

**INCLUSION OF PERSONS WITH HEARING IMPAIRMENT IN FORMAL
PRIVATE SECTOR EMPLOYMENT IN LIRA CITY**

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DECLARATION

I, **Achola Oliver**, solely declare to the graduate board of Kyambogo University that this proposal is my original work and that no part of this work has been submitted for the award of any other degree in this University or other institution of learning.

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APPROVAL

The writing and presentation of this proposal will follow the guidelines on supervision of research projects laid down by Kyambogo University and submitted to the graduate board with the approval of my supervisors.

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DEDICATION

I dedicate this work to my family members especially my beloved parents Grace Omara and Richard Omara for their commitment to supporting me in my education, and my siblings Innocent Pule, Isaac Omara, Julius Muge, Jacob Ojungu, and Salome Ruth Akello for their support and prayers.

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While acknowledging the people above, I declare that any mistakes that may be got in this report are personal and no other person should be held accountable.

Table of Contents

DECLARATION	i
APPROVAL	ii
DEDICATION.....	iii
ACKNOWLEDGEMENT	iv
Table of Contents	v
LIST OF ACRONYMS.....	viii
LIST OF TABLES.....	ix
ABSTRACT.....	x
CHAPTER ONE.....	1
INTRODUCTION	1
1.1. Background of the study	1
1.2. Statement of the Problem.....	5
1.3. Purpose of the Study	6
1.4. Objectives of the Study	6
1.5. Research Questions	6
1.6. Scope of the Study.....	6
1.6.1. Content scope	7
1.6.2. Geographical scope.....	7
1.6.3. Participant scope	7
1.6.4. Time scope.....	7
1.7. Significance of the Study	7
1.8. Definition of Terms	8
1.8.1. Employment	8
1.8.2. Hearing Impairment.....	8
1.8.3. Private sector employment.....	8
1.8.4. Formal employment.....	8
1.8.5. Impairment.....	8
1.8.6. Disability	9
CHAPTER TWO.....	12
LITERATURE REVIEW	12
2.1. Introduction	12
2.2.2. Inhibiting factors.....	14
2.3. Reasonable Accommodations provided to persons with hearing impairment in formal private sector employment	18
2.3.1 Proactive Reasonable Accommodation.....	19

2.3.2. Reactive Reasonable Accommodation	21
2.4. Limitations to the provision of Reasonable Accommodation to persons with hearing impairment by formal private sector employers in Lira City.	22
CHAPTER THREE.....	26
METHODOLOGY	26
3.1. Introduction.....	26
3.2. Research Approach.....	26
3.3. Research Design.....	27
3.4. Area of Study	27
3.5. Target Population	28
3.5.1. Employers.....	28
3.5.2. Employees with hearing impairment	28
3.6. Sample size.....	28
3.7. Sampling Technique.....	29
3.7.1. Purposeful sampling	29
3.8. Method and Instruments of Data Collection	30
3.8.1. Interview	30
3.9. Pilot Study	31
3.10. The procedure of Data Collection.....	31
3.11. Methods of Data Analysis	32
3.12. Ethical Consideration.....	33
3.13. Limitations and Delimitation to the study	33
CHAPTER FOUR	35
PRESENTATION, INTERPRETATION, AND DISCUSSION OF FINDINGS	35
4.1. Introduction	35
4.2. Description of participants	35
4.2.1. Employers of PWHI	36
4.2.2. Employees with HI	37
4.3. The factors influencing the inclusion of persons with hearing impairment in formal private sector employment	37
4.3.1. Enabling factors for inclusion of persons with hearing impairment in formal private sector employment.....	38
4.3.2. Inhibiting factors to the inclusion of persons with hearing impairment in formal private sector employment	43
4.4. Reasonable Accommodation	47
4.4.1. Reasonable Accommodations provided to persons with hearing impairment in formal private sector employment	47

4.4.2. The approaches used to provide reasonable accommodation in formal private sector employment.....	51
4.5. Limitations to the provision of a reasonable accommodation to employees with hearing impairment by formal private sector employers in Lira City.....	54
4.5.1. Difficulty communicating	54
4.5.2. Inactive government policies	55
4.5.3. High costs of providing reasonable accommodation	56
4.5.4. Inadequate knowledge of Deaf culture	57
4.5.5. High taxes imposed by the government on the private sector.....	58
CHAPTER FIVE	60
SUMMARY, CONCLUSIONS, AND RECOMMENDATION.....	60
5.1. Introduction.....	60
5.2. Summary of findings.....	60
5.3. Conclusions.....	61
5.4. Recommendations.....	61
5.5. Suggestions for further studies	62
REFERENCES.....	63
APPENDICES; APPENDIX I: INTRODUCTORY LETTER.....	69
APPENDIX II: LETTER TO THE PARTICIPANT	70
Department of Special Needs Studies.....	70
APPENDIX III: CONSENT FORM	71
Department of Special Needs Studies.....	71
.....	71
APPENDIX IV: INTERVIEW GUIDE FOR EMPLOYERS OF PERSONS WITH HI IN FORMAL PRIVATE SECTOR EMPLOYMENT	72
APPENDIX V: INTERVIEW GUIDE FOR PERSONS WITH HI IN FORMAL PRIVATE SECTOR EMPLOYMENT.....	73
APPENDIX VI: MAP OF UGANDA	74
APPENDIX VII: THE MAP OF THE THEN LIRA MUNICIPALITY NOW LIRA CITY ..	75
APPENDIX VIII: A RESEARCH BUDGET ESTIMATE 2021/2022	76

LIST OF ACRONYMS

PWHI	Persons with Hearing Impairment
PwDs	Persons with Disabilities
CRPD	Convention on the Rights of Persons with Disabilities
HI	Hearing Impairment
PSE	Private Sector Employment
US	United States
UDHR	Universal Declaration of Human Right
SDGs	Sustainable Development Goals
PHE	Employee with hearing impairment
EPH	Employer of persons with hearing impairment
FPSE	Formal Private Sector Employment
RA	Reasonable Accommodation

LIST OF TABLES

Table 1: Shows the Category, target population, sample, and sampling techniques

Table 2: Demographic characteristics of participants

ABSTRACT

The study aimed to investigate the inclusion of Persons with Hearing Impairment (PWHI) in Formal Private Sector Employment (FPSE) in Lira city, it was guided by the following objectives namely, the factors influencing the inclusion of PWHI in FPSE; the Reasonable Accommodation (RA) provided to PWHI in FPSE and limitations to provision of RA to employees with Hearing Impairment by formal private sector employers in Lira City. The study was guided by the social model theory of disability as a theoretical framework to understand how the inclusion of PWHI in FPSE was done. A phenomenological design of qualitative approach was adopted to inform the study. It helped the researcher to describe the lived experience of participants about the phenomenon. The target population for the study is people whose behavior was exhibited and studied by the researcher and this included PWHI and their employers who were selected purposefully as participants. Semi-structured interviews of open-ended questions were drafted to obtain information from participants and data collected were thematically analyzed to obtain meaning. The findings of the study showed that PWHI had difficulties in accessing jobs due to the lack of reasonable appropriate accommodations. The findings also indicated that employers were constrained to hire PWHI simply because of factors such as the high costs attached, inadequate knowledge about disability, and the appropriate RA. The study, therefore, recommends that sign language interpreters be hired by employers and paid. Extra time should be allowed to PWHI on arrival and before actual departure times so as to enable them maneuver their way early to avoid accidents.

CHAPTER ONE

INTRODUCTION

1.1. Background of the study

This study was intended to determine the inclusion of Persons with Hearing Impairment (PWHI) in formal private sector employment (FPSE). This chapter presented various components of the study like; the background of the study, statement of the problem, the purpose of the study, objectives of the study, research questions, scope of the study, the significance of the study, and theoretical framework.

Globally 15% (approximately 1.1 billion) are Persons with Disabilities (PwDs), (WHO, 2011) of which 5% constitute PWHI. Statistics of PwDs in employment globally was approximately 785 to 975 million in the working age, though majority lack employment (ILO 2015). Similarly, to Kenya National Survey on Disability (2008) in Wickenden, 2020), placed more men than women to be living with disabilities and more so in the rural areas compared to urban, based on their study disability was placed at 3.8 million in the working age.

In South Africa, The national disability prevalence rate is 7.5%. Disability was at a higher prevalence rate among females 8.3% compared to males 6.5% respectively and 3.6% had hearing difficulties, (Statistics South Africa, 2014). And in Uganda, PwDs constitute 12.4% (approximately 4.5 million), (UBOS, 2016a) and PWHI constitute 3.6% (approximately 1,381,962) of the population of PwDs in Uganda, (UBOS, 2019).

The Convention on the Rights of Persons with Disabilities (CRPD) (2006, Preamble) indicated that a disability was an evolving concept and that disability results from the interaction between persons with impairments, attitudinal and environmental barriers that hindered their full and effective participation in society on an equal basis with others. The

PwDs Act (2019, Part 1), defined disability as a substantial functional limitation of a person's daily life activities caused by physical, mental, or sensory impairment and environmental barriers, resulting in limited participation in society on an equal basis with others. In Uganda, PwDs included Physical disability, hearing impairment [HI] including deafness and hard of hearing, Visual disability including blindness and low vision, Deaf and blind disability, Mental disability including psychiatric and learning disability, Little people, Albinism and Multiple disabilities, (PwDs Act 2019, schedule 3).

Eide et al., (2021), and Rohwerder, (2020) mentioned that based on the information from the census of Uganda in 2014, disability was at 12.5% of 34.6 million people and 4.3% for HI in Northern Uganda and 16.5% respectively in 2017, in addition, the census results placed females with disabilities at a higher number compared to males. The formal sector employed 66.7% of people in Uganda more so than the private sector, the 2015/2016 survey placed PwDs at 1.3% of the 66.7% and 2.7% had HI of the 1.3% were employed in the formal sector though they hold the low positions. The formal sector jobs include; education, trade, accommodation, food services, manufacturing, human health and social sector, service activities, professional, science, and technology, (Rohwerder, 2020).

Private sector employment (PSE) referred to a fragment of an economy owned and managed by organizations and individuals who were focused on generating profits. (Indeed Editorial Team 2021), The private sector included sole proprietorships like plumbers, technicians, designers, and developers, a partnership like legal, accounting, and privately owned corporations like hospitality, leisure, retail, and food. To Lazzari (2019) PSE was a type of employment that was revenue-driven and dwelled less on legal barriers while hiring workers and laying off but was also subject to non-discrimination policies.

Griffiths et al., (2020) revealed that there was a scarcity of information about the employment of PWHI in Uganda though it was believed that unemployment rates were

higher than those without disabilities within the population. Unemployment rates were even highest among women with disabilities due to their education levels more so in formal employment. Many employers lack knowledge about them, there was also a lack of government support due to few policies in place in line with accommodating PwDs at the workplace even those already employed therefore hindering their recruitment and employment, (Griffiths et al., 2020).

Nyombi and Kibandama (2014) mentioned that there was discrimination and a lack of access to quality education for PWHI, and those who accessed it always failed to complete making them have low education levels which did not meet the employment qualification. Perkins-Dock et al., (2015); Baldrige & Swift 2011; Kulkami et al, 2014) pointed out that PWHI experienced low employment rates because employers feared and showed negative attitudes that they had no work qualification.

In Uganda, as pointed out by Nyombi and Kibandama (2014), inequality in employment was one of the main stumbling blocks to social and economic development for PWHI in Uganda. Sheltered workshops were constructed in the 1960s and '70s to train and support PwDs though they were washed out by the instability in Uganda yet it was meant to help them get employment.

As suggested by Nyombi and Kibandama (2014), PWHI were also denied access to information since it was passed through media like radios, and televisions and which was out of reach by most of the PWHI. This was because most of them lived in rural settings and hard-to-reach areas making them prefer self-employment to formal employment. After all, they also assumed that they will not be considered for the jobs.

Stiles (2017) put it that Reasonable Accommodations (RA) were adjustments made in the workplace environment that enabled better performance of the job for PWHI during employment these include a captioned phone which provided and displayed texts on the

phone screen on what the caller was saying, a video phone and visual alarms for notifications during communication.

Belknap et al., (2019) look at it that there is inadequate knowledge of the technology used by PWHI and the kinds of adjustments necessary for them by both employers and employees. They further added that employers were ignorant about the assistive devices for employees with HI and how to provide workplace modifications including unequipped workplace accommodation for them. The lack of workplace accommodation that suited the need of employees with HI hindered active participation that made them unable to demonstrate their skills and competencies. Not leaving out the difficulties that the employers found in assimilating workers with HI into the workplace culture.

Aroonsriorakot et al., (2020) discussed below that many persons with disabilities always struggled in their quest for employment since there was a lot of stigma and isolation coupled with negative attitudes associated with disabilities in society. The community had always attached PwDs as incompetent and unable to perform tasks offered to them to achieve. As a result, this made them the most underemployed category of the workforce leading to high poverty rates among disabled people as compared to the able-bodied people in the world.

The CRPD (2006), art.27 stated that State Parties recognized the right of persons with disabilities to work, on an equal basis with others. This includes the right to the opportunity to gain a living by work freely chosen or accepted in a labor market and work environment that was open, inclusive, and accessible to persons with disabilities. States Parties were to safeguard and promote the realization of the right to work, including for those who acquire a disability during employment.

Universal Declaration of Human Rights (UDHR),(1948), art.23, Everyone has the right to work, to free choice of employment, to just and favorable conditions of work, and to

protection against unemployment, everyone, without any discrimination. Also, a right to equal pay for equal work, and everyone who works has the right to just and favorable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection, everyone has the right to form and to join trade unions for the protection of his interests. United Nations Sustainable Development (SDG) Agenda 2030, goal 8 promotes sustained, inclusive, and sustainable economic growth, a full and productive employment, and decent work for all.

In Uganda, there are policies and legal frameworks that guarantee PwDs, PWHI inclusive a right to employment. These included the Constitution of the Republic of Uganda (1995, art.32); PwD Act (2019, s.9 & 14); Uganda National Employment Policy (2011, s.6); and Employment Act (2006, s.6), among others. They all guaranteed that all PwDs inclusive of Persons HI offered employment should be given RA, and equal opportunities to be employed without any form of discrimination during their time in the workforce. This study, therefore, examined the inclusion of PWHI in FPSE in Lira City.

1.2. Statement of the Problem

Uganda is hailed for her disability legal and policy frameworks that guaranteed PWHI a right to employment. These policies and legal frameworks included the Constitution of the Republic of Uganda (1995, art.32); PWD Act (2019, s.9 and 14); Uganda National Employment Policy (2011, s.6); Employment Act (2006), among others. They all guaranteed PWHI a right to employment both in the public and private sectors. Another positive development in Uganda was that many PwDs, PWHI inclusive were obtaining higher education and thus qualifying to be employed in the private sector (UBOS, 2016; Iyundhu et al., 2021).

Despite the existence of the disability legal and policy frameworks in Uganda and the increasing attainment of higher qualifications among PwDs, and PWHI inclusive, the

inclusion of PWHI in FPSE was still faced with challenges ranging from inaccessibility to information, communication barriers, and negative attitudes among employers, and inadequate RA among others.

This study, therefore, intended to find out; 1) why PWHI were not employed in FPSE yet many had the required qualifications and, 2) why PWHI were not provided with RA yet policies guaranteed.

1.3. Purpose of the Study

The purpose of the study was to investigate the inclusion of PWHI in FPSE in Lira city.

1.4. Objectives of the Study

The study was guided by the following objectives:

1. To examine the factors influencing the inclusion of PWHI in FPSE in Lira City.
2. To analyze the RA provided to PWHI in FPSE in Lira City
3. To explore limitations to the provision of RA to employees with HI by formal private sector employers in Lira City.

1.5. Research Questions

This study was guided by the following research questions

1. What are the factors influencing the inclusion of PWHI in FPSE?
2. What are the RAs provided to PWHI in FPSE?
3. Examine the limitations to the provision of RA to employees with HI by formal private sector employers.

1.6. Scope of the Study

This section presented the content scope, geographical scope, time scope, and participant scope:

1.6.1. Content scope

The study focused on the inclusion of PWHI in FPSE in Lira city and it specifically sought to examine the factors influencing the inclusion of PWHI in FPSE, analyze the RA provided in FPSE, and explore the limitations of provision of RA to employees with HI by formal private sector employers in Lira City. The participants for the study included PWHI and their Employers because they both experience the problem.

1.6.2. Geographical scope

The study was strictly conducted in Lira City which is divided into city West and East and it is one of the cities in Northern Uganda. This area was selected for this study because there were many cases of PWHI experiencing challenges of inclusion in FPSE.

1.6.3. Participant scope

The participants included PWHI and their employers since all of them experienced similar challenges at the workplace in the FPSE of Lira City.

1.6.4. Time scope

The study was conducted from March 2022 to September 2023.

1.7. Significance of the Study

It was expected that the study may:

Benefit different categories of people such as policymakers, employers, PWHI, and Researchers. Policymakers may be able to make necessary adjustments to existing policies based on the informed data from the research. Assess the challenges met by employers in offering RA to their employees, as well as they may be able to make changes at the workplace. Benefit PWHI to enjoy their employment due to favorable conditions at the workplace as well as the empirical findings of the study may act as a source of literature for future researchers.

1.8. Definition of Terms

The key terms in this study include employment, HI, and the private sector.

1.8.1. Employment

Hussmanna et al., (1990) mentioned that comprises all persons of working age who during a specified period were in paid employment or self-employment. In this study, employment means workers employed in the private sector and receiving a wage or salary. The term 'employment' refers to 'organizational practices of recruitment, selection and job advancement of those with a disability, (Heera & Devi 2016).

1.8.2. Hearing Impairment

Abbas et al., (2019) put it that, Hearing Impairment (HI) is an inadequate ability or failure to hear and listen. This study focuses on those who are deaf because they experience more challenges in obtaining employment than other categories of HI.

1.8.3. Private sector employment

Private sector employment referred to a fragment of an economy owned and managed by organizations and individuals who are focused on generating profits, (Indeed Editorial Team 2021). In line with this study, FPSE includes Non-Governmental Organizations and private company workers.

1.8.4. Formal employment

Referred to a contractual appointment made between a company or employer and an individual employee and it includes remuneration of NSSF by the employer, (ILO 2019).

1.8.5. Impairment

Impairment according to Emong (2014) referred to any loss or abnormality in the functioning of the body organs.

1.8.6. Disability

Emong (2014) defines disability as the restriction or lack of ability to perform tasks in a manner or within the range considered normal for human beings.

Theoretical Framework

This study was guided by the social model of understanding disability.

The individual model such as the educational, vocational, and medical model but especially the medical model that was popular before the 1960s and 70s had some weaknesses which gave rise to the social model since the individual model always allocated the problem to the individual with a disability and it perceived the causes of the problem as a result of functional limitations that were presumed to have aroused from the disability, (Oliver, 1983), but the social model does not deny the problem of disability but allocates it fully within the society and not on the individual limitations of any kind which caused problems but the society's failure to provide appropriate services and ensures that needs of PwDs were fully catered for.

The social model referred to an ideology that explained the relationship between people with impairment and participation, exclusion, and discrimination faced by them in society. It focused on the removal of disabling environment for people with impairment to participate equally since disability resulted from social oppression, not the individual's impairment and disability was socially constructed therefore society formed and created the barriers, (Emong. 2014).

The disability model which began in the 1970s based on the notion that PwDs were not disabled by their impairment but because the societal barriers based on the social attitudes, environmental barriers, prejudice, and stereotypes that disable them from participating in the societies' routine activities like formal employment and it would remove discrimination in the society, it would also help to provide equality for PWHI and

awareness in the society which was a base for development and strengthening disabled person organizations since it focused on social change, (Oliver, 2013; Eide et al., 2021).

Barnes et al., (2010) mentioned that society was responsible for disabling people with impairments, for example, negative attitudes, and discrimination; therefore solutions should be geared towards the community members and not the individual with disabilities for adjustments.

For inclusion of PWHI in employment, the model called for the removal of social barriers, negative attitudes, improvement and modification of the environment, improvement in communication barriers faced by PWHI and their employers, change of perceptions of employers, and inclusion of PWHI in the FPSE; the theory also helped PwDs to be recognized in the community and it also helped to prevent discrimination in the society and promote the participation of all groups, (Oliver, 2013; Eide et al., 2021).

Darcy et al., (2017) stated that social model theories emphasized ways organizational practices provided the support that enabled participation of PwDs socially, culturally, and politically, it also helped in promoting inclusion through removing barriers that caused exclusion through enabling environments and attitude change and practices.

The social model of disability related disability as a socially constructed relationship created by exclusion in line with social and political relationships; however, on the other hand, there is a lack of or inappropriate engagement with understanding disability and employment therefore Disability is caused due to the social attitudes or environment affecting their social participation as mentioned by the social model theorists, (Darcy et al., 2017).

The social model therefore helped in promoting the right to participation for PWHI in employment since it advocated for the provisions of RA, the social model of disability

agreed with the United Nations conventions standards, and the labor laws of Uganda that promoted and protected PwDs in line with the right to employment, (Iyundhu et al., 2021). Therefore the social model helped to promote the right to participation for PwDs in employment and advocated for the provision and maintenance of RA hence inclusion in employment.

CHAPTER TWO

LITERATURE REVIEW

2.1. Introduction

These chapters stand to explain the literature related to the studies carried out to discover materials related to the current study objectives. The purpose of this chapter was to find out other people's views and ideas from the world's perspectives which was in line with the objectives of the study in chapter one as it explained literature related to the factors influencing the inclusion of PWHI, analysis of the RAs provided, and limitations faced by private sector employers from providing RA to employees with HI in FPSE.

2.2. Factors influencing inclusion of PWHI in FPSE

The factors influencing employment of PWHI are categorized into two; enabling and inhibiting. Employment of PWHI has been made possible due to the advances and availability of some factors that favored them like the technology available, qualifications, and the use of sign language interpreters to bridge the communication gap between the employers and the employees. Therefore the literature searched in this subsection presents the empirical studies in line with the factors influencing the inclusion of PWHI in FPSE.

2.2.1. Enabling factors

It was put by the literature searched and reviewed below that we were able to access jobs in the private sector employment leading to their inclusion in employment.

Rohwerder (2020), and Wickenden et al., (2020) cited that many employers were adapting to inclusive employment following the right to work as stated in the UDHR (1948), CRPD (2006), and PwDs Act (2019). Though there was still limited knowledge of the legislation and policies available on employment and inclusion of PwDs, making employers offer jobs yet were reluctant in providing RA. In the study by Nyombi and Kibandama (2014), following the Employment Act (2006), section 34 required employers to protect the

special categories of employees including PWHI, and section 6 said that discrimination in employment was unlawful.

Vornholt et al., (2018) also specified that the United Kingdom had introduced the quota system which enabled companies and employers to give jobs to a certain percentage (5% slot) of PwDs which would lead to tax reduction for the company. Likewise, Heera and Devi (2016) pointed out that most governments had offered incentives to organizations and companies in the form of tax credits and cash incentives, and tax holidays, also amended the anti-discriminatory policies, introduced quota systems to fill the gaps in employment for persons with disabilities in the labor force.

Ta and Leng (2017) state that the private sectors were more willing to accommodate PwDs due to their high qualifications for the job than the public sector. As they were more concerned about their needs and were more willing to offer friendly environments and facilities such as ramps and sign language interpreters to PwDs including PWHI. There was the availability of workplace accommodations like amplification technologies, augmentative and alternative listening devices, assistive listening devices, Bluetooth technology, visual alarms, captions, sign language interpreters, and a summary of meeting discussions. This improved their working situations, allowed them to perform their tasks, and reduced the risks of fatigue. (Baldrige & Swift, 2011; Svinndal et al., 2020; Perkins-Dock et al.,2015).

On the other hand, Burke et al., (2013), PwDs including those with HI frequently needed some kind of occupational accommodations. These included a sign language interpreter for communication, hearing aids, and adjustments on the working schedules like time for submitting tasks where they were given more time to be effective in performing the job. Similarly, Gatchalian (2014) observed that employers could be supported and trained to

build their capacity in creating adaptations on the devices at the workplace to suit the needs of the employees with HI.

2.2.2. Inhibiting factors

PWHI also yearned to work in the FPSE but several factors inhibited their inclusion in FPSE discussed below;

Darcy et al., (2017) revealed that PWHI faced a lot of discrimination which made them face lower employment levels and earned low salary within the community and the population at large. They also had lower rates of participation in employment more so formal employment due to the historical factors arising from discrimination in the community. Likewise, Sundar et al., (2018); Svinndal et al., (2020); Wickenden et al., (2020); Rohwerder (2020) said that PWHI encountered lower employment rates and lower wage payments compared to their counterparts without disabilities, and they were also offered lower positions in the workplace,

There was also a lack of government support due to few policies in place in line with accommodating PwDs at the workplace as well as a slow implementation which made it challenging even for those already employed to request for RA so this hinders them from being recruited and employed, (Griffiths et al., 2020). It was also noted that many PWHI had challenges in accessing information and services for example shortage of sign language interpreters, few signposts for written information on directions, and television programs with no captions, and also many employers lacked knowledge about them, (Griffiths et al., 2020).

Erickson et al., (2013) in their study revealed that most employers believed that the problem with the employment of PwDs begins from the supply side that is the preparation of skills, and not within the employers' policies. All these lead to difficulty in finding the right and competent candidate during hiring and employment. Some of the organizational

culture and practices of co-workers like negative stereotypes towards PWHI lead to the promotion of negative expectations about their abilities and attributes which affect their hiring and retention decision.

Perkins-Dock et al., (2015) argued that although there was increasing disability awareness and training for PWHI though their employment rates was still low compared to their counterparts without HI. According to Burke et al., (2013), PwDs had trouble getting their work done on time and often needed others to help them finish the tasks therefore employers thought that PWHI always required a lot of time to complete tasks given to them compared to their counterparts without disabilities.

Nyombi & Kibandama (2014) mentioned that there were some barriers such as; the lack of access to quality education for PWHI, and those who accessed them failed to complete making them have low education levels. This hindered them from meeting the employment qualification standards. The negative cultural belief where children with disabilities were looked at as a curse more so the girl child who was doubly marginalized therefore education was not seen as a necessity to them and a human right.

Svinndal et al., (2020) and Swift (2011) stated that some PWHI found difficulty to continuously remind their employers about their accommodation needs. Also, some would not request accommodation since the measures would favor them compared to their colleagues and others also withhold accommodation requests depending on the merits and demerits that come with the accommodation more so costs. Other barriers as Wickenden et al., (2020) put it that PWHI hardly applied for jobs due to low self-esteem, self-pity, self-stigma, and negative perception of self-abilities as well as fear of competition from people without disabilities. This made them hold back their applications and also inadequate support from family and community hindered their chances to attain employment.

In employment, PWHI were placed in lower positions and a few in higher positions since many employers were adapting to inclusive employment following the right to work as stated in the UDHR (1948), CRPD (2006), and PwDs Act (2019) though there was still limited knowledge on the legislation and policies available on employment and inclusion of PwDs, this made employers offer jobs yet reluctantly provided RA, (Rohwerder 2020; Wickenden et al., 2020).

In Uganda, as pointed out by Nyombi and Kibandama (2014) inequality in employment was one of the main stumbling blocks to social and economic development for PWHI in Uganda. Sheltered workshops were constructed in the 1960s and 70's to train which led to exclusion and support PwDs though they were washed out by the instability in Uganda yet it was meant to help them get employment.

As suggested by Nyombi and Kibandama (2014) PWHI were denied access to information since it was passed through media like radios and televisions which was out of reach by most of them. Most of them lived in rural settings and hard-to-reach areas making them prefer self-employment to formal employment because they assumed that they would not be taken up for the jobs.

In another word, Rohwerder (2020); O'Connell (2022) mentioned that PWHI were most likely to be employed in the informal sector than in the formal sector. This was simply because they felt safe and no one would discriminate and show them negative attitudes, unlike within the formal sector where PwDs stood a higher chance to be discriminated and exploited. The perceived knowledge by the employer that PWHI were incompetent had intellectual inferiority as well as low self-esteem made us more vulnerable to exploitation and discrimination.

D Heyko (2021) states that employees with HI had limited knowledge of computer literacy and there were few resources available for use by PWHI due to their difficulty in

accessing it. Leading to a big challenge in performance as many of them did not know computer skills and this affected their chances of getting jobs as many jobs were advertised on the internet.

Burke et al., (2013) also report that some coworkers had phobia of working with PWHI due to the communication barriers they faced, and PWHI had trouble coping with colleagues at the workplace since they were perceived as short-tempered people. Emong (2014), mentioned that there was a lack of disability awareness in most community activities and PWHI hardly participated which led to discrimination and exclusion from participating in society's developmental activities.

In the same way, Burke et al., (2013), assumed that employers doubted the work abilities of PWHI due to their challenges in the communication process at the workplace since some job types require a lot of communication to build customer relationships. They also needed support from other people to help edit their written English as well as someone to interpret for them. Likewise Bonaccio et al (2020), Employers perceived PWHI as people who have performance problems and slowed down the work process, they also presented absenteeism and late reporting at work for duty. They also perceived them to be highly dependable and to have low dedication for work. The negative beliefs that worker with HI were seen as weak and needed more assistance, supervision and more training to master their work duties made it difficult for PWHI to be included in FPSE.

Employees with HI also needed extra time to get acquainted with the new work skills and tasks. Similarly, Gatchalian (2014) mentioned that employers believe that electronic devices used to perform tasks in the workplace could be difficult to be adapted to the needs of the PwDs. Perceptions by employers also indicated that we were less productive and incapable of handling positions of high productivity and heavy workload.

Likewise, Sundar et al., (2018) stated that there were social barriers among employers as they continuously thought that PwDs were unfit and did not match their job qualifications and performance. Also, employers had the misconception that PWHI were unable to hold high positions of leadership in the workplace hence they missed out on career development and capacity building.

The literature searched above pointed out the factors for the inclusion of PWHI in FPSE. Therefore more efforts should be put on the employers' side to ensure that they were aware of disability and RA at the workplace. Although the study handled issues of inhibiting factors by employers and employees like negative attitude, failure to provide RA, and lack of academic qualifications. It implied that employers must therefore be equipped with capacity building on disability awareness and different knowledge on legislation to help support PWHI as a way to address the gap.

Likewise, some literature also focused more on developed countries than developing countries and this meant that little would apply to this study therefore it helped the researcher to focus the study on factors influencing employment of PWHI in the private sector in Lira City hence addressing the gaps.

2.3. Reasonable Accommodations provided to persons with hearing impairment in formal private sector employment

A Reasonable Accommodation was provided in the form of Proactive and Reactive RA; Reasonable Accommodation meant an essential practice aimed at alleviating the disadvantages arising from Persons living with Disabilities in the application of conventional requirements. It aroused when there was a need for a Person living with Disabilities in an institution and the person is disadvantaged over others without disabilities, (Emong 2014).

2.3.1 Proactive Reasonable Accommodation

RA meant the necessary and appropriate modifications and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure persons with disabilities enjoyment on an equal basis with others of all human rights and fundamental freedoms, (CRPD, 2006, art.2).

Emong (2014) pointed out that the Proactive approach of RA meant the support that required an institution to plan for PwDs even if they had not yet been received or recruited at the workplace. In this case, an institution anticipated barriers likely to be faced by PwDs and prepared and made adjustments early enough to remove barriers within the work environment. It also matched with the social model of disability since its focused on removing barriers but not addressing individual situations, and it was not the most effective approach to accommodate PwDs in the workplace since individual needs vary, (Emong, 2014).

Stiles (2017) put it that RA were adjustments made in the workplace environment that enabled better performance of the job for PWHI during employment. These included a captioned phone which provided and displayed texts on the phone screen about the caller's opinion, a video phone, and visual alarms for notifications during communication. Svinndal et al., (2020), & Perkins-Dock et al.,(2015) pointed out that workplace accommodations like amplification technologies, assistive listening devices, Bluetooth technology, sign language interpreters, visual alarms, captions, and summary of meeting discussions and were notices displayed on noticeboards to communicate which had improved on the working situations and reduced risks of fatigue for PWHI.

Emong (2014) proactive approach required institutions to make early preparation for persons with disabilities whether they have received any or not, therefore institutions anticipated barriers that would create difficulties for broad categories of persons with

disabilities at the workplace regarding the institutional practices and provision of the physical work environment and took steps to get rid of or lessened the barriers. The author also said that proactive RA emphasized the social model of disability as it focused on the removal of barriers instead of addressing the individual situation, and also it helped to remove barriers associated with unintended discrimination, which were often a source of discrimination against persons with disabilities.

As a proactive RA, Employers should make all processes of the job recruitment accessible right from advertisement, recruitment, and employment to all PwDs, this was by making it clear on the advert the kinds of RA available for the job, (Stiles, 2017b). The use of a sign language interpreter as a RA helped to improve the performance of PWHI in their job duties since they help to bridge the communication gap, therefore enhancing the performance of PwDs at the workplace.

Gatchalian (2014) observed that employers could be supported in creating adaptations on the devices at the workplace to suit the needs of the employees with HI. They should also be trained on how to operate the electronic devices in the workplace, and this was said during the study that employers should be supported to create adaptations and modifications at the workplace to suit the needs of the employees with HI and they should be trained on the use of electronic devices.

Employers' attitude toward hiring PWHI depended on their perceptions and preparedness towards implementing the RA that was required by the employee, (D Souza 2021; Scherich & Mowry, 2021) pointed out that employers and coworkers lack the knowledge about the appropriate accommodations for the employees with HI making it hard for them to provide it.

Likewise, Sundar (2017) mentioned that the provision of RA at the workplace was an appropriate strategy at the workplace for supporting PwDs and RAs were of a wide range

more so for PWHI as provided in the Americans with Disabilities Association such as amplification technologies, augmentative & alternative listening devices, assistive listening devices, Bluetooth technology, sign language interpreters, visual alarms, captions, and summary of meeting discussions whereby if the employers understand the different accommodations it would help improve on their employability.

2.3.2. Reactive Reasonable Accommodation

Reactive RA simply meant responding to the immediate barrier facing a particular person with a disability, it helped in providing individualized support according to the needs of the person and this happened because everyone had different personal needs in line with disabilities, (Emong, 2014).

Emong (2014) mentioned that RA helped to remove and reduce barriers since it catered to the individual needs of PwDs. The main focus of providing a RA was to enable the person to participate equally like others at the workplace in FPSE though providing it should not impose a lot of burden on the provider.

Belknap et al., (2019) looked at it that there was inadequate knowledge on the technology used by PWHI and the kinds of accommodation necessary for them by both employers and employees. They further added that employers were ignorant about the assistive devices for employees with HI and how to provide workplace modifications including unequipped workplace accommodation for them. Also, the lack of workplace accommodation that suited the needs of employees with HI hindered active participation that made them not demonstrate their skills and competencies.

Besides, Griffiths et al., (2020) pointed out that employers perceived that the costs of providing RA were very high and this demoralized them from employing persons with disabilities despite the benefits of the tax incentives and quota offered to companies who employed PwDs. Therefore, employers ended up cutting salaries from employees with

disabilities to help in reducing the high costs of adjustments and this was also a reason why many PwDs withhold accommodation requests.

Accommodations also vary due to the type of employment though a few are universal like conducting meetings in a well-lit room for clear vision and ensuring face-to-face communication to help promote and enhance lip-reading processes for individuals who have the capacity lip-reading, (Stiles, 2017b).

Rohwerder (2020) Employers also complained about the high costs of employing disabled people therefore many PWHI ended up performing tasks allocated to them poorly, and they were fired from the job and others just resign due to lack of RA at the workplace to support them. For PWHI to enjoy their right to work at the place of work, modifications and adaptations should be made for easy accessibility and communication though most employers were not aware of their needs so they failed to provide adequate and appropriate support facilities to their workers with disabilities, (Ta & Leng 2017).

To a greater extent, the literature searched on RAs showed that most of the accommodations provided in FPSE were highly applicable in developed countries due to their advanced technology. Uganda is a developing country and required RA which were of low technology except for sign language interpreters which did not require any technology. This created a gap in the accommodations offered and this study sought to address them. Most of the literature reviewed in the study conducted focused on generally RAs offered to persons with disabilities and not those with HI and this study focused to address the gap.

2.4. Limitations to the provision of Reasonable Accommodation to persons with hearing impairment by formal private sector employers in Lira City.

Vornholt et al., (2013) mentioned that employers always experience the non-acceptability of persons with disabilities by co-workers at the workplace which made employees with

disabilities fail to maintain and stay in regular employment for the stipulated period. Similarly, Perkins-Dock et al., (2015); Baldrige and Swift (2011); Kulkarni et al., (2014) observed that employers feared and had stereotypes towards hiring PwDs due to the high costs of hiring, training, and providing RA. Employers also lacked knowledge about disability awareness leading to limited knowledge on accommodation experienced by employers which hinders them from employing PwD.

Heera and Devi (2016) revealed that some employers harbor negative attitudes, prejudice, and unwillingness to hire and incorporate PwDs. Due to their perspectives towards inclusion and employment in the workplace making them reluctant to employ them irrespective of the available policies aiming to integrate would be in vain and underutilization of talents. The authors also pointed out that inclusion effort were focused entirely on the support and development of PwDs to attain employment and decent work. Limited attention was paid to the employer and human resource needs and this makes employers fail to maintain employees with disabilities in the labor market.

Aroonsriorakot et al., (2020) discussed that many persons with disabilities always struggle in their quest for employment since there is a lot of stigma and isolation coupled with negative attitudes associated with disabilities in society. Employers had always attached PwDs as incompetent and unable to perform tasks offered to them to achieve. This made them the most underemployed category of the workforce leading to high poverty rates among disabled people as compared to the able-bodied people in the world.

The barriers to employment of persons with disabilities included the passing of the disability legislation with insufficient awareness. The social stigma and negative attitudes from the community, employers, and co-workers led to a high degree of stereotypes towards their performance and qualifications. The low skills and pieces of training that they had coupled with discrimination were in line with salary payments. Low motivation

and promotions make them have low confidence when recruited into the labor force hence a big challenge to PWHI at their workplace, (Aroonsriorakot et al., 2020; Rohwerder, 2020).

Sundar (2017) stated that employers of companies viewed employing persons with disabilities as a risk due to the fear of legal legislation about their employment in line with losing revenue, and high costs of providing them with RA. Social barriers among employers encompassed the thinking that PWHI did not match their job qualifications and performance. Including misconceptions given by employers that PwDs were unable to hold high positions of leadership at the workplace.

Belknap et al., (2019), and Rohwerder (2020) noted that there was a communication barrier for most employees with HI since most employers and coworkers lacked signing skills for sign language. Inadequate ability to understand English, especially from those with congenital hearing loss and had sign language as their first language, therefore, they made incorrect English grammar like if they could say “where do you stay” and for the case of sign language grammar it would be “stay where you.”

Belknap et al., (2019) state that PWHI had inadequate knowledge about the culture of those without HI, and the values and norms stated and followed at the workplace. In the same way, those without HI also lack knowledge of the Deaf culture. PWHI always missed out on information that is passed on incidentally by the employer or coworkers. This was because in most cases they were communicated verbally not written for example urgent information and, sometimes it's overheard information (hearsays). PWHI also faced difficulty in joining communications and discussions which were informal.

Most employers claimed that it was difficult to understand the Deaf culture and this made most of them have stereotypes and bias toward PWHI which acted as obstacles leading to their marginalization in the job market, it was said that most employees with disabilities

leave their jobs due to unfavorable working environment which were not friendly and acted as a barrier to their full performance of a given task, (Ta & Leng 2017). Employment is an important factor in livelihood and every individual, especially for persons with disabilities for whom it was not only for income and security purposes but also in overcoming social isolation, a feeling of respect, and unequal status, (Heera & Devi 2016).

Sundar et al., (2018) point out that individual perception of their disabilities acted as a hindrance to attaining a job for example a deaf person wonders how people will see them using sign language in the workplace for communication. There was also a high level of discrimination among older persons with disabilities leading to increase exposure to unemployment, as well as low education, which affected the kind of employment

Throughout the review of searched literature, it was found that no study was conducted on the inclusion of PWHI in the formal private sector other than in the public sector and focused on visually impaired persons. Therefore this study sought to address that gap by focusing specifically on the inclusion of PWHI in FPSE in Lira City. Most of the literature searched was conducted focused on inclusive employment on factors influencing employment of PwDs and this made it wider and not specific to HI as proposed by the current study. The study, therefore, focused to address the gap in the inclusion of PWHI in FPSE.

CHAPTER THREE

METHODOLOGY

3.1. Introduction

This chapter presented the methodology of the study which was used to guide the study on the inclusion of PWHI in FPSE in Lira City.

Therefore it described the methodology which would be used during the study; such as the research approach and design, area of the study, target population, sample and sampling techniques, method of data collection, procedures of data collection, authenticity and credibility, ethical considerations, and data analysis and presentation.

3.2. Research Approach

A qualitative research approach was used

Creswell and Poth (2018) defined qualitative research as the practices which include recordings, photographs, memos of self, interviews, field notes and conversations and view the world in its natural settings attempting to make sense of the phenomena in line with the meanings people ascribe to them. Similarly Creswell (2014) states that qualitative research is an approach of exploring and understanding meanings individuals and groups ascribe to social problems by setting questions, following procedures of data collection in the participant's settings, data analysis from participant's particulars to general themes and making interpretation to draw meaning from data collected.

This research study used the qualitative approach in an attempt to explore views from participants about the inclusions of PWHI in FPSE. The research approach helped the researcher to explain the problem socially through interviews, to generate the information right from the field and it also helped to provide a systematic inquiry of the social problems such as factors influencing the inclusion of PWHI in the formal private sector,

the RA provided to PWHI in FPSE and the limitations met by their employers in the provision of formal private-sector employment in Lira City.

3.3. Research Design

The phenomenological research design was used during the study

Therefore it is a design of inquiry coming from philosophy and psychology in which the researcher describes the lived experiences of individuals about a phenomenon as described by participants, it was used to collect views from many participants and describe what all participants have in common as they experience a problem or phenomenon, focuses on the reduction of the experiences of persons with the same problem and this helped the researcher to collect information from individuals who have experienced the same problem and writes conclusion, and extract common themes across interview's guide to create a concrete link, (Creswell, 2014).

It helped the researcher to investigate the beliefs, ideas, and barriers people have in the communities towards PWHI using interviews since it focuses on the lived experiences of the individuals during the study and enables the researcher to generate thoughts and ideas from many participants who have common experiences of the phenomenon and draws conclusions.

3.4. Area of Study

This study was conducted in Lira City which is located in the Northern part of Uganda, surrounded by the districts of Kwanja in the West, Dokolo in the South, Alebtong, Lira District in the East, and Pader in the North. This is because of many PWHI experience inclusion in the private sector employment in Lira city, and also there are Institutions employing PWHI as well as the proximity where the researcher lives made it convenient to conduct the study.

3.5. Target Population

The target population will be 35 and the categories of participants include:

3.5.1. Employers

The employers were identified particularly because they are directly involved in the supervision of PWHI at the workplace

3.5.2. Employees with hearing impairment

They were the direct beneficiaries of inclusion in employment at the workplace.

The population in the study included PWHI and their employers in Lira City. The target population contained two categories of participants who were PWHI in FPSE with a total number of 20 and 15 employers of PWHI in Lira city. As pointed out by Khan (2014), the target population refers to the people whose behavior was exhibited and studied by the researcher.

Though there was no clear number of PWHI in Lira city, this study will consider 50 to be the number of PWHI in the working-age group.

3.6. Sample size

The sample size in this study consisted of 5 PWHI, 3 employers of PWHI that were drawn from the study area of Lira city and the total number of participants to be interviewed was 8 during the study and this was because they were considered to be information-rich, experienced and have worked for more years in the FPSE. The sample is the number of participants selected that represents the entire or large population (Khan, 2014), he also specified that the results from the sample size were used to generalize information got over the whole population during the study.

The study selected eight (8) participants from a target population of 35 participants; it was because the study was qualitative and it focused on using a reasonable number of

participants that are thought knowledgeable and would help the researcher to understand the research problem.

Table 1: Shows the Category, target population, sample, and sampling techniques

S.N	Category	Target Population	Sample	Sampling Techniques
1	Employers	15	3	Purposeful
2	PWHI	20	5	Purposive
Total		35	8	

Source: Primary data

3.7. Sampling Technique

The sampling technique used was purposeful sampling which was used during the study. Sampling requires helped the researcher to determine the information of the population being studied by going through the community to select the portion of populations that represented the whole community during the study. Therefore, the researcher went through the population of Lira city and selected the portion that represented the total population of the area during the study, which included the employers of PWHI and employees with HI (Khan, 2014).

3.7.1. Purposeful sampling

Khan (2014) defines purposeful sampling as the careful selection of samples where the researcher depends on their choice to select variables from the sample population according to their experiences for the study. This was used to obtain information from employers and PWHI in the formal private sector since it focused on in-depth investigation, discovery, and understanding of the phenomenon under study through a selected sample giving information. The participants were selected according to their experiences and selected deliberately to provide important information that could not be

obtained from other choices,(Khan, 2014). This was because they had right-hand information about the topic and they were the direct supervisors of employees with HI and PWHI in FPSE. The researcher got participants who had right-hand information and here employers and employees were identified because they were believed to have information about employment of PWHI and despite they were their supervisors at workplace and employees in FPSE.

3.8. Method and Instruments of Data Collection

In this study, the interview method used to obtain information from participants was a semi-structured interview.

3.8.1. Interview

The researcher used the interview method to collect information face to face using a variety of set guiding questions from respondents during the study, therefore, the interviewer carefully asked questions, listened, and probed further for in-depth information gathering regarding research questions, this method was used to collect information one on one from individuals using a variety of set guiding questions (Paradis et al., 2016)

Semi-structured interviews

This was drafted with a set of key open-ended questions that were used to obtain information from respondents due to its flexibility and freedom to adjust questions and allow elaboration on some information that the respondent would have missed. It also helped the interviewer to gain in-depth responses to the research questions, and also to focus on the area being explored as it allowed the interviewer to diverge to pursue in-depth responses from the interviewee during data collection. Therefore, semi-structured questions were used during the interviews as it gave room for the researcher to explore and

uproot in-depth and elaborate important information from the ground, the researcher developed interview guide questions that helped to obtain information during data collection, (Gill et al., 2008).

3.9. Pilot Study

Payne (2016) defined a pilot study as a study conducted by the researcher before the initial study and it helped to do a feasibility study of the research process. Therefore; a pilot study was conducted by the researcher to pretest the tools for data collection; three (3) participants with hearing impairment and employed in the private sector were asked to respond to the semi-structured interview guide before the actual data collection process.

It was done to check and pre-test the tools if there were possible weaknesses in the questions. Therefore; results indicated that academic qualifications were considered very important in attaining jobs in the FPSE; an appropriate adjustment of questions in the tools was done to obtain viable information during the actual data collection process.

3.10. The procedure of Data Collection

Creswell (2014) stated that data collection procedures included identifying the area of study, collecting information through semi-structured and unstructured interviews, and establishing the procedure for recording information.

The researcher developed tools for data collection and sought permission from the supervisor and approval from the head of the department who then gave a letter of introduction during data collection then the researcher also sought permission from the agencies from where she collected data to attain consent both from the employers and the employees. The researcher then identified respondents and made appointments with them and scheduled the interviews.

The research proposal was approved by the supervisors and the Department of Special Needs Studies, Kyambogo University before going to the field for the actual collection of

data in the study area, the researcher attained permission from the Head of Department which was an introductory letter and then the researcher drafted personal request of consent to the participant and then went to the location of the area of study and the different organizations and companies and thought permission to meet the participants. The researcher then sought the participants' consent and they share their expectations. The researcher then planned to schedule the date of meeting for the interviews with the participants after agreeing to take part in the study, conversations were then recorded in both audio and video and a sign language interpreter was involved during the interviews for PWHI.

3.11. Methods of Data Analysis

Data was analyzed through the use of coding and themes to ensure the interpretation and description of data collected to gain meaning from them.

Raw data collected in its original form from the field did not hold meaning; therefore data analysis was of value since it helped to describe and interpret raw data to obtain meaning.

Data analysis was an important process during data collection and used a variety of steps to analyze different types of qualitative data, (Creswell, 2014) generally, intended to make meaning from image and text data, this involved aggregating data into a smaller number of themes. Data was then examined, checked, and interpreted to elicit meaning and knowledge for proper understanding. Therefore after collecting data, audio data and videos were then transcribed into a full-text format, data was obtained through a semi-structured interview schedule which was then subjected to thematic data analysis to build categories and themes got from objectives and questions.

The common themes were identified using keywords by searching and grouping into categories and subcategories. When reporting the collected data, participants' direct quotations were used and the researcher's views had to be added to the responses and

backed up with literature reviewed in chapter two (2), and codes were used to protect participants' identity, (Creswell 2014).

3.12. Ethical Consideration

The researcher observed ethical considerations during the study such as confidentiality of the information given by the participant through informed consent. Therefore, the researcher developed a rapport to build trust and promote research integrity, and guard the misconduct that would reflect on the institution. To cope with challenges that aroused from the credibility of the report, (Creswell 2014) put it that ethical issues during the study are important since research involves collecting data from people and about people. Getting clearances, anonymity, and informed consent was protocol followed. Informed consent was attained through written communication as a request to participate in the study and to provide information through recording their views to avoid violation of rights in any way. Participation was voluntary during the study as participants were aware of all procedures during data collection and codes were used to observe the protection of participant's identity.

3.13. Limitations and Delimitation to the study

Unwillingness to open up to give information by some participants because of the fear of exposure and, this therefore was addressed by making participants sign a consent letter that ensured confidentiality and anonymity. Some participants were not found at their workplace therefore we came up with a schedule on when to meet and conduct the interview.

High expectations from participants since some of the PWHI expect to receive money from the researcher; therefore, participants were assured that the study was for educational purposes and not for commercial purposes. Communication barriers as some participants were Deaf and used sign language to communicate. A sign language interpreter was got to

bridge the communication gap during data collection. A sign language interpreter and a research assistant were used to help in the process of collecting information from the PWHI during the interview process.

CHAPTER FOUR

PRESENTATION, INTERPRETATION, AND DISCUSSION OF FINDINGS

4.1. Introduction

This chapter presents the data presentation, interpretation, and discussion of findings on the inclusion of PWHI in FPSE in Lira City. The process has been guided by the study objectives that include; the factors influencing the inclusion of PWHI in FPSE in Lira City, the RA provided to PWHI in FPSE in Lira, and limitations to the provision of RA to employees with HI by formal private sector employers in Lira City.

In presenting the findings, verbatim statements from participants had been used to retain the originality of the information collected. In each section, the findings were first presented then interpreted, and discussion of the same findings in line with the literature that were reviewed in chapter 2.

Participants' names were reserved for purposes of confidentiality and anonymity therefore codes like "PHE" for Employee with hearing impairment and "EPH" for Employer of PWHI respectively were developed and used. The results have been presented and discussed in sub-themes which were developed from data collected and literature review. The findings were presented according to the participants' views focused on themes and sub-themes attained from the data analyzed.

4.2. Description of participants

The study targeted employees with hearing impairment (PHE) and Employers of PWHI (EPH) in FPSE and the total sample size of participants were 8 which included 5 PHE and 3 EPH who were all participate in the study as shown in the table below.

Table 2: Demographic characteristics of participants

Category	Gender		Total
	Female	Male	
PHE	1	4	5
EPH	1	2	3
Total	2	6	8

Source: primary data

The tables 2 above shows that females were fewer compared to the male and the justification is that:

The finding of the study indicated that there were more males with HI than females in FPSE. This was attributed to the fact that the females face double marginalization/vulnerability first as being female, and second as having a disability. Therefore those two factors limit their inclusion in education and act as a barrier to their joining FPSE which requires qualifications.

This was also mentioned by Nyombi and Kibandama (2014) who pointed out that there are some barriers such as; the lack of access to quality education for PWHI. Those who accessed it failed to complete making them have low education levels which did not meet the employment qualification. Also, the negative cultural belief that children with disabilities were looked at as a curse more so the girl child who was double marginalized therefore education was not seen as a necessity to them.

4.2.1. Employers of PWHI

There were three employers for this study and they were selected because they are the direct supervisors of the employees with HI from the time of recruitment to the time of employment. In this case, the employers are described below:

EPH 1 was a married male manager within the age bracket of 34-41, a university graduate with more than 5 years of experience working with persons with disabilities.

EPH 2 was a married female head teacher within the age bracket of 42 and above, and a graduate with more than 5 years of experience.

EPH 3 was a single, male manager in the age bracket of 26-33, and a university graduate with 2 years of experience.

4.2.2. Employees with HI

PHE 1 was a male social worker within the age bracket of 34-41, and a university graduate with 2 years of experience and married.

PHE 2 was a male within the age bracket of 34-41, a university graduate, a lecturer with 5 years of experience, and married. Teaching social works courses.

PHE 3 was a female within the age bracket of 26-33, a university graduate, a social worker with more than 5 years of experience, and single.

PHE 4 was a male within the age bracket of 26-33 and has a secondary certificate, a social worker with 5 years of experience, and married.

PHE 5 was a male classroom teacher within the age bracket of 26-33, has a tertiary certificate with less than 5 years of experience, and was married. He is teaching lower primary children sign language and mathematics.

4.3. The factors influencing the inclusion of persons with hearing impairment in formal private sector employment

Participants were asked about their opinions on the factors influencing the inclusion of PWHI in FPSE. From the information obtained, enabling and inhibiting factors were identified and analyzed below:

4.3.1. Enabling factors for inclusion of persons with hearing impairment in formal private sector employment

The findings from participants revealed the factors that enabled inclusion of PWHI in FPSE were effective communication, access to the computer and internet, academic qualifications for the job, and willingness by the employers to employ PWHI.

4.3.1.1. Effective communication

Communication was a key factor in every sector of employment and the community for our daily living, communication referred to the sending, receiving, and understanding of messages.

Participants (n=8) expressed that effective communication was one of the factors that enabled PWHI to attain jobs in the formal private sector, this was due to the availability of a sign language interpreter and proper sharing of information by employers at the workplace.

This was stressed by one of the participants (PHE 1) who mentioned that:

In my view, the key issues that helped person with HI to get jobs were effective communication through the use of a sign language interpreter and shared information about job opportunities with fellow friends so that it was accessible by PWHI.

Another participant (PHE 2) also gave his view and declared that:

In my view, at my workplace, there was an availability of visual materials which helped me to easy access information and it aided communication for example use of emails, social media, and noticeboards too to pass any communication.

Another participant (EPH.1) added that:

In my view, as an employer, we always communicated effectively since we were an inclusive organization, we were mindful of the way we advertised our job positions for example we used noticeboards to display adverts and information, and social media like Whatsapp and Facebook that helped everyone receive information.

The above findings showed that effective communication enabled PWHI to attain jobs in FPSE right from the advertisement of job placement to the time of employment where a sign language interpreter was one way of communicating, information was also placed on the notice board and social media platforms which helped PWHI to attain and maintain jobs.

The observed findings related to the social model theory of disability which stressed breaking down the barriers including social barriers which included communication barriers to enhance participation of PwDs in all spheres of life, formal private sector inclusive. Justifiably, the social model of disability agreed with the United Nations conventions standards and the labor laws of Uganda that promoted and protected PwDs in line with the right to employment, (Iyundhu et al., 2021).

The findings of the study were also in agreement with Baldrige & Swift, (2011), Svinndal et al., (2020), and Perkins-Dock et al.,(2015) who argued that the availability of workplace accommodations like amplification technologies, assistive listening devices, Bluetooth technology, sign language interpreters, captions, and summary of meeting discussions aided communication which improved their working situations, and allowed them to perform their tasks.

The study was in disagreement with findings and literature which indicated the use of amplification technologies, augmentative & alternative listening devices, assistive listening devices, Bluetooth technology, and visual alarms that aided communication but due to the high technology and costs for procuring them, since it was an era of technology advancement and workplaces visited lacked them.

4.3.1.2. Access to the computer and the internet

Participants of the study (n=4) mentioned that access to the computer and the internet was another factor that enabled the inclusion of PWHI in FPSE.

This was affirmed by one of the participants (PHE3) who stated that:

In my view, most NGOs were inclusive so they offer opportunities to PwDS and Persons with Haring Impairment were included, also access to a computer and the internet had helped some of them, me inclusive to attain jobs since most jobs were advertised through the internet and televisions, posters, newspapers, although some people did not know how to use the computer appropriately for job search.

Another participant (PHE1) added: *"In my view, information sharing was done through access to a computer and the internet about job opportunities so that it would be accessible by PWHI."*

The above expressions of participants showed that access to the computer and the internet was one of the factors that enabled the inclusion of PWHI in FPSE. Having a stable good internet source was also mentioned by the participants as something which helped them to get jobs since most organizations used their websites to advertise, and also pass information though most PWHI still faced difficulties in accessing and using computers.

The findings also concurred with the literature review drawn from D Heyko (2021) who stated that (Deaf and Hard of Hearing) employees had limited knowledge of computer literacy. There were few resources available for use by PWHI due to their difficulty in accessing it hence made it challenging to perform as many of them did not have computer skills. This also affected their chances of getting jobs in FPSE as many jobs were advertised through the internet.

The study harmonized with the findings and literature though it was true in the findings that internet access was one of the factors to the inclusion of PWHI to access FPSE, as many PWHI still had the challenge of accessing computers and using them appropriately.

4.3.1.3. Academic qualifications for the job

Participant (n=3) mentioned that academic qualifications were one of the factors that enabled the inclusion of PWHI in FPSE. This was stressed by one of the participants (EPH 3) who mentioned that:

In my view, their qualifications determined the type of jobs they did for example a teaching position, one had to have a qualification in teaching as a profession and they were always very welcomed in this school therefore those with HI who had a certificate in teaching were always the priority since they were very good in raising children from lower primary level.

(EPH 1) noted that: *“In my view, I thought different jobs had different requirements for example the case of casual work needed no qualifications but for formal employment, it required a qualification.”*

The findings from the participants above showed that academic qualification was one of the major factors enabling PWHI to attain jobs in FPSE. Therefore; having academic qualifications that match the job position was one of the factors that enabled them to attain jobs as most jobs in the formal private sector required qualifications to be considered.

The findings was in line with Nyombi & Kibandama, (2014), who mentioned that there were some barriers such as; the lack of access to quality education for PWHI, and those who accessed them failed to complete it. As a result, they had low education levels which did not meet the employment qualification. The negative cultural belief where children with disabilities were looked at as a curse more so the girl child who was doubly marginalized therefore education was not seen as a necessity to them. Similarly, Ta and Leng (2017) stated that the private sectors were more willing to accommodate PwDs due to their high qualifications for the job than the public sector. They were more concerned about their needs therefore; they were more willing to offer friendly environments and facilities such as ramps and sign language interpreters to PWHI.

The study was in line with the findings and the literature as academic qualifications was one of the factors enabling the inclusion of PWHI in FPSE. The findings also supported that academic qualifications highly helped and yet a few of them accessed education to a high level and completed it while others ended up having low education levels, therefore, making them fail to have the qualifications.

4.3.1.4. Willingness by some employers in employing and providing RA to PWHI in FPSE

Participant (n=4) expressed that the willingness of some employers in employing PWHI led to the inclusion of PWHI in FPSE.

This was stressed by one of the participants (PHE2) who specified that:

In my view, the willingness of some private sector organizations to provide jobs and RA to workers with HI such as sign language interpretation services helped PWHI to attain jobs.

Another participant (EPH 3) mentioned that:

In my view, as a school for children with HI, we were always willing to employ PWHI since they do taught lower classes very well so they could learn sign language.

In a similar response, Participant EPH 2 also mentioned that:

In my view, at my company, we were always willing to offer employment opportunities to persons with disabilities only when they were ready and willing to work because we always provided protective gears to them during working hours.

The above expression of the participant showed the willingness of some employers in employing PWHI and offering RA in FPSE as one of the factors that help them attain jobs.

It was found that some employers were ready and willing to employ PWHI and even provide the necessary support needed for them to work.

Ta and Leng (2017) stated that the private sectors were more willing to accommodate PwDs due to their high qualifications for the job than the public sectors since they were

more concerned about their needs therefore, they were more willing to offer friendly environments and facilities such as ramps and sign language interpreters to PWHI.

From the discussions above, the study was in line with the findings and the literature which showed that employers were willing to employ PWHI because they had qualifications it was evident that the willingness by some employers in the formal private sectors to provide support such as sign language interpreter to PWHI.

4.3.2. Inhibiting factors to the inclusion of persons with hearing impairment in formal private sector employment

The factors that inhibited PWHI from inclusion in FPSE were presented, discussed, and analyzed below;

Participants mentioned the following responses during the interview as inhibiting factors to the inclusion of PWHI in FPSE; communication barrier, discrimination, negative attitude, lack of academic qualifications, low self-esteem, low payment, and lack of disability awareness by the employers.

4.3.2.1. Communication barrier

Participants (n=6) expressed that the communication barrier was one of the inhibiting factors to the inclusion of PWHI in FPSE.

This was stressed by participant (PHE 2) that: *“in my view, most employers did not know sign language hence could not be able to address the issues affecting staff with HI at the workplace.”*

Another participant (EPH 1) retaliated: *“in my views, there are communication barriers where it was found that the employer was interested in employing PWHI but they wondered how they would communicate.”*

Participant (PHE 4) mentioned that:

In my view, there was a communication barrier because employers wanted to give us jobs but they were not ready and willing to provide a sign language interpreter, therefore, one had to employ their own which made us lose morale and found it difficult to get a job.

The above findings of participants showed that communication barrier was one of the factors inhibiting the inclusion of PWHI in FPSE, employers, and co-workers did not know sign language and the most appropriate way was to provide a sign language interpreter which employers were not willing to offer hence the communication barrier.

The findings were in line with Burke et al., (2013) who also report that some coworkers had phobia of working with PWHI due to the communication barriers they faced and employers doubted their work abilities due to the challenges faced in the communication process at the workplace since some job required a lot of communication to build customer relationships.

The study was in line with the findings and the literature reviewed and it implied that communication barrier was a factor that inhibited the inclusion of PWHI. Since most employers and other workers were of the view that communication would be very difficult if there was no sign language interpreter to bridge the communication gap. Also, the findings show that most employers were willing to employ them but they were not willing to offer a sign language interpreter to help bridge the communication gap which led to communication barriers at the workplace.

4.3.2.2. Discrimination and negative attitudes by employers and coworkers

Discrimination referred to a set of assumptions in a community that promote unequal treatment of people based on their disability of not hearing, (O'Connell, 2022).

Participants (n=6) mentioned that Discrimination and negative attitude by employers and coworkers was one of the inhibiting factors for the inclusion of PWHI in FPSE.

This was revealed by participant (PHE 1) who mentioned that: *“in my view, there was discrimination by employers and coworkers which also demoralized PWHI from getting jobs and also the negative attitudes possessed by the employees.”*

Another participant (EPH 1) said that:

In my view, the trending level of discrimination in the workplace and community had made them develop low self-esteem so they resorted to starting up personal businesses as a source of income and they failed to look for jobs.

The above arguments by participants showed that Discrimination and negative attitude by employers and coworkers was an inhibiting factor to the inclusion of PWHI in FPSE, who were said to face discrimination at the workplace coupled with negative attitudes from both employer and co-workers in a way that they would not want to associate with them leading to low self-esteem and negative perceptions towards self and others.

In line with the theory, Barnes et al.,(2010) argued that the Social Model theory stated that the society was responsible for disabling people with impairments for example negative attitudes, and discriminations, therefore solutions should be geared towards the community members and not the individual with disabilities for adjustments.

The findings were in agreement with Rohwerder (2020) and O’Connell (2022) who mentioned that PWHI were most likely to be employed in the informal sector than in the formal sector. This is simply because they felt safe and no one would discriminate and show them negative attitudes, unlike within the formal sector where PwDs stood a higher chance of discrimination and work exploitation. Due to the perceived knowledge by the employer that PWHI was incompetent, had intellectual inferiority and low self-esteem hence made them more vulnerable to exploitation and discrimination.

The study concurred with the findings and literature as many PWHI faced discrimination and negative attitudes from employers and co-workers which demoralize them hence inhibited the inclusion of PWHI in FPSE.

4.3.2.3. Lack of academic qualifications

Participants (n=5), expressed that lack of academic qualifications was one of the factors that inhibited the inclusion of PWHI in FPSE as presented and discussed below;

Participant (EPH 3) mentioned that:

In my view, PWHI went through the education process but did not attain the rightful skills to be applied during employment, and even those we employed, we always gave them easier topics and subjects to handle like sign language.

Participant (PHE 5) pointed out that:

In my view, lack of qualifications was one of the factors that disabled PWHI from attaining jobs since many jobs required high qualifications like university and other tertiary institutions not just secondary level and yet most people with HI had stopped in the lower level of education.

The findings above showed that the lack of academic qualifications and skills were one of the factors that hindered the inclusion of PWHI in FPSE which was a requirement for most jobs in the private sector to work though many lacked them due to many factors like studying in poor performing schools which trained them inadequately making them unable to join formal private sectors.

Certainly, Nyombi & Kibandama (2014) mentioned that there were some barriers such as; the lack of access to quality education for PWHI which led to poor academic results and qualifications. Also, those who accessed it failed to complete making them have low education levels which did not meet the employment qualification. The negative cultural belief where children with disabilities were looked at as a curse more so the girl child who was doubly marginalized and education was not seen as a necessity made them fall more in the circle of no academic qualifications.

The study was in agreement with the findings and literature as many PWHI lacked academic qualifications and rightful skills for job performance hence inhibited their inclusion in FPSE.

4.4. Reasonable Accommodation

RA means an essential practice aimed at alleviating the disadvantages arising from disabilities in the application of conventional requirements and aroused where there was PwDs in an institution and the person was disadvantaged over others without disabilities, (Emong, 2014).

4.4.1. Reasonable Accommodations provided to persons with hearing impairment in formal private sector employment

Participants gave their views regarding RA provided to PWHI in FPSE. From the findings, RAs provided to PWHI in FPSE were sign language interpreter, use of Noticeboard, modification of work schedule and timetable as well as provision of written information.

4.4.1.1. Use of a sign language interpreter

Participants (n=7) expressed that there was the use of a sign language interpreter as a RA provided to PWHI in FPSE.

This was said by participant (EPH 3) who pointed out that: *“in my view, here at school, we provided sign language manual for building skills of staffs and also fellow teachers were always available to interpret for those with HI.”*

Another participant (PHE 5) added that:

In my view, a sign language interpreter was available only when I needed to discuss with the head teacher but when I was teaching in class I used sign language since the children were deaf and understood sign language well.

Participant (PHE 4) and participant (PHE 2) mentioned that:

In their views, a sign language interpreter was always hired on request only if there was a need for a discussion since other communication channels are available like the use of messages and, writing on paper to pass information though it was tiresome to use.

The findings revealed that the use of a sign language interpreter was one of the RAs provided to PWHI in FPSE therefore a sign language interpreter was considered one of the most important RA for PWHI at the workplace. Some of the participants mentioned that they worked without an interpreter since there were other mechanisms used to pass information at the workplace but an interpreter was always hired when there was a need to discuss certain issues and also during the time for meetings.

These responses matched with the Social model theory of disability which focused on the inclusion of PwDs in a community and FPSE. The model called for the removal of social barriers like negative attitudes, improvement, and modification of the environment, communication barriers, and change of perceptions leading to the inclusion of PWHI in the FPSE. This was through the provision of RA like a sign language interpreter, use of assistive devices and the theory would help PwDs to be recognized in the community and prevent discrimination in society and promoted the participation of all groups, (Oliver, 2013; Eide et al., 2021).

The results concurred with Stiles (2017) who reported that a sign language interpreter was an accommodation that helped to improve the performance of PWHI in their job duties. Similarly, Baldrige and Swift, (2011; Svinndal et al., 2020; Perkins-Dock et al., 2015) argued that the availability of workplace accommodations like amplification technologies, assistive listening devices, Bluetooth technology, sign language interpreters, visual alarms, captions, and summary of meeting discussions which improved their working situations, and allowed them perform tasks and reduce risks of fatigue.

The study was in line with the literature and findings as both considered a sign language interpreter as a RA that helped to improve the work performance of PWHI in FPSE.

4.4.1.2. Use of a noticeboard

Participant (n=3) expressed that the noticeboard was used as one of the RAs provided to them in FPSE.

Participant (EPH3) said that:

In my view, we normally used a noticeboard to display any new information to our staff so that everyone could access information, as well as the reviewed minutes from meetings, were placed there for easy access of information.

Another participant (PHE5) and (PHE2) reported that: *“in our views, at our workplace, all information was always placed on the noticeboard to improve on the accessibility of information.”*

The above expression of participants showed that a noticeboard was one of the RA offered and used in FPSE. Most of the information within the organization was placed on the noticeboard and made available for all people to read for example minutes of meetings, announcements, and adverts hence aided communication and elimination of barriers.

Similarly, the findings were in line with (Baldrige & Swift, (2011); Svinndal et al., (2020); Perkins-Dock et al.,(2015) who argued that the availability of workplace accommodations like amplification technologies, augmentative & alternative listening devices, assistive listening devices, Bluetooth technology, sign language interpreters, visual alarms, captions, and summary of meeting discussed which would improve their working situations, and allowed them to perform tasks and reduce risks of fatigue.

The findings and literature were in disagreement as the study literature was carried out from a developed country with various types of accommodations with high technology and the current study was in a developed country with low technology and used of noticeboards as an appropriate accommodation provided to PWHI in the formal private sector.

4.4.1.3. Work schedule

Participants (n=4) expressed that adjustments to the work schedule for PWHI as a RA were provided in FPSE.

One of the participants (EPH1) said that:

In my view, in my organization, the work schedule for employees with HI was adjusted more so the time for arrival at the workplace and time for departure was reduced by 15 minutes that helped them go home early enough and prevented them from walking while it was dark to avoid accidents since they only used their vision.

Another participant (PHE3) observed that:

In my view, at my workplace the employer made modifications to the timetable for example the time for arrival was adjusted and also more time was offered to her that made her accomplish assignments.

Participant (PHE1) also said that:

In my view, at my workplace, adjustments in the work schedules were made where they gave me allowance in the arrival and departure times and this helped me maneuver my way home earlier.

The expression of participants showed that adjustments to the work schedule were a key RA provided to PWHI in FPSE. Therefore working hours were adjusted for them to give more time for efficiency in the work since employees with HI needed more time and support like someone to read through their work before they submitted it.

Burke et al., (2013), observed that PwDs inclusive of those with HI frequently needed some kind of occupational accommodations such as a sign language interpreter for communication, hearing aids, and adjustments to the working schedules. This included time for reporting and leaving the workplace to be effective in performing the job this was because PWHI faced difficulty in moving while it's dark since they only used their visual ability and this helped to reduce their exposure to accidents.

Both the findings and the literature were in agreement with the study as modifications were made to the timetable for most of the employees with HI as an RA in FPSE.

4.4.2. The approaches used to provide reasonable accommodation in formal private sector employment

The approaches used when providing RA in FPSE included; reactive and proactive RA.

Participants were asked to give the approaches used to provide RA in FPSE and these were their responses; Reactive approach and Proactive approach. They are presented, interpreted, and discussed below:

4.4.2.1. Reactive approach

Reactive RA simply meant responding to the immediate barrier faced by a particular person with a disability, it helped in providing individualized support according to the needs of the person and this happened because everyone had different personal needs in line with disabilities, (Emong 2014).

Participants (n= 4) expressed that the reactive approach of RA was provided to them at the workplace in the formal private sector.

This was stressed by one of the participants (PHE 4) who strongly said that:

In my view, the employer prepared reactively after recruiting me because before I joined, the employer did not know my needs as a person with HI and after assessing me, he started soliciting for a sign language interpreter and used the notice board to pass information mostly on the rules and regulations of the workplace and other information.

Participant (PHE 2) mentioned that:

In my view, the employer prepared after he had employed me due to the lack of prior information about my needs for example my specific needs and support needed while at the workplace, the employer did this by the support from organizations of persons with disabilities like Uganda National Association of the Deaf (UNAD), and National Union of Disabled Persons Uganda (NUDIPU) who helped them on the knowledge of the kinds of RA to provide.

Participant (EPH 2) mentioned that: *“at our workplace, we always prepared after receiving the employees with HI and then we assessed their needs so we could give them protective devices.”*

The responses presented above showed that the approach most employers used was reactive where they provided RA after employing PWHI in FPSE. This happened after assessing and knowing the direct and appropriate needs of the employee and it helped employers to be specific when providing accommodations.

The social model also supports the provision of RA and therefore it promoted the right to participation for PWHI in private sector employment since it advocated for the provisions of RA, (Iyundhu et al., 2021).

Belknap et al., (2019), looked at it that there was inadequate knowledge on the technology used by PWHI and the kinds of accommodation necessary for them by both employers and employees. They further added that employers were ignorant about the assistive devices for workers with HI and this hindered active participation that made them not demonstrate their skills and competencies. Not leaving out the difficulties that the employers found in assimilating workers with HI into the workplace culture.

Emong (2014) mentioned that RA removed and reduced barriers since it catered to the individual needs of PwDs and the main focus of providing RA was to enable the person to participate equally like other members of the workplace though providing it should not impose a lot of burden on the provider.

The finding and literature were in line with the study as many employers chose reactive RA because it helped the employee to receive the most appropriate RA that suites their needs in FPSE since it reduced wastage of resources.

4.4.2.2. Proactive reasonable accommodation

Emong (2014) pointed out that the Proactive approach of RA meant the support that required an institution to plan for PwDs even when they had not yet been received or recruited at the workplace. In this case, an institution anticipated barriers likely to be faced

by PwDs and prepared and made adjustments early enough that removed barriers within the work environment.

Participant (n=3) mentioned that the proactive approach of RA was one of those provided to PWHI by employers in FPSE.

This was stressed by one of the participants (PHE 5) who pointed out that:

In my view, the employer prepared before I was employed to start work, most things I needed were in place like sign language interpreter who was my fellow teachers, the work schedule was already adjusted and timetable and, they allocated few subjects for me to teach.

Another participant (EPH 3) mentioned that:

we are always ready and prepared before the employee with HI as it helps to save time during recruitment for example room for accommodation since it is difficult for them to come from a far place to school, allocation of few subjects to teach to reduce on their workload.

Participant (PHE 3) stated that:

In my view, the employer prepared proactively before I joined the workplace because if it were not so, I would have met many challenges for example the timetable and work schedules were already adjusted and the sign language interpreter was already in place and there was a provision of office space too.

The results generally showed that some employers prepared early enough before employing PWHI indicating that they used a proactive approach of RA in FPSE. This helped to give time to the employer to plan properly and prepare arrangements for accommodation that were necessary for a person with HI before their recruitment like a sign language interpreter and it helped avoid barriers like communication.

Emong (2014) confirmed that the proactive approach of RA required institutions to make early preparation for persons with disabilities whether they had received any or not. Here institutions anticipated barriers that would create difficulties for broad categories of persons with disabilities at the workplace concerning the institutional practices and provision of the physical work environment and took steps that got rid of or lessened the barriers. Similarly, Employers had to make all processes of job recruitment accessible

right from advertisement, recruitment, and employment to all PwDs, this was done by clarifying on the advert the kinds of accommodations available for the job, (Stiles, 2017).

The empirical literature and findings agreed with the study as it was found that employers prepared in advance before employing PWHI as an approach for providing RA in FPSE.

4.5. Limitations to the provision of a reasonable accommodation to employees with hearing impairment by formal private sector employers in Lira City

In the process of the interviews, participants were asked to give their views regarding difficulties met while providing RA to PWHI in the formal private sector.

From the findings, the following were listed as difficulty communicating, high cost, no work policies, discrimination and oppression, and low skills of workers to be some of the difficulties met while providing RA to PWHI in the formal private sector. They are presented, interpreted, and discussed below:

4.5.1. Difficulty communicating

Participants (n=8) expressed that difficulty in communication was one of the limiting factors to the provision of RA to PWHI in FPSE.

This was stressed by some of the participants (PHE 4 and PHE3) who mentioned that:

In our view, employers did not know sign language and in most cases, the difficulty in communicating came in a way that not all times the sign language interpreter was present at the workplace and it was also tiresome for us to keep using a paper and pen method to communicate with the employer and other co-workers to bridge the gap for example when there was an issue, it was difficult to share using a pen and paper since it is tiresome and slow.

Another participant (PHE 2) said that:

In my view, there was an inability to offer services effectively due to difficulty met while communicating and this led to the inability to show cast my potential because the people around me could not understand me well and I could not understand them well too since they did not know sign language.

The findings above showed that difficulty in communicating was one of the factors limiting the provision of RA in FPSE as most employers did not know sign language and

lacked signing skills, also PWHI complained of a lack of self-expression due to the use of an interpreter.

Belknap et al., (2019), noted that employers faced communication barriers when communicating with employees with HI. This was because most of them lacked signing skills used in sign language especially when it came to communicating with persons with congenital hearing loss in FPSE.

The study was in line with the findings and literature which showed that Communication difficulty was one of the challenges met by both employers and PWHI in FPSE as most employers did not know sign language and others had a negative attitude that it was very difficult to learn hence a lack of signing skills.

4.5.2. Inactive government policies

Participant (n=3) expressed that there were inactive government policies as a limitation to the provision of RA in FPSE.

This was stressed by participant EPH2 that:

In my view, there were work policies in Uganda but they did not work for example the policies on giving tax incentives to the companies that were employing persons with disabilities inclusive of PWHI and this had discouraged many employers from giving jobs to them because we had to pay tax as well as arranged for RA.

Participant EPH1 said that:

In my view, here at our workplace, we had policies that favors employment of persons with disabilities and they were the priority during recruitment for job positions we also looked forward to ensure that the government had enforced laws on employing persons with disabilities and as an organization, we helped to implement the laws.

The findings from participants indicated inactive government policy as a hindrance to the provision of RA to PWHI in FPSE, due to the high taxes and loss of revenue. For instance, it was said that there was a tax reduction for companies employing persons with disabilities. Though it was never implemented and this had discouraged many employers since they had to provide RA which in most cases was expensive.

Also, Sundar (2017) observed that employers of companies viewed employing persons with disabilities as a risk due to the fear of legal legislation about their employment, losing revenue, and high costs met in providing RA.

The findings were not in line with the literature review since in the case of the study, the inactive government policies were a hindrance to the provision of RA and contrary to the literature that said that employers feared legislations like CRPD Art.2 which talked of RA and Art 27 which focused on its provision and also the fear of losing revenues.

4.5.3. High costs of providing reasonable accommodation

Participants (n=3) expressed that the high costs of providing a RA were limitations to the provision of RA in private sector employment.

One of the participants (PHE3) showed that:

In my view, there were high costs incurred in hiring a sign language interpreter and limited funds for purchasing resources to provide full support to the employees with HI by the employers in the formal private sectors.

Another participant (EPH1) explained that:

In my view, we normally faced high costs when accommodating persons with disabilities including those with HI since we had to hire a sign language interpreter for our employees and also to ensure that all other requirements necessary for work were available like a projector, and flip charts to be effective at workplace.

The expression from participants revealed that the high costs of providing RA were one of the factors limiting the provision of RA to PWHI in FPSE for instance hiring a sign language interpreter.

Griffiths et al., (2020), employers perceived that the costs of providing RA were very high and this demoralized them from employing persons with disabilities despite the benefits of the tax incentives and quota offered to companies who employed persons with disabilities. Therefore, employers ended up cutting salaries for employees with disabilities to reduce the high costs of adjustments. This was also a reason why many PwDs withheld

accommodation requests. Similarly, Perkins-Dock et al., (2015); Baldrige & Swift (2011), and Kulkarni et al., (2014), pointed out that employers feared and had stereotypes towards hiring PwDs due the high costs of hiring, training, and providing RA. Employers also lacked knowledge about disability awareness and this led to limited knowledge on accommodation by employers which hindered them from employing PWHI.

The findings and literature were in agreement with the study since it showed that employers always experienced high costs in providing RA like adjustments to the work schedule, and hiring a sign language interpreter which made it difficult to provide RA to PWHI in FPSE.

4.5.4. Inadequate knowledge of Deaf culture

Responses from the participant (n=3) indicated that inadequate knowledge about Deaf culture by both the employer and the employee was an inherent factor that influenced the provision of RA to PWHI at FPSE.

The following were the responses given verbally and visually through sign language by some of the participants;

Participant (EPH 2) mentioned that:

In my view, I did not understand Deaf ways of living and how they communicated because sometimes at the workplace, when the person with HI was seated while facing a different direction, I could not call him by name and pass my information so it was difficult to communicate and explain to them issues for discussion.

Another participant PHE 4 stated that:

In my view, I failed to understand the way hearing people behave at the workplace since they always did not want to work with me at the workplace and they kept complaining about the way I wrote broken English and I made a lot of noise while eating and walking so they always discriminated me since I had congenital hearing loss and sign language was my first language.

The results showed that the inadequate knowledge of the Deaf culture fully contributed to one of the factors hindering the provision of RA to PWHI in FPSE. Since most of the

employers lack knowledge of Deaf culture like the way of communication, socializing and this made it difficult to communicate because employers never understood the way PWHI behaved. Since they only used visual cues such as eye contact and sign language.

It was noted by Belknap et al., (2019) that PWHI had inadequate knowledge about the culture of those without HI, and the values and norms stated and followed at the workplace. In the same way, employers also lacked knowledge of the Deaf culture. PWHI always missed out on information that was passed on incidentally by the employer or coworkers because they were communicated verbally for example urgent information needed, and sometimes it's overheard information (hearsays). PWHI also faced difficulties in joining conversations and discussions which were informal.

Similarly, Belknap et al., (2019), and Rohwerder (2020), expressed that communication was part of the Deaf culture for most employees with HI since most employers and coworkers lacked knowledge and signing skills for sign language. They also had a lower understanding of English grammar, especially from those with congenital hearing loss that had sign language as their first language, therefore, they make incorrect English sentences like “where do you stay” but in the case of sign language grammar it could be “stay where you.”

The study agreed with the literature and the findings as most employers lacked knowledge about Deaf culture hence a limitation faced by employers in providing RA to PWHI in FPSE.

4.5.5. High taxes imposed by the government on the private sector

Participants (n=2) stated that high taxes imposed on private sector companies and organizations were hindering factors in providing RA to PWHI in the formal private sector as shown below;

Participants (EPH 1) mentioned that:

In my view, at least government should reduce tax on the companies that were employing persons with disabilities inclusive of those with HI so that more persons with disabilities would be employed in the private sector. This was because we always spent a lot of money providing RA to PwDs as well as paying taxes highly and sometimes it discouraged us. For example, it was said that when we employed persons with disabilities, 10% of our tax would be reduced but that was not true so maybe the government could implement that.

Another participant (EPH 2) mentioned that:

In my view, tax reduction should be offered to us employers who were employing persons with disabilities so that we can be able to provide RA to them and also employ more persons with disabilities.

The findings above as presented showed that there were high taxes imposed on private companies and organizations which made it difficult for them to provide RA to PWHI in FPSE.

On the other hand, Vornholt et al., (2018) specified that the UK had introduced the quota system which enabled companies and employers to give jobs to a certain percentage (5% slot) of PwDs which led to tax reduction for the company. Furthermore, Heera and Devi (2016) pointed out that most governments had offered incentives to organizations and companies and this was in form of tax credits and cash incentives, tax holidays, and also amended anti-discriminatory policies, and introduced quota systems to fill the gaps in employment for persons with disabilities in the labor force.

The findings of the study did not concur with the literature as it was conducted from another developed country where employers were receiving tax reductions but in this study employers were complaining of high taxes and no tax reductions that were not given to them in the formal private sector.

CHAPTER FIVE

SUMMARY, CONCLUSIONS, AND RECOMMENDATION

5.1. Introduction

This chapter presented the summary, conclusions, and recommendations. It also presented the areas for future studies by other researchers.

5.2. Summary of findings

The study revealed that RA provided to PWHI at the workplaces mostly included sign language interpreters and modifications of the timetable as they were rated affordable and others like amplifiers and captions were very expensive for employers to acquire and offer in the private sector employment. Similarly, the study discovered that academic qualifications were very important in the process of getting a job and also access to the internet was important since most jobs were advertised and applications were made online through the internet.

This study established that employers were very much willing to offer RA to employers with HI who were qualified for specific jobs like teaching due to their skills but also some employers said that the skills taught to them were lacking. On the other hand, the study revealed that most employers in the private sector used the Reactive approach of RA and it helped them to find out the specific needs of every employee with disabilities since most of them had varying needs therefore they want to first employ the person then start the process of preparation for RA.

This study indicated that there were high costs met in providing RA and this was one of the factors limiting the provision of RA to PWHI in FPSE for instance hiring a sign language interpreter, workplace modification which were seen costly and employers feared to incur those extra costs of employing them. Also there were high taxes levied on

employers due to unfavorable government policies of offering 5% discount but it was not implemented and this demoralized employers from employing PWHI in FPSE.

5.3. Conclusions

From the start of the study to the discussions, the inclusion of PWHI in FPSE has been made possible due to the following factors discussed above therefore in light of the findings;

Most private sector employers hardly provided RA to their employees with HI since they assumed it was very expensive and yet they were very important for their inclusion in FPSE. Most employers were not aware of disability which made it difficult to provide RA since employers did not know the specific needs of employers with hearing impairment which acted as a hindering factor to their inclusion in FPSE.

The limitations towards the inclusion of PWHI in FPSE were stated by the employers that they were afraid of the high costs of providing RA and also there was a lack of disability awareness coupled with inactive government policies.

5.4. Recommendations

On the strength of the findings and conclusions from the study, the following recommendations were perhaps considered crucial as per the objectives and research questions of the study.

Guidance and counseling should be provided to PWHI to improve their mindset towards self and job seeking by carrying out workshops that are tailored on soft skills like how to conduct self while at the workplace to help change their mindset of looking at self as it was impossible to work just like others without disabilities.

Sign language should be taught to employers and co-workers to enable bridge the communication gap and promote independence in the self-expression of ideas by PWHI and their employers.

Employers should use the approach of reactive RA when offering accommodation measures to employees with HI since it helps them to assess their needs and the most appropriate ways to handle them at the workplace.

Awareness raising campaigns on disability should be offered to employers and co-workers through some willing organizations so they come to know and understand disability categories and needs as well as their rights to enable a change of attitudes.

Sign language interpreters should be employed and paid by the employer and not the employees with HI to encourage PWHI to join the FPSE since some of them have a phobia that they will pay their own interpreters.

Government should implement Laws and policies regarding the employment of persons with disabilities by enhancing a friendly working environment such as modified infrastructure, accessibility of information, and modified working schedule that favors the individual needs of the person with disabilities.

Tax reduction should be offered to organizations and companies who employ PWHI to help them manage the high costs met during the provision of RA by offering tax incentives like tax holidays and a 5% reduction too.

5.5. Suggestions for further studies

Based on the study findings and recommendations, I hereby suggest that:

Another study should be conducted in the future to explore the Reasons for self-employment by PWHI in the private sector employment given the fact that it was mentioned during the study that most PWHI preferred self-employment to job seeking.

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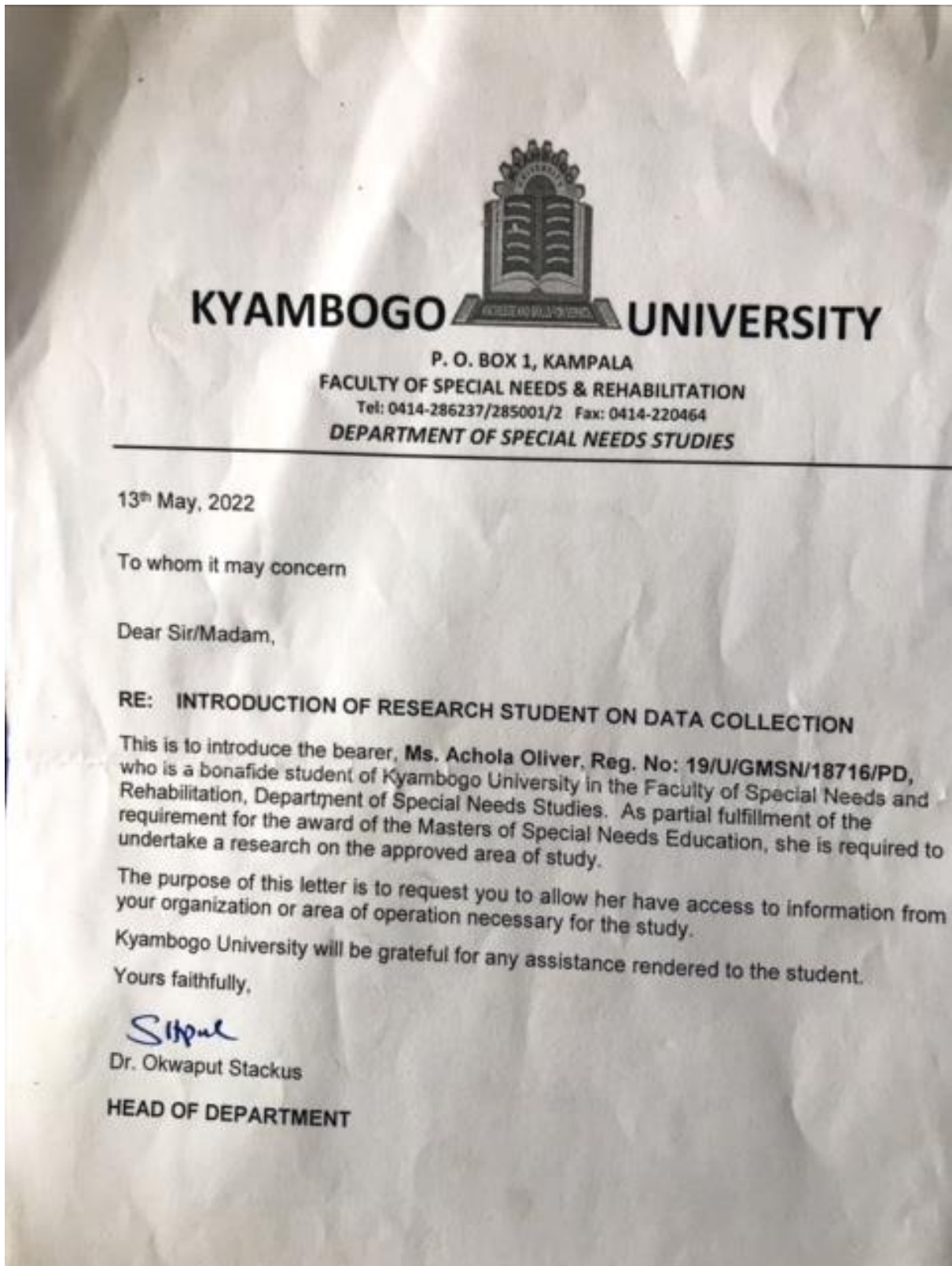
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APPENDICES; APPENDIX I: INTRODUCTORY LETTER



APPENDIX II: LETTER TO THE PARTICIPANT



P. O. BOX 1 KAMPALA

Tel: 041-286237/285001 Fax: 041-220464

FACULTY OF SPECIAL NEEDS AND REHABILITATION

Department of Special Needs Studies

20th May 2022

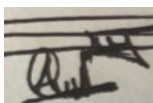
Dear participant,

RE: REQUEST TO PARTICIPATE IN THE RESEARCH STUDY

I hereby write to you regarding the above request. I am a student of Kyambogo University pursuing a Master's degree in Special Needs Education, Department of Special Needs Studies. Currently, I am conducting a research study on the Inclusion of persons with hearing impairment in formal private sector employment and your organization has been identified as an entity for data collection. The purpose of this letter is to humbly ask you to participate in this study. The information you will provide is to be strictly used for academic purposes and treated with confidentiality. You are free to withdraw from the study if you feel uncomfortable continuing.

I will be grateful for your participation in the study.

Thank you



ACHOLA OLIVER

APPENDIX III: CONSENT FORM



P. O. BOX 1 KAMPALA

Tel: 041-286237/285001 Fax: 041-220464

FACULTY OF SPECIAL NEEDS AND REHABILITATION

Department of Special Needs Studies

20th May 2022

Dear participant,

I am a student of Kyambogo University pursuing a master's degree in special needs education and I am conducting a research study on the inclusion of persons with HI in FPSE. It is looked to that after the study; the findings will help enlighten employers on how to include employees with HI, appropriate ways of getting jobs as well as knowing the limitations met by employers in providing RA.

You have been chosen as one of the participants to inform the study through conducting interviews that will focus on the factors influencing their employment, the RAs provided and the limitations met by employers in providing them. The interviews may last for 20-30 minutes.

The purpose of this letter is to request you to participate in the study and all information provided will be kept confidential and used for study purposes. It is also at will to withdraw from the study if you feel uncomfortable proceeding with the participation.

Thank you so much for your cooperation and support in advance.

Yours sincerely



ACHOLA OLIVER

APPENDIX IV: INTERVIEW GUIDE FOR EMPLOYERS OF PERSONS WITH HI IN FORMAL PRIVATE SECTOR EMPLOYMENT

Dear respondent,

My name is **Achola Oliver**, a student from Kyambogo University, carrying out a research study on “Inclusion of Persons with HI in Formal Private Sector Employment, in one of the cities of Northern Uganda.” You have been selected as one of the respondents to this study because the information you will provide is important and will contribute highly to the success and completion of this project. The information provided will be kept confidential and the information attained will be used for only academic purposes.

1. Self-introduction.

2. Background information about the participant, probe for; (Gender, Position held, Years of experience, Educational level)

3. The factors influencing the inclusion of Persons with HI in formal private sector employment

3.1. What are the numbers of employees with HI working at your company /organization? (Probe for the position held, gender, and their number)

3.2. What is your experience with working with PWHI? (Probe for the period they have had supervising them).

3.3. In your views, what are the factors enabling PWHI to access jobs in the formal private sector?

3.4. In your view, what are the factors hindering access to formal private-sector employment by PWHI?

4. RAs provided by employers during employment of persons with HI in formal private sector employment.

4.1. In your view, what support is being provided to enable them to execute their duties effectively? (probe for the assistive devices provided, modifications, work policies, work schedule)

4.2. In your view, identify the approaches you use to provide RA/ support to PWHI. (Probe for reactive or proactive RA).

5. What are the limitations to the provision of RA to employees with HI by formal private sector employers in Lira City?

5.1. In your view, what are the difficulties met while providing RAs/ support to Persons with HI at the workplace? (probe for policies, costs,

5.2. In your view, how best can PWHI be assisted to offer better services at the workplace?

6. In your view, what do you think needs to be done to enable Persons with hearing impairment to obtain employment and perform their work tasks effectively?

Thank you so much for your support and cooperation.

APPENDIX V: INTERVIEW GUIDE FOR PERSONS WITH HI IN FORMAL PRIVATE SECTOR EMPLOYMENT

Dear respondent,

My name is **Achola Oliver**, a student from Kyambogo University, carrying out a research study on “Inclusion of Persons with HI in Formal Private Sector Employment, in one of the cities of Northern Uganda.” You have been selected as one of the respondents to this study because the information you will provide is important and will contribute highly to the success and completion of this project. The information provided will be kept confidential and the information attained will be used for only academic purposes.

1. Self-introduction.

2. Background information about the participant, probe for; Gender, Years of experience, Educational level)

3. The factors influencing the inclusion of Persons with HI in formal private sector employment

3.1. In your view, what are the factors enabling/ leading to access to formal private-sector employment for Persons with HI?

3.2. In your view, what are the barriers faced by Persons with HI in accessing formal private sector employment?

4. The reasonable accommodation provided to Persons with Hearing Impairment in formal private sector employment.

4.1. In your view, identify some of the forms of RAs/support that are necessary for you and that are offered by employers in formal private sector employment to work well at the workplace.

4.2. In your view, identify the approaches used by the employer to provide RA/ support to Persons with HI. (Probe for reactive or proactive RA).

5. What are the limitations to the provision of RA to employees with HI by formal private sector employers in Lira City?

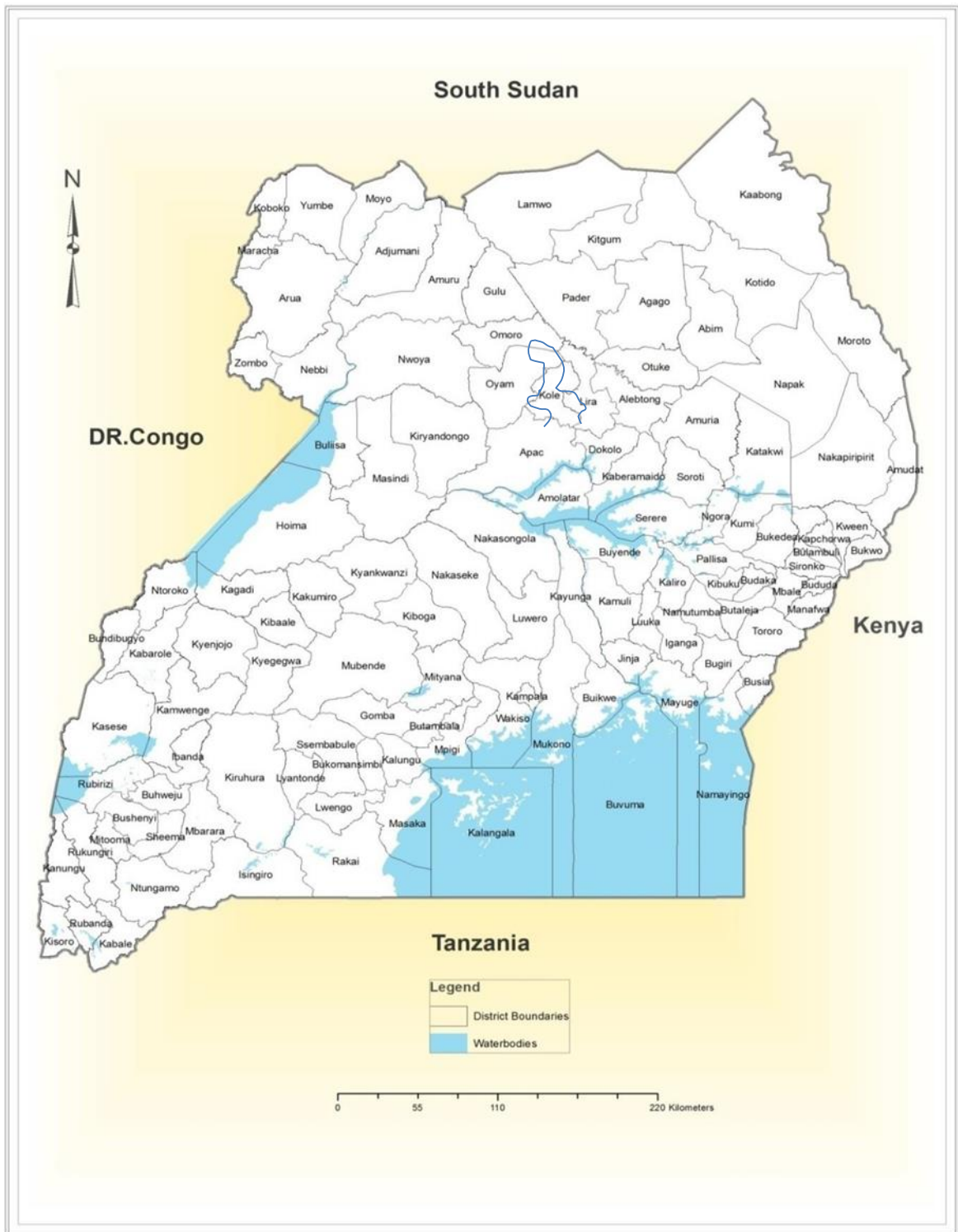
5.1. In your view, what are the difficulties met providing services without receiving RAs/ support from the employer in private sector employment? (probe for policies,

5.2. In your view, how best can Persons with HI are assisted to offer better services at the workplace?

6. In your view, what do you think needs to be done to enable PWHI to obtain employment and perform their work tasks effectively?

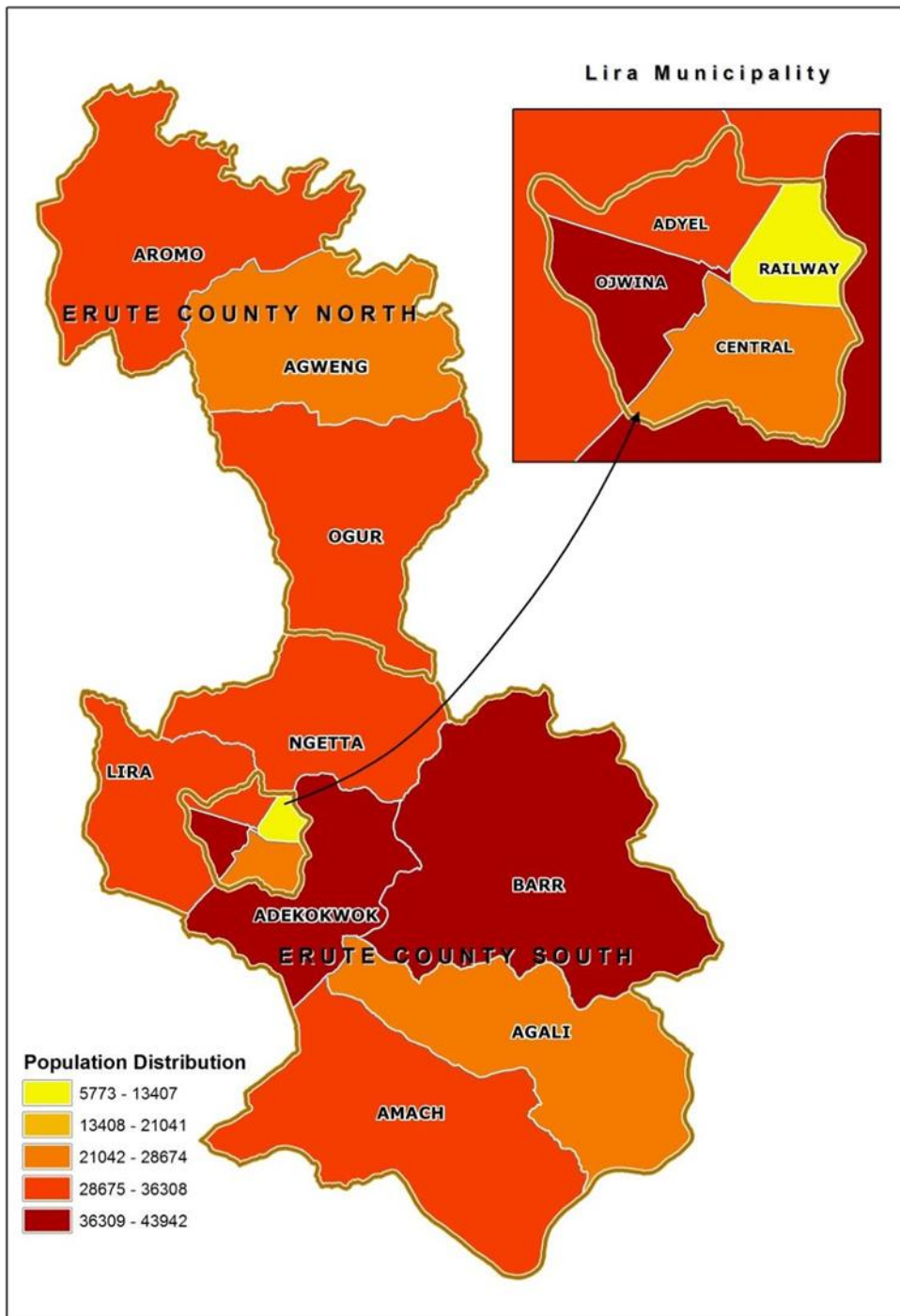
Thank you so much for your support and cooperation.

APPENDIX VI: MAP OF UGANDA



Source: Adapted from (UBOS, 2017)

APPENDIX VII: THE MAP OF THE THEN LIRA MUNICIPALITY NOW LIRA CITY



Source: Adapted from (UBOS, 2017)

APPENDIX VIII: A RESEARCH BUDGET ESTIMATE 2021/2022

	Item	Unit cost	Quantity	Total cost (UGX)
1.	Proposal writing ❖ Printing ❖ Binding	20,000	3	60,000
2.	Data collection ❖ Transport to the organizations ❖ Airtime	10,000	10 days	100,000
3.	Final report ❖ Printing ❖ Binding	25,000		100,000
4.	Miscellaneous			100,000
	Total			360,000