of great significance.

Despite organisations experiencing several barriers when it comes to recruiting and integrating persons living with disability in the work place, they also have significant benefits to the various organisations. According to Hosey and Mattis (2010) posit that employing PWDs can increase the profitability levels of the organization, as consumers tend to favour these companies and as a result bring more business to the organisations. Employing PWDs in organisations also brings about equity points score to the business, therefore, they tend to be more competitive and lucrative as compared to those organisations that don’t. Training people with disability is quite easy as they have a positive attitude towards work hence making a positive contribution to the organization.
2.4.2 Human Rights Enhanced Infrastructure

Human Rights also play a critical role when it comes to providing the necessary infrastructure needed for persons living with disabilities. These rights advocate for free and equal rights of all human beings. The United Nations also has set aside an office of the United Nations High Commission for Human Rights (UNHCR), which advocates for the awareness and understanding of the conventions on the rights of PWDs. The commission recognizes aspects such as accessibility regarding accessible environment as a key contributor to the realization of the rights of persons with disabilities to lead an independent, fulfilling lifestyle. Human Rights are universal and apply to every person globally. Every state in the world is expected to uphold these special protection laws and ensure affirmative action to the inclusion of PWDs in education; employment is addressed.

A Kenyan report on Economic Empowerment of Persons with Disabilities through inclusive Social Protection and Poverty Reduction by KIPPRA, (2013) stated that ensuring that persons with disabilities access physical environment, transport, Information Communication and Technology (ICT), and other facilities and services that are accessible to all other persons is crucial in promoting economic empowerment for Persons with Disabilities and their employability. The report noted that both developed and developing countries access to public spaces such as buildings and transport systems remain largely inaccessible to persons with mobility difficulties. This has had a consequence of limiting economic participation of persons with disabilities in either business ventures or access to employment. Mute (2012) in his article argues that any person or organization that provides service or facility to the public, must establish minimum guidelines and standards so that every person with disability may have effective access to their service or facility.

On accessibility, Kenya’s national report to the United Nations Committee on the Rights of Persons with Disability (2011) pointed out Section 21 of the PWD Act, 2003. The act provides for the rights of persons with disability to mobility and accessibility provides that persons with disabilities are entitled to a barrier-free and disability-friendly environment to enable them to have access to buildings, roads and other social amenities.
This report offers the researchers an overview of what reasonable access for persons with disabilities entail and this will enable the researcher to highlight the implementation of the requirements within the Ministry of Transport and Infrastructure headquarters in Nairobi.

2.5 Chapter Summary

This chapter took a look into the literature that is consistent to the study topic. The first objective reviewed the effects of legislative and policy framework on disability mainstreaming. The second objective reviewed the capacity building sensitization training on the performance of PWDs. The third objective took a look into the impact of the infrastructure in place on an accessible environment. The next chapter presented the research methodology. The sections included; research design, sampling design, sampling techniques, data collection, research procedure used and data analysis.
CHAPTER THREE

3.0 RESEARCH METHODOLOGY

3.1 Introduction

This chapter consisted of the research methodology that was used as a blueprint guide to aid carry out the study. It described in details the research design, population and the sampling design that were covered, the population size, technique, and sampling size, the area under study and the reason for its consideration, the data analysis method to be used and finally the chapter summary.

3.2 Research Design

According to Cooper and Schindler (2014) research design is a plan or strategy that and structure of the research process, that provides a logical sequence creating a connection between the research questions, the empirical data to be collected and the conclusion thereof. The research design is used not only to structure the research but also to illustrate how each of the major parts of the research projects, i.e. the samples or population size, as well as the tool of analysis work together with the aim of finding solutions to the key research questions under consideration. Neelankavil (2015) posits that research is conducted within the conceptual structures. Reason being that the structure of research is known to borrow heavily from its design. The result is seen when illustrating the manner in which the various main sections of a research project such as the research instruments, samples and assignment methods can function in unison, for purposes of addressing those issues that are at the centre to the research.

This research study used descriptive research approach, to examine the effects of disability mainstreaming on the performance of Ministry of transport and infrastructure in Kenya. The descriptive research approach is used when the researcher wants to have a broader understanding of the research question under study (Cooper & Schindler, 2014).
3.3 Population and Sampling Design

3.3.1 Population

According to Creswell (2014) the population is defined as a group of individuals or entities with some common characteristics that the researcher entities with the aim of generalizing the findings of the target population. In this study, the population comprised of the 360 employees of the Ministry of Transport and Infrastructure in Nairobi. The target population of this study was composed of the directors, supervisors and junior employees. Target population refers to the total of all the elements of the entire population which are key to the research (Neelankavil, 2015). The distribution is provided below in Table 3.1.

### Table 3.1 Population Distribution

<table>
<thead>
<tr>
<th>Cadre</th>
<th>population</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directors</td>
<td>25</td>
<td>6.94%</td>
</tr>
<tr>
<td>Supervisors</td>
<td>65</td>
<td>18.06%</td>
</tr>
<tr>
<td>Junior Employees</td>
<td>270</td>
<td>75%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>360</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*Source: Ministry of Transport and Infrastructure, (2018)*

3.3.2 Sampling Design

According to Saunders, Lewis, and Thornhill (2012) a sampling design helps any researcher be in a position to make inferences concerning the population from the sample selected. Sampling design involves subdividing the entire population into groups and then selecting a simple random sample from each subcategory.

3.3.3 Sampling Frame

Sampling Frame refers to a list of elements of the entire population which represents the sample selected. According to Kothari and Gard (2014) a sampling framework refers to a
list of all elements where the sample is drawn and has similar characteristics to the entire population. This list may comprise of among other geographical elements, individual elements. The sampling frame of this study consisted of a list of directors, supervisors and junior employees of the Ministry of Transport and Infrastructure in Nairobi, drawn from the Human Resources Department.

3.3.4 Sampling Technique

The main objective of any sampling method is to achieve a sample that represents the entire target population. Saunders et al, (2012) describe a sampling framework as a list of the entire population elements of which the sample will be drawn from. First purposive sampling was adopted to select the Ministry of Transport and Infrastructure in Kenya. Secondly stratified sampling technique was used to select the cadre levels of employees within the Organisation.

3.3.5 Sample Size

According to Mugenda and Mugenda (2013) a sample size of between 10% - 30% is a well representation of the entire population of the study. The sample size should be optimal, and it should have certain characteristics such as competence, reliability, unbiased representation to name but a few. Before settling on sample size, the researcher should ensure that the sample has some relationship to the entire population which it is drawn from. This study selected 200 respondents which represent 55.6% of the entire population. The sample size is shown below in table 3.2.

Table 3.2: Sample Size

<table>
<thead>
<tr>
<th>Cadre</th>
<th>Target Sample Size</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directors</td>
<td>15</td>
<td>7.5%</td>
</tr>
<tr>
<td>Supervisors</td>
<td>35</td>
<td>17.5%</td>
</tr>
<tr>
<td>Junior Employees</td>
<td>150</td>
<td>75%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>200</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
3.4 Data Collection Methods

Data collection methods are conducted for some reasons, by making use of various data collection instruments. Primary and secondary data were used for this study. Primary data entails information that is obtained on a first-hand basis for the very first time and they are aligned to the various specific objectives (Saunders et al., 2012). The most used primary data collection instrument is the structured questionnaire. A questionnaire is a data collection instrument that contains some question that helps at gathering the information from the selected respondents. The questionnaire was considered for this study as it had some advantages to it such as minimal costs, allows for time for the respondents to respond to the questions among others. The questioner was composed of open-ended questions.

The questionnaire contained four main sections which entailed: The demographic information was under section one. Section two of the questionnaire addressed the legislative and policy framework on performance. Section three addressed the capacity building and sensitisation training on performance. Section four addressed the impact of the structure in place on performance.

3.5 Research Procedure

A research procedure is considered a step by step procedure used to determine the various respondents to take part in the research (Kothari & Garg, 2014). A questionnaire was developed based on the various specific objectives and an introductory letter was attached, to support the reasons behind the study. The reliability and validity of the questionnaire developed is tested by conducting a preliminary test to aid with cross-checking the tool used and ensure optimality of the process used (Mugenda & Mugenda, 2013). Before issuing out the questionnaire to the various participants, a pilot study was conducted by administering it out to randomly selected employees at the Ministry of Transport and Infrastructure in Nairobi. A pilot test involving ten employees was carried out, and the results collected were used to evaluate the completeness, precision, accuracy and clarity of the questionnaire to the target group.

Once the pilot test was complete, the final fine-tuned questionnaire was administered through the drop and pick method. Before administering the questionnaire, the researcher
sought permission/authorization letter from the university. This helped ensure a high response rate. The intended target sample population randomly selected, with the exclusion of the participants who took part in the pilot test. The data collection process took five days.

3.6 Data Analysis Methods

The questionnaire was used for data collection. The data collected was analysed using the Statistical Package for Social Sciences (SPSS) and the results presented through percentages and frequencies. The findings were also presented through pie charts, figures and tables. Descriptive analysis of the data collected was used.

The aim of this study was to establish the correlation between the dependent variables and independent variables and as a result inferential analysis was essential. For inferential analysis, the research used the Spearman's Rho Coefficient Correlation.

3.7 Chapter Summary

This chapter aimed at providing a detailed description of the research methodology that was used to provide solutions the specific objectives. The chapter also provided the sample size, frame work as well as the sampling design used at finding the relevant solutions to the study. The population comprised of the employees of Ministry of Transport and Infrastructure. The simple random sampling technique was used to aide with the data collection process. The next chapter entailed an analysis and interpretation of the data according to the specific objectives which were. The included examining the effect of legislative and policy framework on performance, to examine the effect of capacity building and sensitization training on the performance and finally to identify the impact of the infrastructure in place on the performance of the Ministry of Transport and Infrastructure in Kenya.
CHAPTER FOUR

4.0 RESULTS AND FINDINGS

4.1 Introduction

The purpose of the study was to determine the effects of disability mainstreaming on the performance of Ministry of transport and infrastructure in Kenya. This chapter analysed and presented the findings based on the research questions of the study. The data was analysed using both the Statistical Package for Social Scientist (SPSS) as well as Microsoft Excel. Results were presented in the form of graphs and figures. The chapter is divided based on the questionnaire and it gives findings to the following: response rate and demographic characteristics, effects of policy framework and capacity building on sensitization training on the performance of Ministry of Transport and infrastructure. The impact of the infrastructure in place on the performance of the Ministry of Transport and Infrastructure in Kenya. A summary was also provided at the end of the chapter.

4.2 General Information

4.2.1 Response Rate

The research targeted 200 respondents working within the Ministry of Transport and Infrastructure in Kenya. A total of 200 questionnaires were administered out of which 168 were returned. Five of the questionnaires returned were deemed unusable as they included blank sections. This gave a response rate of 81.5 % which was adequate for the study. A response rate of 50% is considered sufficient for the study (Blumberg, Cooper, & Schindler, 2014).
4.2.2 Gender of the Respondents

The research established that 53% of the respondents were male, implying that the Ministry employed more men than women. The research further established that 47% were females, implying that the Ministry has strived to achieve the 2/3rd gender rule provision in the Constitution of Kenya. The results are provided in figure 4.2.
4.2.3 Age Group

The research identified the age groups presented in the study and established that a majority of the respondents (43%) were aged between 35 to 40 years. 2% were aged between 18 - 24 years, 5% were aged between 25- 30 years, 12% were aged between 31- 34 years and 38% were above 40 years old. The findings implied that most of the employees in the Ministry of Transport and infrastructure in Kenya were energetic thus able to adjust to the strategies adopted within the organisation. The findings are presented in figure 4.3 below.

![Age Group of Respondents](image)

**Figure 4.3: Age Group of Respondents**

4.2.4 Levels of Employment in the Ministry

The study sort to identify the cadre of the respondents involved in the study. Majority of the respondents were junior employees. The results are provided in figure 4.3.
4.2.5 Years in the Ministry of Respondents

Majority of the respondent (41%) had worked in the Ministry for a period of between 10-15 years, 35% had worked for a period of 16 years and above, while the rest 24% percent had worked for a period of less than 10 years. The findings are presented in figure 4.4 below.

4.2.6 Level of Education of Respondents

The research asked the respondents to indicate their level of education. The study found out that 56% of the respondents were bachelor’s degree holders, 38% master’s degree holders, 6% were doctorate degree holders. The results are provided in figure 4.5.
4.3 Effects of Policy Framework on Performance

This section sought to establish the effectiveness of a well implemented policy framework on the performance of People Living with Disability within the Ministry of Transport and Infrastructure.

4.3.1 Employees’ Awareness of Existing Legislation and Policies in Mainstreaming Disability

Respondents were asked on whether they were aware of existing legislations and policies that provide for the inclusivity of PWDs. 53.6% of the respondents indicated they were aware of the existence of such policies and legislations whereas 46.4% were no familiar with the existence of them. Those familiar with the existence of legislation and policy framework on disability indicated that the constitution gave PWDs the right for inclusion on the workplace, while others noted that policies were yet to be implemented to the letter.
4.3.2 Respondents Extent of Agreement with Statements Related to Legislations and Policy Framework.

Table 4.2 shows that the Ministry of Transport and Infrastructure in Kenya has implemented laws and policies for inclusion of persons with disability in the work place as indicated by 85.5% that agreed, 6.7% that disagreed, and 7.8% that were neutral with a mean of 1.9 and a standard deviation of 0.9. Employees living with disability were entitled to tax exemptions as indicated by 60.4% that agreed, 24.1% that were neutral, and 15.5% that disagreed with a mean of 2.4 and a standard deviation of 1.0. The performance of the Ministry has improved by putting in place relevant support actions for solving already existing problems facing people with disability which was indicated by 70.1% that agreed, 12.2% that were neutral and 17.7% that disagreed with a mean of 2.2 and a standard deviation of 1.1.
The performance of the Ministry has been positively impacted by inclusion of people living with disability as indicated by 73.3% that agreed, 16.7% that were neutral and 10% that disagreed, with a mean of 2.2 and a standard deviation of 0.9. The performance of employees with disability adds value to the Ministry as indicated by 74.6% that agree, 9.9% that were neutral and, 15.5% that disagreed. The overall working environment has significantly improved by employing people with disability as indicated by 71.2% that agreed, 12.2% that were neutral and 16.6% that disagreed with a mean of 2.3 and a standard deviation of 0.9. Majority of the respondents disagreed with the claim that people living with disability were entitled to a lower remuneration package with 52.2% disagreeing, 30.1% being neutral and 17.7% agreeing with a mean of 1.7 and a standard deviation of 1.0.
<table>
<thead>
<tr>
<th>Question</th>
<th>SD</th>
<th>D</th>
<th>N</th>
<th>A</th>
<th>SA</th>
<th>Mean</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Ministry has implemented laws and policies contributing to the</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>inclusion of PWD’s</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Persons living with disability are entitled to tax exemptions</td>
<td>3.3%</td>
<td>12.2%</td>
<td>24.1%</td>
<td>50.0%</td>
<td>10.4%</td>
<td>2.4</td>
<td>1.0</td>
</tr>
<tr>
<td>The Ministry’s performance has improved by solving existing problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>facing PWD’s</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The inclusion of people living with disability has positively impacted</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the performance of the Ministry?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are employees with disability loyal, reliable, and hardworking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has hiring people with disability led to overall positive performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>in the Ministry?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are people living with disability in your organisation given a lower</td>
<td>37.8%</td>
<td>14.4%</td>
<td>30.1%</td>
<td>16.5%</td>
<td>1.2%</td>
<td>1.7</td>
<td>1.0</td>
</tr>
<tr>
<td>remuneration?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: SD=Strongly Disagree, D= Disagree, N = Neutral, A= Agree, SA= Strongly Agree.
4.4: Effects of Capacity Building on Performance

This section sought to establish the effects of capacity building and sensitization training on the performance of Ministry of transport and infrastructure in Kenya. The respondents chose options which reflected their opinion from some choices for various questions.

4.4.1 Whether Organisation has Employed People with Disability

Respondents were asked to indicate whether the Ministry had employed people with disability. 89% of the respondents indicated that the organisation had employed persons with disability while 11% responded that the organisation had not employed people living with disability.

Figure 4.8: Employment of Persons with Disability

From the respondents 145 responded on the exact number with 42 respondents indicating 1, 45 respondents indicating 2, 25 respondents indicating 2 and, 33 respondents indicating 3 persons with disability had been employed.

4.4.2: Type of Disability

The respondents were asked to indicate the type of disability employees with disability at the Ministry faced. Majority 85.7% indicated that persons with disabilities employed at the Ministry were physically disabled whereas 3.6% indicated were blind. Of the respondents, 10.7% did not respond. The response rate indicated that most employees were aware of the various disabilities of some of the staff employed at the organisation.
The study sought to determine the various positions people living with disability hold in the organisation. It was established that a majority of the employees with disability were junior employees as indicated by 80.8% of the respondents with 19.2% holding supervisory positions. The respondents did not indicate whether there were persons with disability holding top-level management positions in the Ministry. The results indicated that majority of the employees were aware of the positions held by persons with disabilities in the Ministry.

Table 4.2: Positions Held by Persons with Disabilities in the Ministry

<table>
<thead>
<tr>
<th>Position</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directors</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Supervisors</td>
<td>27</td>
<td>19.2%</td>
</tr>
<tr>
<td>Junior Employees</td>
<td>116</td>
<td>80.8%</td>
</tr>
<tr>
<td>Others</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
4.4.4 Respondents Extent of Agreement with Statements Relating to Capacity Building and Sensitization Training on Performance

Table 4.3 indicates that the Ministry has incorporated persons living with disability in decision making with 67.8% of the respondents agreeing, 26.7% were neutral, and 5.5% disagreeing with a mean of 2.4 and standard deviation of 3.4. The organisation has put in place support services aimed at improving the performance of persons living with disability in the workplace with 71.1% of the respondents agreeing, 23.3% being neutral and 5.5% disagreeing with a mean of 2.0 and a standard deviation of 0.9. The Ministry has made it possible for people living with disability to easily access information within the workplace with 44.5% agreeing, 33.3% being neutral and 22.3% disagreeing with a mean of 2.7 and standard deviation of 1.1.

Table 4.3 Capacity Building and Sensitization Training on Performance

<table>
<thead>
<tr>
<th>Question</th>
<th>SD</th>
<th>D</th>
<th>N</th>
<th>A</th>
<th>SA</th>
<th>Mean</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Ministry has incorporated persons living with disability in decision making</td>
<td>1.1%</td>
<td>4.4%</td>
<td>26.7%</td>
<td>38.9%</td>
<td>28.9%</td>
<td>2.4</td>
<td>3.4</td>
</tr>
<tr>
<td>The Ministry has put in place support services to improve the performance of PWD’s in the workplace</td>
<td>1.1%</td>
<td>4.4%</td>
<td>23.3%</td>
<td>38.9%</td>
<td>32.2%</td>
<td>2.0</td>
<td>0.9</td>
</tr>
<tr>
<td>Employees with disability can easily access information which can enable them improve their performance</td>
<td>5.6%</td>
<td>16.7%</td>
<td>33.3%</td>
<td>28.9%</td>
<td>15.6%</td>
<td>2.7</td>
<td>1.1</td>
</tr>
</tbody>
</table>

Note: SD=Strongly Disagree, D= Disagree, N = Neutral, A= Agree, SA= Strongly Agree.
4.5: Impact of Infrastructure in Place on Performance

Table 4.4 shows the impact of infrastructure in place on performance of employees with disability. The organisation has provided access to ramps with 93% of the respondents agreeing and 7% disagreeing with a mean of 2.11 and a standard deviation of 0.99. The building hosting the Ministry has engraved lifts with 89.3% of the respondents agreeing and 10.7% disagreeing with a mean of 2.02 and a standard deviation of 1.10. The Ministry has provided toilets for persons with disability with a 44.5% of the respondents agreeing, 11.1% were neutral, and 44.4% disagreeing with a mean of 2.12 and a standard deviation of 0.98.

The Ministry disseminates information in accessible format to persons with disability to improve their performance with 78.6% of the respondents agreeing, 14.3% being neutral and 7.2% disagreeing with a mean of 2.42 and a standard deviation of 1.28. Persons with disability are given priority during the recruitment of employee’s with 73.2% of the respondents agreeing, 10.6% being neutral and 16.3% disagreeing with a mean of 2.81 and a standard deviation of 0.98. The Ministry purchases accessible working tool for employers with disability with 80.1% of the respondents agreeing, 10.8% being neutral and 9.1% disagreeing with a mean of 2.25 and a standard deviation of 1.52.

The Ministry hires aides for employees with disability to improve their performance with 66.9% of the respondents agreeing, 28.7% being neutral and 4.4% disagreeing with a mean of 2.45 and a standard deviation of 1.25. The Ministry carries out sensitization training to senior managers on issues to do with persons with disability to improve their performance with 84.6% of the respondents agreeing, 15.5% disagreeing with a mean of 2.82 and a standard deviation of 1.15.
Table 4.4: Impact of Infrastructure in Place on Performance

<table>
<thead>
<tr>
<th>Statement</th>
<th>SD</th>
<th>D</th>
<th>N</th>
<th>A</th>
<th>SA</th>
<th>Mean</th>
<th>Standard deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your organization has access ramps</td>
<td>0</td>
<td>7%</td>
<td>0</td>
<td>57%</td>
<td>36%</td>
<td>2.11</td>
<td>0.99</td>
</tr>
<tr>
<td>The building hosting your offices have audio and engraved lifts?</td>
<td>0</td>
<td>10.7%</td>
<td>0</td>
<td>25%</td>
<td>64.3%</td>
<td>2.02</td>
<td>1.10</td>
</tr>
<tr>
<td>Your organization has accessible toilets for PWD’s?</td>
<td>18.5%</td>
<td>25.9%</td>
<td>11.1%</td>
<td>29.6%</td>
<td>14.9%</td>
<td>2.12</td>
<td>0.98</td>
</tr>
<tr>
<td>Your organization disseminates information in accessible formats to PWD’s</td>
<td>3.6%</td>
<td>3.6%</td>
<td>14.3%</td>
<td>50%</td>
<td>28.6%</td>
<td>2.42</td>
<td>1.28</td>
</tr>
<tr>
<td>Job opportunities are given for PWD’s?</td>
<td>0</td>
<td>16.3%</td>
<td>10.6%</td>
<td>48.8%</td>
<td>24.4%</td>
<td>2.81</td>
<td>0.986</td>
</tr>
<tr>
<td>Your organization purchases accessible working tools for PWD’s?</td>
<td>4.5%</td>
<td>4.6%</td>
<td>10.8%</td>
<td>45.5%</td>
<td>34.6%</td>
<td>2.25</td>
<td>1.52</td>
</tr>
<tr>
<td>Your organization hires aides for PWD’s?</td>
<td>0</td>
<td>4.4%</td>
<td>28.7%</td>
<td>34.7%</td>
<td>32.2%</td>
<td>2.45</td>
<td>1.25</td>
</tr>
<tr>
<td>Sensitization is done to the managers on issues of PWD’s?</td>
<td>9.8%</td>
<td>5.7%</td>
<td>0</td>
<td>61.8%</td>
<td>22.8%</td>
<td>2.82</td>
<td>1.15</td>
</tr>
</tbody>
</table>

Note: SD=Strongly Disagree, D= Disagree, N = Neutral, A= Agree, SA= Strongly Agree.
4.5.1: Challenges the Organization is facing in Mainstreaming Disability in the Work Place

The study took to establish some of the major challenges that people living with disability face in the work place hindering their ability to perform to their full capacity. From the responses gathered from the respondents, it was established that a majority of the respondents 116, representing 71.16% of the respondents’ sighted inadequate funds as the major challenge that people living with disability face in the work place. Among other challenges, the study gathered include inadequate facilities, policies among others. The challenges have been listed down in table 4.5

Table 4.5: Challenges Facing the Ministry in Mainstreaming Disabilities in the Work Place

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inadequate funds</td>
<td>116</td>
<td>71.16%</td>
</tr>
<tr>
<td>Lack of policies</td>
<td>97</td>
<td>59.51%</td>
</tr>
<tr>
<td>Nature of work involved</td>
<td>32</td>
<td>19.63%</td>
</tr>
<tr>
<td>Lack of facilities</td>
<td>56</td>
<td>34.36%</td>
</tr>
<tr>
<td>Lack of awareness</td>
<td>20</td>
<td>12.27%</td>
</tr>
<tr>
<td>Discrimination</td>
<td>102</td>
<td>62.58%</td>
</tr>
<tr>
<td>Lack of capacity</td>
<td>85</td>
<td>52.15%</td>
</tr>
<tr>
<td>Inadequate infrastructure</td>
<td>77</td>
<td>47.24%</td>
</tr>
<tr>
<td>No response</td>
<td>47</td>
<td>28.83%</td>
</tr>
</tbody>
</table>

4.5.2: Recommendations on How the Organisation Can Enhance Disability

The study sought to establish some recommendations the Ministry can put in place to effectively enhance disability mainstreaming the work place. Majority of the respondents 105 representing 64.42% of the respondents recommended allocation of more funds to persons living with disability. Another respondent representing 52.15% recommended improving the tax exemption policy. The recommendations have been listed below in table 4.6.
Table 4.6: Recommendations on How Organisations Can Enhance Disability Mainstreaming

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create awareness(capacity)</td>
<td>105</td>
<td>64.42%</td>
</tr>
<tr>
<td>Allocate funds to disability projects</td>
<td>67</td>
<td>41.10%</td>
</tr>
<tr>
<td>Improve tax exemption policy</td>
<td>85</td>
<td>52.15%</td>
</tr>
<tr>
<td>Employment of aides for persons with disability</td>
<td>77</td>
<td>47.24%</td>
</tr>
<tr>
<td>Create more employment opportunities for persons with disability</td>
<td>93</td>
<td>57.06%</td>
</tr>
<tr>
<td>No Response</td>
<td>58</td>
<td>35.48%</td>
</tr>
</tbody>
</table>

4.6 Inferential Statistics

The research adopted the Spearman’s Rho test for correlation to determine the degree of relationship between Policy Framework, Capacity Building, Infrastructure in place on the performance of the Ministry of Transport and Infrastructure.

4.6.1 Spearman Rank Correlation Coefficient

Table 4.7 shows the level of correlation between policy framework, capacity building, infrastructure in place and employee performance in the Ministry of Transport and Infrastructure in Kenya. The table illustrates that employee performance was positively significantly correlated to Policy Framework, Capacity building and Infrastructure in place as shown by Spearman's rho correlation of .267, .365 and .388 respectively at 0.267, 0.004 and 0.002 level of significance respectively. Further the table reveals that Policy framework had a significant positive correlation to capacity building and infrastructure in place as indicated by Spearman's rho correlation of .387 and .494 respectively at a significant level of 0.003 and 0.000 respectively. Lastly, the table reveals that capacity building was positively correlated to infrastructure in place as shown by Spearman's rho correlation of .367 with a significance level of 0.003.
Table 4.7: Correlation of Employee Performance and Policy Framework, Capacity Building and Infrastructure in Place.

<table>
<thead>
<tr>
<th></th>
<th>Employees Performance Correlation Coefficient</th>
<th>Policy Framework Correlation Coefficient</th>
<th>Capacity Building Correlation Coefficient</th>
<th>Infrastructure In place Correlation Coefficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spearman’s rho</td>
<td>1.000</td>
<td>.267*</td>
<td>.365*</td>
<td>.388**</td>
</tr>
<tr>
<td>Correlations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees Performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correlation Coefficient</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>0.026</td>
<td>0.004</td>
<td>0.002</td>
<td>0.002</td>
</tr>
<tr>
<td>N</td>
<td>163</td>
<td>163</td>
<td>163</td>
<td>163</td>
</tr>
<tr>
<td>Policy Framework</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correlation Coefficient</td>
<td>.267*</td>
<td>1.000</td>
<td>.387**</td>
<td>.494**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>0.026</td>
<td>0.003</td>
<td>0.000</td>
<td>0.000</td>
</tr>
<tr>
<td>N</td>
<td>163</td>
<td>163</td>
<td>163</td>
<td>163</td>
</tr>
<tr>
<td>Capacity Building</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correlation Coefficient</td>
<td>.347**</td>
<td>.387**</td>
<td>1.000</td>
<td>.367**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>0.004</td>
<td>0.003</td>
<td>0.003</td>
<td>0.003</td>
</tr>
<tr>
<td>N</td>
<td>163</td>
<td>163</td>
<td>163</td>
<td>163</td>
</tr>
<tr>
<td>Infrastructure In place</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correlation Coefficient</td>
<td>.376**</td>
<td>.510**</td>
<td>.367**</td>
<td>1.000</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>0.002</td>
<td>0.001</td>
<td>0.003</td>
<td>0.003</td>
</tr>
<tr>
<td>N</td>
<td>163</td>
<td>163</td>
<td>163</td>
<td>163</td>
</tr>
</tbody>
</table>

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

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

This chapter provided the research results and finding from the analysis of the data collected, with the aim of giving meaningful explanations to the readers of this study. The chapter provided the results on the effects of legislative and policy framework on performance of the Ministry of Transport and Infrastructure in Kenya. The effect of capacity building and sensitization training on performance of the Ministry of Transport and Infrastructure in Kenya. Finally the results of the impact of the infrastructure in place on the performance of the Ministry of Transport and Infrastructure in Kenya. The next chapter entailed the discussions of the finding, conclusion and recommendations for further research.
CHAPTER FIVE

5.0 DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The previous chapter sought to analyse the findings obtained from the study. This chapter entailed a detailed conclusion of the study carried out by discussing in details the study findings, discussions as provided in the theoretical framework concerning the research questions as well as the purpose of the study. The chapter also provided recommendations for the policy reforms, conclusion and recommendation as well as provide future research that may be carried out in this area of study.

5.2 Summary

The purpose of this study was to evaluate the effects of disability mainstreaming on performance of Ministry of Transport and Infrastructure in Kenya. The study was guided by three objectives which were; to examine the effects of disability policy framework on performance of the Ministry of Transport and Infrastructure in Kenya. To examine the effect of capacity building on disabled employees on performance of Ministry of transport and infrastructure in Kenya. To identify the impact of infrastructure in place on performance of the disabled employees within the Ministry.

The sampling frame was derived from a list of 360 employees working with the Ministry of Transport and Infrastructure headquarters in Kenya. Stratified sampling technique was used to select the cadre of employees to ensure that all employees in the Ministry were included in the sample to ensure representativeness. The sample size comprised of 200 employees representing 55.6% of the entire population. A questionnaire was the instrument used to collect data, and it was administered using the drop and pick method. The data collected was analysed using the Statistical Package for Social Sciences (SPSS) and the results presented through percentages and frequencies. The findings were also presented through pie charts, figures and tables.

The study established that a majority of the employees working at the Ministry of Transport and Infrastructure in Kenya were aged between 35-40 years and had worked in the Ministry for a period of between 10-15 years. This finding indicated that a majority of the respondents had worked in the organisation for a longer period and thus were familiar
with the various policy formulations that the Ministry had put in place with regards to disability mainstreaming.

From the study conducted in the Ministry of Transport and infrastructure in Kenya, a majority of the employees indicated to be aware of the existing legislation and policies that provide for the inclusion of persons with disability within the Ministry. An average of 53.6% reporting their awareness of such legislation and policies with 46.4% not being aware of such legislations and policies. 85.5% of the employees indicated that the existence of this laws and policies had brought about the inclusion of persons with disability in the Ministry and made the working environment disability friendly. Performance of people living with disability had improved significantly from the implementation of this legislations and policies. This was indicated by 73.3% of the respondent's support towards the statement.

The research found out that there was a positive relationship between capacity building and sensitization which was indicated by 67.8% of the respondents agreeing, 26.7% were neutral, and 5.5% disagreeing with a mean of 2.4 and standard deviation of 3.4. It was established that the organisation has put in place support services aimed at improving the performance of persons living with disability in the work place with 71.1% of the respondents agreeing, 23.3% being neutral and 5.5% disagreeing with a mean of 2.0 and a standard deviation of 0.9. The Ministry has made it possible for people living with disability to easily access information within the work place with 44.5% agreeing, 33.3% being neutral and 22.3% disagreeing with a mean of 2.7 and standard deviation of 1.1.

The study established that the Ministry had put in place infrastructure relevant to aid employees living with disability. It was found that the building had lifts installed in them, and 89.3% of the respondents indicated that the lifts had audio systems installed in them. The Ministry disseminated information in formats that were easily accessible by persons with disability which was indicated by 78.6% of the respondents agreeing. The study also sought to establish if employment opportunities were given to persons with disability. 89% of the respondents indicated that the Ministry employed persons with disability. The respondents also noted that of the employees with disability in the organisation, 85.7% were physically disabled while 3.6% were blind. Majority of the people living with disability in the Ministry, 80.8% of them were junior employees. This indicated that a
majority of the employees in the Ministry were aware of the positions held by persons with disability within the Ministry.

The study further established that respondents understood the importance of the government has in place strategies for disability mainstreaming within the public sector and were aware of the existence of the Disability Act of 2010. The study also established that disability mainstreaming policies strengthened the right to equal opportunity for all and that employee attitude affects disability mainstreaming in an organisation.

5.3 Discussion

5.3.1 Disability Policy Framework on Performance

The study reveals that the constitution of Kenya 2010 has enhanced disability mainstreaming by putting into considerations the rights and privileges of persons with disabilities. The constitution states that person’s with any disability are entitled to treatment with dignity as well as respect and addressed in a manner which is not demeaning. The study also reveals that the rights and privileges of persons with disabilities outline that the government shall take steps to maximize the full potential of people living with disabilities. These rights include the right to access suitable employment, an exemption to taxation, non-discrimination among others. These findings conform to those of (Ngugi, 2012) who postulate that Public Service Commission shall ensure merit-based appointment, promotion and transfer of public officers based on experience, ability, seniority and official qualification without discriminating by disabilities.

The study indicates that the Ministry of Transport and Infrastructure in Kenya has implemented laws and policies for inclusion of persons with disability in the work place as indicated by 85.5% that agreed. This is in line with the Constitution of Kenya 2010 which provides substantive inclusion of persons with disability under Article 54. Kenya has put in place in place legislative measures to give effect to the provisions of the UNCRPD which provides for the inclusion of people living with disability in the work place. Inclusive policy formulation is a critical component in aiding the realization of the rights of people living with disabilities as stipulated in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) (Fernandez et al, 2017).
The research further reveals that raising awareness on disability mainstreaming policies goes a long way in ensuring that key players within the infrastructure development projects and programmes, disseminate appropriate training and technical know-how to the entire population. This finding is in line with those of (Musyoki, 2016) who postulate that it would be extremely hard to execute disability mainstreaming policies if the larger population of policy implementers have a low appreciation of mainstreaming such issues. The study illustrates that one key challenge that faces the implementation of disability mainstreaming polices within the public sector in Kenya was little knowledge on awareness and education on disability mainstreaming issues which may further lead to low agility to change among the employees.

Employees living with a disability were entitled to tax exemptions as indicated by 60.4% that agreed. Section 12 of the Person with Disability Act (2010), states that persons living with disabilities should be given the right to equal opportunities, compensation, privileges, fringe benefits, incentives or allowances depending on their qualifications. Since the job market in Kenya is liberalized, section 16 provides incentives to employers who engage the services of persons with disabilities. The employers are entitled to apply for deductions from their total taxable income of the amount paid as salary and wages to employees with disability. This goes a long way in encouraging the employment of people living with disability thus eradicating poverty among persons living with disability. According to (Awasthi et al., 2017) a large number of research shows that there is a symbiotic correlation between disability and poverty, with each being a cause and consequence of the other.

The performance of the Ministry has been positively impacted by the inclusion of people living with disability as indicated by 73.3% that agreed. The performance improved by having in place relevant support actions for solving already existing problems facing persons with disability. A problem may be viewed in the form of a need which is identified by a person and requires policy intervention (Ngugi, 2012). The study established that the performance of employees with disability added value to the Ministry and the overall working environment had significantly improved by employing people with disability. This is in correlation with the report by the United States Department of Labour, (2012) which posits that the inclusion of persons with disability in the work place positively impacts the workplace in many ways.
The study also disagreed with the findings of International Labour Organisation (ILO) indicating that people living with disabilities tend to experience high unemployment rates and are given lower remuneration package. The study revealed that the Ministry does not discriminate interviewees based on disability, age as well as gender and race. The study further disagreed with ILO report indicating that PWDs are often separated from the mainstream labour market, underemployed and as a result of dropping out of work. The study also agreed with ILO report indicating that when PWDs land jobs which match their skills, abilities and interests, they comfortably work to make a significant contribution in their respective work places.

5.3.2 Effects of Capacity Building on Performance

The study revealed that capacity building involved strengthening peoples understanding of their own needs, entitlement and rights by building their understanding and knowledge in disability areas and enabling them to organize themselves to respond to this understanding. The study also revealed that capacity building is not something that happens overnight nor a quick fix. To be meaningful in the long term, capacity building is best done as a part of a process as opposed to an end in itself, carried in partnership and not as a pre-condition. The findings are in line with those of (Ngugi, 2012) who postulate that capacity building must be regarded as an organization-wide dimension involving many dimensions of the organization and its environment and that people with disabilities should be represented.

The study established that the Ministry has incorporated persons living with disability in decision making with 67.8% of the respondents agreeing. The study indicates that the Ministry has employed people with disability. The number, however, is quite low considering that it does not meet the threshold provided for in the Persons with Disability Act of 2003 which states that employers should reserve at least 5% of their jobs for persons with disabilities. Capacity building involves strengthening of individual’s understanding in various disability areas and enabling them to organize themselves to respond to this understanding. According to Ngugi (2012) she posits that capacity building entails training aimed at increasing skills for performing a particular duty. This is in line with the Ministry’s strategy to have in place support services that will bring about the improvement of the performance of persons living with disability in the work place.
The study further found out that the Ministry’s performance towards capacity building and sensitization training in tandem with affirmative action in employment, enhanced infrastructure, structures design and provision of facilities was fair. This was indicated by the respondents understanding the importance of government having strategies in disability mainstreaming within the public service and awareness of the Disability act of 2010. The study also revealed that disability mainstreaming policies have the effect of contravening the rights to equal opportunity and merit and that employee attitude affects disability mainstreaming in an organisation (Ngugi, 2012).

The study also found out that the Ministry’s performance by Capacity building and sensitization was recommendable as shown by a mean of 2.4. The study further indicated that the interviewees had full knowledge of the advantages of the Ministry putting in place strategies for disability mainstreaming within its work environment. The study also revealed that disability mainstreaming policies have the effect of contravening the right to equal opportunity and merit and that employee attitude affects disability mainstreaming within an organisation. These findings are in line with those of (Ngugi, 2012) who postulate that Capacity building and sensitization training together provision of facilities and disability mainstreaming ensured an affirmative action in employment and disability mainstreaming in the ministry.

The Ministry has made it possible for people living with disability to easily access information within the work place with 44.5% agreeing. The showed that the Ministry is sensitive of the needs of People with Disability. The results are in accordance with those of (Braithwaite and Mont, 2009) who stated that it is indeed a greater challenge for people living with disability to have an employer that is ignorant of their needs than having an employer who is not willing to incorporate people with disability to his or her organization. The study also reveals that for the community to contribute more effectively in disability mainstreaming, they have to embrace training to improve productivity within the work place. The results of the study are in line with the finding of (Ngugi, 2012) who posits that a public that is highly empowered depicts a much greater performance by making the most of disability mainstreaming mechanisms.

The study disagrees with the findings of Ngugi (2012) who postulates that employees within the public sector are not well knowledgeable with issues pertaining to the strategies in place in disability mainstreaming within the public service. This was
indicated in the research conducted within the Ministry of Transport and Infrastructure in Kenya, which established that the respondents were familiar with the government putting in place strategies in disability mainstreaming within the public service and were familiar with the Disability Act of 2010.

5.3.3 Infrastructure in Place on Performance

The study reveals that properly designed infrastructure goes a long way in eliminating disabilities. The government should ensure that architects, construction engineers and others who are professionally involved in the design and construction of the physical environment have access to adequate information on disability policy and measures to achieve accessibility. The study further indicates that the most straightforward way to address office environment accessibility is to have an accessibility audit performed, preferably using a disabled person as a consultant. These findings are in line with the findings of (Paul and Patricia, 2011) who postulates that states should initiate measures to remove the obstacles to participation in the physical environment.

The study reveals that the Ministry has provided properly designed infrastructure within its premises with a large number of the respondents indicating that the building hosting the Ministry is engraved with lifts, has access to ramps as well as toilets which are friendly to persons with disability. The role of properly designed infrastructure goes a long way in eliminating disability-related issues within an organisation. States and more so organisations should go an extra mile in ensuring that architects, construction engineers among others involved in the design and construction of the physical environment have access to adequate information on disability policy measures to achieve accessibility. The results are consistent with those of (Paul and Patricia, 2011) who indicates that states should initiate measures to remove the obstacles to participation in the physical environment.

The study also reveals that the Ministry disseminates information in accessible format to persons with disability to improve their performance. The Ministry has done so by providing working tools such as Braille, sign language interpretation, easy to read large prints and sensitization programmes on the rights of persons with disabilities. This is in line with the constitution of Kenya 2010 which emphasizes that a person with disability is entitled to be treated with dignity and respect and to reasonable access to all information among other rights. As a results, people with disability feel accommodated within the
work place and as a result, they tend to contribute to both their well-being as well as the wellbeing of the organisation (Benería, Berik & Floro, 2015).

The study further reveals that Persons with disability are given priority during the recruitment of employees. This is inconsistent with the findings of (Fulcher, 2015) who postulate that persons with disability continue to experience instances of discrimination when it comes to employment opportunities. The results are, however, in line with the act of disability 2003 which has a provision that persons with disability should not be denied access to job opportunities. The research reveals that the Ministry carries out sensitization training to senior managers on issues to do with persons with disability to improve their performance. This is in line with the findings of (Hosey and Mattis 2010) who posit that employing People with Disability increases the profitability levels of the organisations. The training goes a long way in preparing the work place to incorporate within its environment the persons with disability. By employing People with Disability, organisations can score highly in the equity points and thus tend to be more competitive, lucrative as compared to those that do not.

The study findings collates with the Kenyan report on Economic Empowerment of Persons with Disabilities through inclusive Social Protection and Poverty Reduction by KIPPRA, (2013) conclusion that by ensuring Persons with Disabilities access physical environment, Information Communication and Technology (ICT), and other facilities that are accessible to all other persons is crucial in promoting economic empowerment for Persons with Disabilities and their employability.

The study revealed that the Ministry of Transport and Infrastructure in Kenya had drafted some policies that are currently in consideration for providing access to PWDs. These legislations include ease of accessibility to the buildings, allocation of parking facilities to PWDs among others. These findings support those of (Paul and Patricia, 2011) who posits that countries should have in place measures to remove the obstacles to participation in the physical environment. The measures put forth should not only be a matter of putting them in black and white but also ensuring that they are implemented to the letter.

The study further reveals that employing people living with disability does not always bring about an increase in the profitability levels in the organisation as other organisations are not for profit organisation. As a result, the findings tend to disagree with those of
(Hosey and Mattis, 2010) who postulated that employing PWDs can increase the profitability levels of the organisation. The findings, however, agree with the fact that equity points score are garnered by those organisations that employ PWDs and tend to be more competitive and lucrative.

The research emphasized more on safety considerations to Persons living with Disability terming them to be crucial. The study agrees with those of (Ngugi, 2012) who posits that buildings should allow provisions for putting up posters or stickers on a floor to ceiling glass so as to enable PWDs to see them. This was established from the study as the building hosting the Ministry of Transport and Infrastructure has not only allowed for this provisions, but also the building has ensured that bumpy warning tiles are placed to ensure that people with visual disability are able to detect stairs or single steps.

The study agreed with that of (Kilonzo, 2012) with regards to human rights role in enhanced infrastructure. The study established that all human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood. The Universal declaration of Human Rights provides the rights of the declaration are for everyone, regardless of race, religion or ability. The aim was to ensure that Individual Human rights are observed and that government deliver to their citizens, thus preventing abuses by individuals and governments (WHO, 2011).

5.4 Conclusions

5.4.1 Disability Policy Framework on Performance

The study concludes that the respondents were familiar with the need for the government to have in place Policy Frameworks and Legislations for disability mainstreaming within the public sector and were familiar with the Disability Act. The research also concludes that disability mainstreaming policies have brought about the right to equal opportunity for Persons with Disability and a positive general employee attitude towards disability mainstreaming. The study revealed that overcoming the various challenges in mainstreaming disability in the workplace has a positive impact in the full implementation of laws and policies by all sectors of society including the education of citizens on the rights of persons with disabilities. A majority of employees recognize that laws and policies have had a major contribution to the welfare of persons with disabilities.
and that there is need to increase the knowledge base to employers as set out by various laws and policies to ensure the full enjoyment of the rights of persons with disabilities in the work place.

5.4.2 Effects of Capacity Building on Performance

The study established that there capacity building and sensitization training goes hand in hand with disability mainstreaming to achieve an effective disability mainstreaming policy. The research concludes that the Ministry’s performance towards capacity building and sensitization, as well as affirmative actions based on the policies towards employment, enhanced infrastructure, structure design and provision of facilities, was above average. It was also established that the senior management team understood the various challenges people with disability face within the organisation and thus were able to bring the organisations resources together and help the disabled workers achieve their set objectives and sustainable results.

5.4.3 Infrastructure in Place on Performance

The study concluded that the building housing the Ministry of Transport and infrastructure had been designed by putting into consideration the needs of the PWDs. The study reveals that the Ministry has achieved disability sensitivity in the work place by putting in place enhanced infrastructure which plays a great role in providing awareness of the various existing disability differences. The study also notes that the Ministry needs to do more regarding safety considerations in the work place for PWDs such as having bumpy tiles to indicate the presence of stairs for people with visual impairment among others. The research concludes that PWDs are entitled to a barrier-free and disability-friendly environment that will enable them to have access not only to buildings but also to other social amenities.

5.5 Recommendations

5.5.1 Recommendations for Improvement

5.5.1.1 Disability Policy Framework on Performance

The research recommends that there should exist a strong relationship between strategies and disability mainstreaming within the public sector. The strong relationship should be achieved through disability policy formulations as well as ensuring an affirmative action
in the employment of PWDs. The study also recommends that the Ministry should start awareness campaigns emphasizing the importance of the government has in place strategies for disability mainstreaming within the public sector and create an awareness of the Disability Act. The study also recommends that the policies for disability mainstreaming should have the effect of contravening the right to equal employment. Lastly, the employees should change their attitudes to favour disability mainstreaming within the public sector.

5.5.1.2 Effects of Capacity Building on Performance

The study recommends that different personnel within the Ministry should be trained on various issues about PWDs. Training enables the organisation as well as the community to implement disability policies and standards by implementing, monitoring and evaluating performance units. A collaborative partnership approach between people and various sectors such as schools and businesses is highly encouraged as it improves conditions and outcomes related to the wellbeing of the entire community. The research recommends the involvement of all stakeholders as well as the integration of the organisations strategic planning to have a successful training and capacity building among individuals. There is also a need for the significant provision of financial support to public and private entities to give effect to the laws and policies on the rights of persons with disabilities. Mechanisms also need to be in place to address violations of laws and policies on the rights of persons with disabilities.

5.5.1.3 Infrastructure in Place on Performance

The study recommends that there is a need to effect minimum standards and guidelines for the accessibility of information, opportunities, facilities and equipment for use by persons with disabilities. The key message here is that if you provide any service or facility to the public; establish minimum guidelines and standards so that every person with disability may have effective access to your service or facility whether as an employee or a customer. For example; accessible ramps in buildings, accessible lifts, accessible toilets, accessible websites and newspaper prints, accessible computer products, provision of Braille, sign language interpretation, the hiring of aides and signage in buildings and other facilities open to the public should be provided in easy to read and understandable forms.
5.5.2 Recommendation for Further Studies

Like most other researches undertaken, this research had its disadvantages among them being about its scope of the study, which was restricted to Ministry of Transport and Infrastructure in Kenya. The research recommends further studies on broad context and trends of society that affect the entire environment of PWDs with a focus on the private sector. The other area of study would be; reasons why despite the existence of legislation and policies on persons with disabilities, implementation of the same is slow or non-existent in some cases.
REFERENCES


Hanson, J. (2004). The Inclusive City: Delivering a more accessible urban environment through inclusive design Faculty of the Built Environment: *Torrington Place Site, University College London*, 1-19.


APPENDICES

APPENDIX 1: QUESTIONNAIRE
Questionnaire

EFFECTS OF DISABILITY MAINSTREAMING ON THE PERFORMANCE OF MINISTRY OF TRANSPORT AND INFRASTRUCTURE IN KENYA.

Dear Respondent;

I am a student at United States International University – Africa, conducting a research on the effects of disability mainstreaming on the performance of Ministry of transport and infrastructure in Kenya. The research is a partial fulfilment of the requirements for a Master’s degree in Business Administration. I request you to provide the necessary information pertaining to this research. All information will be treated with utmost confidentiality and will be used only for academic purposes.

Thank you.

Please tick (√) in the appropriate position and where applicable answer in the space provided.

SECTION A - DEMOGRAPHIC DATA

1. What is your Gender?

   Female [ ] Male [ ]

2. What is your age bracket?

   18-24 Years [ ] 25-30 Years [ ] 31-34 Years [ ] 35-40 Years [ ] Over 40 years [ ]

3. What is your level of management in the organisation?

   Director [ ] Supervisor [ ] Junior Employee [ ]

4. How long have you been working in the Ministry?

   Below 10 years [ ] 10 - 15 years [ ] 16 years and above [ ]

5. What is your highest level of education?
SECTION B – THE EFFECTS OF POLICY FRAMEWORK ON PERFORMANCE OF MINISTRY OF TRANSPORT AND INFRASTRUCTURE IN KENYA

Are you aware of any existing laws and policies that provide for inclusion of persons with disability within your organization? [ ] Yes [ ] No

If yes, Explain:

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Using a scale of 1-5 indicate your level of agreement on the following questions, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

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<td>The Ministry has implemented laws and policies that have contributed to the inclusion of persons with disability</td>
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<td>Persons living with disability are entitled to tax exemptions on all income accruing from their employment</td>
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<td>The Ministry has put in place relevant support course of action for solving already existing problems facing people living with disability</td>
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<td>Has the inclusion of people living with disability positively impacted the Ministry of transport and infrastructure?</td>
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<td>Are employees with disability loyal, reliable, and hardworking and provide value to the Ministry of transport and infrastructure?</td>
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<td>Has hiring people with disability led to an overall positive work environment in the Ministry?</td>
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<td>Are people living with disability in your organisation given a lower remuneration package than persons without disability</td>
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SECTION C – TO EXAMINE THE EFFECTS OF CAPACITY BUILDING AND SENSITISATION TRAINING ON THE PERFORMANCE OF MINISTRY OF TRANSPORT AND INFRASTRUCTURE IN KENYA.

1. Has your organization employed persons with disabilities? Yes [ ] No [ ]

If yes, please indicate:

(i) How many: ……………………………

(ii) Gender: Female [ ] Male [ ]

(iii) Type of disability: Deaf [ ] Blind [ ] Dumb [ ] Physical [ ] Mental [ ]

2. What position do employees with disability hold within your organization?

Management [ ] Professional [ ] Regular Employee [ ] Other [ ]

Using a scale of 1-5 indicate your level of agreement on the following questions, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

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<tr>
<td>The Ministry has incorporated persons living with disability in decision making, planning, implementation, and evaluation of support services</td>
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<td>The Ministry has put in place support services available for persons with disability in the work place</td>
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<td>Employees with disability can easily access information without the help of existing services</td>
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SECTION D – TO IDENTIFY THE IMPACT OF THE INFRASTRUCTURE IN PLACE ON THE PERFORMANCE OF THE MINISTRY OF TRANSPORT AND INFRASTRUCTURE IN KENYA.

Using a scale of 1-5 indicate your level of agreement on the following questions, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

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</table>
Your organization have access ramps

The building hosting your offices have audio and engraved lifts?

Your organization have accessible toilets for persons with disability?

Your organization disseminates information in accessible formats to persons with disability such as Braille, sign language interpretation, easy to read, large print?

During advertisement for jobs opportunities in your organization, do you give opportunities for persons with disabilities?

Your organization purchases accessible working tools for the employees with disability such as jaws for computer, Braille machines, and wheelchair?

Your organization hires aides for employees with disability?

Sensitization is done to the managers on issues to do with persons with disabilities?

9. What two (2) challenges is the organization facing in mainstreaming disabilities in the work place?

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10. Recommend three (3) ways on how your organization can enhance disability mainstreaming

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TO WHOM IT MAY CONCERN.

4th October, 2018

Dear Sir/Madam,

REF: PERMISSION TO CONDUCT RESEARCH – KARANI NEILS MURIUKI
STUDENT ID. NO. 653929

The bearer of this letter is a student of United States International University (USIU)-Africa pursuing a Master of Business Administration.

As part of the program, the student is required to undertake a dissertation on the “Effects of disability mainstreaming on the performance of Ministry of Transport and Infrastructure in Kenya” which requires him to collect data.

Please note that information provided will be treated with utmost confidentiality and will only be used for academic purposes.

Kindly assist the student get the appropriate data and should you have any queries contact the undersigned.

Yours Sincerely,

Prof. Amos Njuguna,
Dean – School of Graduate Studies, Research and Extension
Tel: 730 116 442
Email: amnjuguna@usiu.ac.ke
Ref. No. NACOSTI/P/18/53276/27058

Date: 12th December, 2018

Neils Muriuki Karani
United States International University
P.O. Box 14634- 00800
NAIROBI.

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on “Effects of disability mainstreaming on the performance of Ministry of Transport and Infrastructure in Kenya” I am pleased to inform you that you have been authorized to undertake research in Nairobi County for the period ending 12th December, 2019.

You are advised to report to the Principal Secretary, Ministry of Transport and Infrastructure, the County Commissioner and the County Director of Education, Nairobi County before embarking on the research project.

Kindly note that, as an applicant who has been licensed under the Science, Technology and Innovation Act, 2013 to conduct research in Kenya, you shall deposit a copy of the final research report to the Commission within one year of completion. The soft copy of the same should be submitted through the Online Research Information System.

GODFREY P. KALERWA MSc., MBA, MKIM
FOR: DIRECTOR-GENERAL/CEO

Copy to:

The Principal Secretary
Ministry of Transport and Infrastructure.

The County Commissioner
Nairobi County.
THIS IS TO CERTIFY THAT:

MR. NEILS MURIUKI KARANI
of UNITED STATES INTERNATIONAL UNIVERSITY - AFRICA, 1690-60200
Meru, has been permitted to conduct research in Nairobi County
on the topic: **EFFECTS OF DISABILITY MAINSTREAMING ON THE PERFORMANCE OF MINISTRY OF TRANSPORT AND INFRASTRUCTURE IN KENYA.**

for the period ending:
12th December, 2019

Applicant's Signature

[Signature]

Permit No.: NACOSTI/P/18/53276/27058
Date Of Issue: 12th December, 2018
Fee Received: Ksh 1000

Director General
National Commission for Science, Technology & Innovation