



Work Place Problems and their Potential Solutions for Persons with Disabilities

Arbab Khan¹, Dr. Muhammad Nadeem Iqbal^{2*}, Tasawar Mamtaz³

Abstract

This research was carried out to find out “Work Place problems and their Potential Solutions for Persons with Disabilities”. The objectives of the study were: To analyze the factors that causes problems on public or private sector jobs faced by persons with disabilities at work places. To evaluate the nature of problems faced by the PWDs in public or private sector on the bases of demographics i.e. gender, age, Sector, locality, type of disability and job designation. To find out potential solution based on the opinion of the respondents in public or private sector faced by the weaker section of society. Opinion regarding the work place problems and their potential solutions for persons with disabilities on the base of demographics i.e. age, gender, qualification, residence, sector, job designation and experience. The study's sample was 30 consisting of 20 males and 10 females. The respondents were chosen from districts i.e. Multan, Khanewal and Muzafarghar. Snow ball sample technique was utilized. To achieve the intended objectives from the persons with disabilities, a self-structured questionnaire comprising of 58 statements was utilized. The data acquired from all 30 participants was analyzed by the researchers of the study using SPSS. Both descriptive statistics and inferential statistical technique i.e. mean, SD, frequency, t.test & One way ANOVA was used. It is recommended that Govt. should improve the policies related to facilitation of person with disabilities at work places. It was recommended that Government should keep the needs of this weaker segment of society on top of the agenda. It was recommended that Government should allocate more resources in the budget, especially for PWD's education, health and employment of those who are living in rural areas and especially in private sector.

Keywords: Work Place, Work Place Problems, Potential Solutions, Persons with Disabilities

1. Introduction

Work is a fundamental aspect of most people's present existence. It provides financial security, personal identity and the ability to make meaningful contributions to public life (Harnois, & Gabriel, 2000). The workplace is considered an essential area for those who work full-time especially for adults. They face numerous incidents, problems and problems at work which can sometimes be negative. Problems and problems at work are related to working hours, working environment conditions, relationships with superiors and subordinates, effective communication, conflict and dispute resolution, job stress, mental health issues and rigor. The lack of knowledge and information on the part of employers and managers and one of the most serious problems is sexual harassment of women in the workplace.

The trouble and issues that the people insight at the working environment has different results either the people are constrained to stop their positions or they change their complaints to their administrators or bosses. Each person who is associated with his work and expects to accomplish the ideal objectives and destinations is earnestly associated with his work. Creative people consistently set themselves up, with complete information and data so they can play out the entirety of their undertakings and capacities in a usable way. There might be examples at the working environment that assignments might be too troublesome and not with standing the ownership of information they might be somewhat fruitless. In such cases, people are needed to take help and help from their bosses to tackle their concerns.

Almost every expert concurred that disability is more prevalent in developing nations compared to developed ones. This disparity is primarily linked to the vicious cycle of poverty. Malnutrition, lack of medical access, and psychological distress contribute to the prevalence of disabilities.

Social adjustment entails adapting to the standards, values and societal needs for acceptance. It refers to the psychological strategy individuals employ to acclimate to their social environment. The assimilation is essential for harmonious coexistence within society and meeting its standards and values.

Every individual possesses unique qualities, strengths, and weaknesses all of which they strive to acclimate within society. Adhering to societal norms and values is crucial to gaining acceptance. While persons with disabilities are part of society and seek societal acceptance their integration is hindered by societal stereotypes and biases. Discriminatory attitudes, especially in workplaces can lead to lower remuneration and limited opportunities for individuals with disabilities.

Stress at work place is one of the normal issues that happens in a wide range of occupations for example supervisors and chiefs inside the associations of Work Places have their work obligations as such every one of the people who have their individual errands and obligations. The work obligations can be reasonable however all work obligations require fixation and industriousness, consequently, stress is a viewpoint that people typically insight. There are various circumstances inside the association and the work environment that are recognized as

¹ Institute of Southern Punjab, Multan

^{2*} Assistant Professor(Special Education), Department of Education, Bahauddin Zakariya Universit, Multan, nadeemiqbal@bzu.edu.pk

³ Institute of Southern Punjab, Multan

being upsetting, assuming that a worker needs to set up a few articles in a brief timeframe he might feel distressing, work pressure is one of the normal spaces of pressure & etc.

2. Review of Related Literature

The term disability is very comprehensive term and every country has defined it differently. Therefore, there is a lack of a universally accepted definition. A person can be called a disable who due to some diseases, injury or who is inherited defects and is unable to do a job and join any profession. These includes persons who have visual impairment, hearing problems and mentally physically disabled. Meaning of disability on aspect of being human is having a disability. There will be a time in everyone's life when they are completely or temporarily incapacitated. Those who make it to retirement will face ever more difficult times in working. There is usually at least one person with a disability in every given relatives abroad, and many people who aren't disabled themselves step up to help out those they know who are.

Contrarily, disability is multifaceted, contentious, dynamic, and complicated. One way of looking at it is the change from a "health care structure" to a "social model" wherein folks are seen as impaired due to environment instead of their bodies rather than someone's medical view point. Impairments should not be seen as exclusively social or health care despite the common dichotomy between the two (WHO and WB examine impairment 2011). People with impairments often face health-related issues. Disabilities affect one billion people globally, with even higher rates in poorer nations. People who are handicapped come from many walks of life, representing a wide range of socioeconomic brackets and heritages. Pakistan is the second biggest south Asian country or home to the fifth-most people on Earth. From 132.3 million in 1998 to 207.7 million in 2017, the population of Pakistan increased by 57%, according to the sixth people and housing census that was conducted in 2017. Men make up 51% of people everywhere and women 49%, according to the data. Pakistan has pledged its support to numerous global accords guaranteeing basic human rights to all people. Meeting the needs of people with disabilities is an essential social responsibility all around the globe.

In this regard, a United Nations-sponsored commemoration of the 1981 Year of the Disabled Person serves as an expression for raising the general public's understanding of the challenges faced by and opportunities for people with disabilities. There is now no effective system in place to alleviate the many difficulties that people disabled individuals in Pakistan continue to confront. Extreme destitution, an elevated rate of joblessness among people with disabilities, inadequate access to educational and medical services, and a lack of general accessibility in building structures are all problems that people who are disabled face. Even worse, there is still an issue with accessibility for everyone, which requires the country to enable and facilitate movement for individuals with abilities. Some of the issues highlighted in a study by the Information and Advice Centre on Disability (ICD), a local non-governmental organization (NGO) concerned with disability rights, include the following: the lack of ramps at medical facilities and other publicly and privately owned constructions; bathroom fixtures that weren't obtainable; paths the fact that are too narrow for wheelchairs to navigate; reception areas with high windows that are difficult for people with disabilities to open; and signs indicating dangerous road crossings that are ignored by drivers.

According to Reiser (2012), Pakistan's government gave its approval to the UNCRPD on July 5, 2011. The world disability day is celebrated throughout the world on 3rd. December every year by organizing seminars and awareness-raising walks. Functions are also organized by private sector organizations working for the rights of PWDs, where disabled persons and their family members are invited to share their experiences with other people regarding their needs and issues. Still, in many developing countries including Pakistan, the realization of the problems of this marginalized section of the society is still a distant dream.

2.1. Significance of the study

This study holds great importance within the realm of special education. The research evaluates the effects of achievement objectives, employment opportunities, and societal adaptation for individuals with disabilities in Districts Multan, Khanewal and Muzaffargarh. It provides policymakers insights into the primary challenges hindering the employment of individuals with disabilities. It provides facilities to persons with disabilities to perform their work easily. It provides the ability to handle difficult or unexpected situations in work place or help PWD employers overcome complex business challenges. Investing in these skills may help PWDs to improve performance and increases their chances of advancing to senior position. This also allows a better understanding of the genuine workplace issues and strategies to address them. Moreover, this study aids in shaping national educational policies pertaining to the advancement of special education in all parts of Pakistan.

2.2. Objectives of the Study

The base of a research relies heavily on well-defined objectives. A research objective serves as a purposeful declaration that outlines the expected findings from examining the variables. Following were the objectives:

1. To analyze the factors that causes problems on Public or Private sector jobs faced by persons with disabilities at work places.
 - a. Accessibility

- b. Communication/Social Interaction
 - c. Training
 - d. Transport
 - e. Family Support
 - f. Leisure time
 - g. Other Problems
2. To evaluate the nature of problems faced by the PWDs in public or private sector on the bases of demographics i.e. gender, age, sector, locality, type of disability and job designation.
 3. To find out potential solution based on the opinion of the respondents in public or private sector faced by the weaker section of society.

2.3. Research Questions

The research questions are various:

1. What are the factors that causes problems faced by persons with disabilities at work places in Public or private sector.
2. Is there any difference in the nature of problems faced by the PWDs in Public or private sector on the bases of demographics i.e. gender, age, sector, locality, type of disability and job designation.
3. What are the potential solutions of the problems faced by the PWDS (weaker section of society) at work place based on the opinions in public or private sector.

3. Research Design, Population & Sample Technique

The study Entitled "Work Place Problems and their Potential Solution for persons With Disabilities "chain sampling method is used for the Research. A questionnaire of 58 statements was given to respondents. This study was quantitative in approach and also quantitative approach was utilized for the study.

30 people were counted and data was obtained from functioning disabled in the districts of Multan, Khanewal, and Muzafferghar using the snowball technique.

3.1. Research Instrument

The research instruments are the means by which the investigator collects the relevant data. Keeping in this view of the nature of the data, the researcher developed the tool by the following steps:

3.2. Expert opinion and Discussion with Supervisor

The term "expert opinion" refers to the rational viewpoints or comments made by a group of designated experts after reviewing relevant evidence and conducting an exhaustive assessment. The survey itself integrated all recommendations made by the experts or supervisors whose opinions were sought.

3.3. Validity of the Tool

The validity of the tool was established by using content validity index (CVI). Survey method was used to get the opinion of experts (5) from districts i.e. Multan, Khanewal, and Muzafferghar. The result of the CVI was presented in the table.

Table 1: Content validity index of the tool

| Sr.# | Areas | Yes f(%) | No f(%) | TSE f(%) | Mean |
|------|--------------|-------------|------------|-------------|------|
| 1 | Relevancy | 5 100% | 0 | 0 | 3 |
| 2 | Clarity | 5 100% | 0 | 0 | 3 |
| 3 | Simplicity | 4 100% | 0 | 1 20% | 2.6 |
| 4 | No Ambiguity | 4 100% | 0 | 1 20% | 2.6 |
| 5 | Total mean | | | | 2.8 |

*Scale with 3 options (Yes=3, No=1 and to some extent=2).

1. Table 1 shows that (100%) experts chose the yes about the relevancy of the questionnaire with the research topic and the mean 3 also support the claim.
2. Table shows that the (100%) experts in the favor about the clarity of the statements in the questionnaire and mean value 3 also support the claim.
3. Table elaborate that the statements of the questionnaire were very simple and understandable in the view of experts. (80%) experts were chose yes about simplicity of the questionnaire and mean value 2.6 also support the claim.
4. Table depict that (80%) experts believe that there were no any ambiguity in any statement of the questionnaire and mean value 2.6 also support the claim.

3.4. Piloting the Tool

A pilot test based on the developed questionnaire was organized before the start of the start of formal fieldwork. The instruments (questionnaire) were preliminary tested.

Table 2: Pilot Testing

| Name of Districts | No. of Participants | Total |
|-------------------|---------------------|-------|
| Multan | 2 | |
| Khanewal | 1 | |
| Muzaffargarh | 2 | 5 |

The validity of the tool pilot study was carried in out in 3 different Districts. A total 5 copies of the questionnaire were filled by PWDS. The filled tests were collected and subjected to statistical analysis in order to determine the reliability coefficient of the tool as well as to how the usability time and cost advocacy of the instruments.

3.5. Collection of Data

Procedure of data collection entail in the following steps:

The researcher collected the data personally by visiting to every single respondent. Questionnaire were distributed to 30 respondents in which 20 are male and 10 are females from district Multan, Khanewal and Muzafferghar. Respondent responds to the questionnaires which represent (100%) return rate.

3.6. Analysis of Data: Analysis on the basis of demographic by using t- test

This section describes the analysis of data to find the Work Place Problems and Their Potential Solutions for Persons with Disabilities based on their gender, sector, residence. Researcher applied both the descriptive and inferential statistical techniques (i.e mean, SD and independent samples t- test) to analyze.

Table 3 (a): Difference on Gender Based

| Variable | Category | N | Mean | SD | F | Sig. |
|----------|----------|----|------|--------|--------|--------------|
| Gender | Male | 20 | | 3.3 | .23247 | 3.28 .571 |
| | Female | 10 | 3.43 | .30409 | | |

Table 3 (a) Indicates the difference between participants by gender about Work Place Problems and Their Potential Solutions for Persons with Disabilities. The mean score of the male is (3.3) is less than the mean score of Female mean score (3.43). The significance value (.571) is greater than (.05), which shows that there is statistically less significant difference between male and female.

Table 3 (b): Difference on Sector Based

| Variable | Category | N | Mean | SD | F | Sig. |
|----------|----------|----|------|------|-------|------|
| Sector | Public | 16 | 3.39 | .188 | 5.133 | 0.31 |
| | Private | 14 | 3.35 | .320 | | |

Table 3 (b) Indicates the difference between participants by Sector about Work Place Problems and Their Potential Solutions for Persons with Disabilities. The mean score of the Public Sector is (3.39) is greater than the mean score of Private Sector mean score (3.35). The significance value (0.31) is greater than (.05) which shows that there is statistically less significant difference between public and private sector.

Table 3 (c): Difference on Residence Based

| Variable | Category | N | Mean | SD | F | Sig. |
|-----------|----------|----|------|-------|------|------|
| Residence | Urban | 22 | 3.35 | .2652 | .245 | .624 |
| | Rural | 8 | 3.43 | .2307 | | |

Table 3 (c) Indicates the difference between participants by Residence about Work Place Problems and Their Potential Solutions for Persons with Disabilities. The mean score of the Urban is (3.35) is less than the mean score of Rural Area mean score (3.43). The significance value (.624) is greater than (.05), which shows that there is statistically less significant difference between urban and rural.

3.7. Data Analysis: Demographic by using one way ANOVA

Table 4: One way ANOVA Analysis on the basis Qualification.

| | Sum of Squares | DF | Mean Squares | F | Sig. |
|----------------|----------------|----|--------------|------|------|
| Between Groups | .131 | 4 | .033 | .467 | .759 |
| Within Groups | 1.450 | 25 | .070 | | |
| Total | 1.881 | 29 | | | |

Table 4 indicates that the difference between the Qualification of PWD's about Work Place Problems and Their Potential Solutions for Persons with Disabilities. Calculated significance value (.759) which is greater than value (.05) and F value .467 also support the claim that there is statistically less significant difference between qualification of PWD's.

Table5: One way ANOVA for differences based on District

| | Sum of Squares | df | Mean Squares | F | Sig. |
|----------------|----------------|----|--------------|------|------|
| Between Groups | .024 | 2 | .012 | .175 | .841 |
| Within Groups | 1.856 | 7 | .069 | | |
| Total | 1.881 | 29 | | | |

Table 4 indicates that the difference between the District about Work Place Problems and Their Potential Solutions for Persons with Disabilities. Calculated significance value (.841) which is greater than value (.05) and F value (.175) also support the claim that there is statistically less significant difference between districts of PWD's.

Table 6: One way ANOVA for differences based on Experience

| | Sum of Squares | df | Mean Squares | F | Sig. |
|----------------|----------------|----|--------------|-------|------|
| Between Groups | .346 | 5 | .069 | 1.082 | .395 |
| Within Groups | 1.535 | 24 | .064 | | |
| Total | 1.881 | 29 | | | |

Table 6 indicates that the difference between the Experience about Work Place Problems and Their Potential Solutions for Persons with Disabilities. Calculated significance value (.395) which is greater than value (.05) and F value (1.082) also support the claim that there is less statistically significant difference between experience of PWD's.

Table 7: One way ANOVA for differences based on Disability

| | Sum of Squares | df | Mean Squares | F | Sig. |
|----------------|----------------|----|--------------|-------|------|
| Between Groups | .251 | 2 | .126 | 2.083 | .144 |
| Within Groups | 1.629 | 27 | .060 | | |
| Total | 1.881 | 29 | | | |

Table 7 indicates that the difference between the Disability about Work Place Problems and Their Potential Solutions for Persons with Disabilities. Calculated significance value (.144) which is greater than value (.05) and F value (2.083) also support the claim that there is statistically less significant difference between disabilities of PWD's.

Table 8: One way ANOVA for differences based on Age

| | Sum of Squares | df | Mean Squares | F | Sig. |
|----------------|----------------|----|--------------|-------|------|
| Between Groups | .430 | 5 | .086 | 1.425 | .251 |
| Within Groups | 1.450 | 24 | .060 | | |
| Total | 1.881 | 29 | | | |

Table 8 indicates that the difference between the Age about Work Place Problems and Their Potential Solutions for Persons with Disabilities. Calculated significance value (.251) which is greater than value (.05) and F value (1.425) also support the claim that there is statistically less significant difference between age of PWD's.

4. Discussion

From the findings of the study, Persons with Disabilities who faces problems face problems at Work places experiencing lower self-esteem as a result of their differences from their normal peers. This can beat their comparatively lower self-esteem and communication in the workplace. Persons with disabilities encounter difficulties comprehending concepts in specific services in the absence of appropriate support mechanisms. The presence of disabilities is a significant barrier to the processes of living and communication, as well as the development of skills.

These persons with disabilities experience significant hardships due to inadequate support, insufficient identification and delayed intervention within work settings. To cover the difficulties in social environment the persons with disabilities need assistance from Government. Government assist the person with disabilities to solve their problems, develop communication, social interaction, improve comprehension, involvements in job areas, events, making friends and other difficulties that they face in any situation.

The work place adjustment of persons with disabilities can be influenced by various factors, including Accessibility/Mobility, Communication /Social Interaction, Training, transportation, Family Support and Leisure Time or etc. Individuals with disability often encounter societal stigmas, leading to challenges in their work places well-being as well as a sense of uncertainty regarding their identity. By giving assistance to persons with disabilities we can develop good social relations and improve their social-emotional behavior. PWDs should be encouraged to apply for formal employment opportunities and that there should gender equality (WHO, 2005).

Persons with Disabilities who are working at any places may encounter notable difficulties in various domains, including Accessibility/Mobility, Communication/ Social Interaction, Training, Transportation, family Support and Leisure Time. For their help latest tech devices, wheelchairs, hearing aids or other services like ramps on buildings, fire alarms, safety exits, talkative assistance computers machines or other facilities should be provided which enhance capabilities of persons with disabilities by which he can perform his work in a better way. The Government should give proper assistance to the working disables by giving them monthly stipend. Upon conducting a comprehensive review of the existing literature, the researcher discovered that various studies have been conducted in diverse contexts to examine the problems in adjustment of individuals with disabilities in which researcher finds out that negative attitude or fewer acceptances towards disables is a huge problem which causes

hurdles for Person with disabilities at his work place. Assistance in various factors is essential things to survive for PWDs. Person with disabilities who does not have any problem at work place performs good.

5. Conclusion

From the findings of the study the researcher finds out that: In Government sector the majority of persons with disabilities have a lots of advantages they get easy Accessibility/Mobility, they have good Communication/ Social Interaction with their Colleagues, They have various options to get training from Government workshops, The majority of persons with disabilities working in government sector also have the facility of transportation and they also have some options for their family support. The disable Persons working in government sector have leisure time they does not have a burden on them .They get their salary on time. Due to quota job system and new Government policies and Government Disable Employs unions the disable person gets its job easily with minimal qualification but on the other hand a persons with disabilities who are working at a private sector does not have advantages or accessible services at all.

They face various difficulties or also bear negative attitude from their colleagues. As we know that special persons does not higher qualification except in some rear cases that's why the private sector authorities first does not offer a special person a good job if they do offer a job then they take proper output from their disable employee without giving him any assistance that's impossible for a special person. In Pakistan, special persons does not get suitable jobs according to their qualification because specially at private sector no one wants to bear a disable person as his employee because a special person need assistance to perform his tasks and this assistance cause more expenses that's why private institutes does not give proper opportunities to Disables to earn their bread and butter. So as Government is working on assistance for the disables the government should also work for the facilitation of the weaker part of the society in private sector and as a part of society the disables have proper right to live so we should encourage them and accept them as a part of society and removes negative attitude towards them.

6. Recommendations

The study on the basis of findings recommends that for addressing the problems of PWD:

1. It was recommended that Government should keep the needs of this weaker segment of society on top of the agenda.
2. It was recommended that Government should allocate more resources in the budget, especially for PWD's Education, health and employment of those who are living in rural areas.
3. It was recommended that the doctors and Medical staff should be trained in the treatment of PWDs while mobile health units should be introduced to cater for their health needs at their departments.
4. It was recommended that education is also one of the main problems faced by PWDs. In order to address this problem, inclusive education should be introduced at all levels so that they can get education easily.
5. It was recommended that disabled friendly transport should be introduced which should have the lift facility.
6. It was recommended that the religious leaders i.e. the Imam of the mosque should guide the people regarding The rights of PWDs in the light of the Holy Quran and Hadith at departments.
7. It was recommended that the print and electronic media can also play an effective role in creating awareness regarding provision of maximum facilities to PWDs.
8. It was recommended that professional higher authorities can also play a pivotal role in helping them solve their problems on a sustainable basis. As these authorities are trained in the art of provision of assistance to all vulnerable sections of society (PWDs). Therefore, they should be involved in the identification of their problems. In addition, Government should help the private sector departments as well as NGOs in the solution of their problems.
9. It was recommended that the government should establish training institutes of PWDs where they should be taught new skills regarding mobile repairing, software development and other online skills so that they can earn their livelihood in a respectable manner.
10. It was recommended that the government should promote the participation of persons with disabilities in the process of economic and social development.

There are laws and rules in place to make sure people with disabilities are constantly acknowledged and have equal access to open spaces, but what really matters refers to the way society treats them and what they require. So that the disabled individuals among us do not feel isolated or constrained by their impairments, it is necessary to initiate a paradigm shift in thinking. First and foremost, the government should not stop at passing laws guaranteeing equal employment opportunity for individuals with disabilities; rather, it should step up its efforts to educate both public and private sector employers about disability policies and laws.

It is important to promote gender equality and encourage people with disabilities to seek out formal work possibilities (WHO, 2005). Companies should be made aware of the need to have impairment laws and guidelines in place to regulate the employment of people with disabilities (PWDs), and punishments should be established for employees who do not adhere to these policies. This includes removing physical barriers, such as a lack of lifts or ramps in commercial establishments, equipment, and dependable transportation for getting to the office. It is imperative that the media take the lead in this. People with disabilities (PWDs) are an integral part for society and, given the chance to learn and the tools to work, can contribute just as much, if not more, to the progress of society.

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