INTRODUCTION

People with Physical Disabilities face various conditions that reduce their chances of living an Independent lifestyle. Our world is designed to function as such that financial resources are essential to meet even the most basic needs of life. In the question of Physically Challenged People, there is no special financial aid coming from any source. The world has no mercy or consideration towards the physical challenged in the aspect of financial sustenance. This makes work very essential to even the physically challenged people. Various NGOs identified the need for economic sustenance of the physically challenged people and started to work continuously with the Human Resource Divisions of various corporates to help the physically challenged find work and aid their efforts towards economic sustenance. Further, work in the case of the physically challenged people brings a sense of purposefulness and routine to their lifestyles. There are many corporates today who went to the extent of publishing slogans that appreciate the idea of hiring physically challenged people for various types of work. The traditionally prevalent ideologies about the physically challenged people are more akin to the concepts of “Karma”. Many physically challenged people suffer a lapse of confidence and don’t show any interest in aspects like career development, education etc from a very early age. This emotional condition further marginalizes the possibilities of finding work as they gradually become disinterested in their own lives and live a regretful lifestyle. Hence work is not just about the financial sustenance, it is also about allowing the physically challenged people to live a life of harmony and find a purposefulness in their work and life conditions. The current study attempts to understand the various career opportunities that are available to the physically challenged across various Industries and attempts to analyse the work-life conditions in detail. The early years of childhood, education, family and kinship, the financial affluence of the family, socialization, exposure, critical

*Corresponding author: Hepsi Sushmita G
Department of MBA Institute of Aeronautical Engineering – Dundigal, Hyderabad
incidents that may have resulted in the disability, conditions that could prevail in the question of a physical disabilities caused due to an accident or a disease, the training needs and the specialized training resources form the basis of various discussions that will be dealt in this study in detail. Under work-life conditions the aspects of accessibility at workplace, workloads of the physically challenged personnel, compensation, appraisals, the need for vertical escalation in terms of career development, job security, the aspects of power, including but not limited to the acceptance of power and authority by the subordinates, discriminations, stigmatised perception of the physically challenged by the peers are to be considered and elaborated.

LITERATURE REVIEW

The work and life conditions of physically challenged personnel is studied and their levels of satisfaction on emotional grounds and on professional grounds is analysed. This is a case sensitive aspect as a physically challenged person is not like every other person who is normal able and capable in all aspects. They lack functionality with respect of any of the body parts which makes their movement, vision or hearing ineffective. So when they strive to secure their position in the corporate world it is necessary to analyse their satisfaction as well. To analyse all the amenities and facilities provided to ease their work life by providing all the required facilities and accessibility. Every aspect from compensation to the Personal aspects are studied as they are just not an unfit category or worthless people who need to be sympathised for their condition. But they are much more than we see we need to penetrate deep within their life to know what they want. The study is done to analyse their lifestyle and work life. Each employee has sad story hidden but during the study most of them are not lamenting on their condition but have become way more stronger and confident and are extremely determined in dealing with their condition as a part of their life, but not as a burden which will curb their strength. A sample of 106 employees who are physically handicapped have given their valuable feedback regarding their work life, and a personal interaction has given a broader scope to study their emotional condition, they feel the inequality, the surroundings still need to open to accept them as they are but not show sympathy towards them which makes them even more conscious that they are not one of them but they are different from everyone else which makes them mentally weak. The environmental conditions still need to be improvised which will make them stronger and confident the peer support and the facilities provided at workplace still need to be enhanced further and the educational aspects should be widened to create a broader spectrum for the physically challenged to do higher education. The government schemes should be further improved to which will be beneficial for the physically challenged personnel.

Need of study

- The study is done to analyse the work and life conditions of physically challenged personnel. An able employee who is considered fit in all aspects is never treated ill, whereas if a physically handicapped employee is working in the same organisation, he is treated in a different way he is sympathised for every single aspect. This doesn’t make them feel good but rather lowers their morale they become less confident to interact and mingle like everyone else.
- This study is focused on their satisfaction levels with respect to all the life conditions and surroundings and the work life conditions. It is necessary to know deeper about their thoughts and opinions about every aspect in their life. As they are a part of our community and have equal rights to be equally treated and satisfied in every single aspect. It may be a workplace condition, accessibility facility in public and workplaces, marital aspects, educational aspects etc.
- It is necessary to analyse all the conditions and the difficulties they face in reaching a level in their life.
- It’s not only the work conditions cause to reach that level they should be educated in a proper way but that is lacking there is no facility for proper education to attain their graduation and post-graduation they are only schools which provide secondary education and later they don’t get much scope to finish their education in order to get proper employment they must be properly educated.
- Thus, there are various barriers which create a hindrance to develop and become capable, their disability is never a obstacle for them but the surroundings around create problem in every aspect. Thus, the accessibility and educational barriers must be eliminated. This survey is conducted to know their feedback regarding various economic, social, work life conditions.

Objectives of study

Primary objectives

The main motive of the research is to examine methodically various social, economic, work life, personal and educational conditions of the physically challenged personnel, their satisfaction levels to various factors and the various barriers which create obstacles in their life.

Secondary objectives

- The secondary motive is to analyse their work life satisfaction levels regarding various amenities provided at workplace.
- The satisfaction for various compensation and welfare facilities provided at workplace
- The annual income generated by the physically handicapped employees
- The barriers they face at workplace and their dissatisfactions regarding various aspects are examined.

Research objectives

Types of work

Work is defined as the task allotted which can be accomplished by a capable person. In this scenario it is completely different as the rate of unemployment in the physically challenged spectrum is very high compared to an able body. Thus, the preferable candidates for execution of any task are the able bodies this reduces the scope and dimension of the physically challenged Personal to penetrate the work zone. They have other opportunities which are provided by the government as a
sympathetic factor in order to earn their daily bread. Various occupations which are work from home or store head or handling a std booth were well suited for the petiole with hearing vision and mobility impairments.

In the present study I have focused mainly on analysing the people with locomotive disorders i.e. people with mobility impairments where any part of the body is temporarily or permanently dysfunctional. Thus, considering this aspect the various opportunities of work are analysed. The mobility impairments just effect only a part which still makes them functional with respect to other aspects thus in various organisations people with locomotive disorders are hired.

As they belong to the special case, they are provided modifications towards the work environment which enables the disabled to feel comfortable and work like one of every other in the organisation. The examples are wheelchair ramp, adaptive computer technology, specialised rest rooms, apart from this they are provided with special privileges to ensure effective work functionality condition.

**Accountant**

A person with mobility impairments can become an accountant as they examine the financial records such as tax returns as their brain functions effectively and they also have a concentration which is more than the able body cause their focus isn’t diverted in any case and are extremely focused.

**Salesperson**

A salesman sells a product or service by communicating with the potential consumers by making them aware of the product that it would meet their perceived need. A satisfied customer implies that the salesperson was efficient in his duty. They either work in the showroom, work from home or at any prospective customers locations.

**Self employed**

Some disabled people discover their own significance by improving their skills and identifying their strength during this course of time they strive hard to excel in that significant role they are best at and this may constitute of various fields and another form of self-employment is to start an own operating business.

**Teacher**

People with disabilities are considered to have a tremendous focus rate which makes them scholars this is a master skill in attain knowledge and excel in any aspect. Thus, they can become great trainers and help the people of various age groups by sharing their knowledge.

**Computer system analyst**

They are professional analysts who revise the system and protocol and help run the management in an organisation efficiently and effectively. Analysts work directly for an organisation or they can work as a freelancer or work directly from home.

**Software developers**

This is one of the high-profile technical jobs as the title suggests they are highly knowledgeable professionals who develop various software applications in order to improve the efficiency and reduce the complexity of performing various tasks.

**Accessibility**

The people with disabilities needs special services and opportunities to easily survive in the society. The accessibility for the disabled refers to various services, special needs, activities and amenities which are provided to ease their lifestyle routine. Creating an obstacle free environment for the disabled is essential, accessibility must comprise of a barrier free environment it is disable friendly. It provides equitable usage for the disabled, it creates a flexible design according to individual preferences, it is simple and intuitive in nature. The design should be efficient and comfortable for the disabled with minimal fatigue. The protection of the rights of a person with any disability act 2013 ensures that the establishments done for the disabled must be easily accessible and a flexible efficient design must be incorporated to increase the accessibility.

Public places should be provided with Ramps and public transport should be accessible easily to the disabled, according to section 32 physically disabled people have special privileges of having 5% seats in any public transport. But in the real scenario it is very different a physically challenged person can’t even get into a fully loaded bus and this creates a problem in reaching his destination on time due to this kind of inconvenience in transport facility. Public places don’t provide wheelchair s for their convenience, moreover the wheelchair doesn’t have access to move around the pedestrian walkway this is because of no proper rules and awareness and unstructured systems which don’t follow rules and regulations. Thus, laws for the disabled should Be strictly enforced in order to ensure their basic needs are fulfilled without any difficulty this will create an simultaneous growth for them to participate and penetrate into the society by eliminating their barriers.

There are many challenges in evaluating the accessibility there are various groups such as people with mobility issues, hearing and vision impairments. Health care accessibility also is one of the most important factors to create an ease for accessing medical facilities. Primary health care services, access to toilet facilities promotes an independence and ensures their intimacy and privacy. Various projects must be developed in order to enlarge the accessibility spectrum by designing various products and services is essential to increase their independence ease and security. The infrastructure of the physically challenged must be specially designed and even the transport vehicles must be ergonomically designed. The ability to access must be strengthened and this concept is mainly focused on developing the accessibility benefits and designing in such a way that they become efficient. Various accessibility aspects for a handicap impaired mobility are

- wheelchair ramps
- Braille signage
- elevators
- signals at pedestrian crossing,
- walkway counters
- website design
- Reading accessibility
- Educational access
- Recreational facilities
and emotionally low they want to be among them interact with sympathy but this kind of behaviour makes them feel left out. Sometimes it happens to be that some employ cold shoulder and don’t interact with them.

People with disabilities they look weirdly at them they give a person to grow further there are many who look down on relations during emotional balance he feels unwanted and humiliated a distant aspect with the child this totally breaks the child’s confidence. Thus, we must ensure that they are always treated equally irrespective of their disability. The acceptance rate in relation with the family aspect might be a condition of either totally feeling the child as a burden and restricting him completely without supporting the child at any given point similarly there are parents who don’t judge the child on basis of his disability but feel that a child is a boon but not a bane to the family they in-fact support the child in every little aspect motivate and encourage the child and make him forget that he is incapable of few aspects early child intervention, various therapies and other special activities are incorporated for the children. This makes them feel wanted and increases their morale makes them stronger and confident.

Neighbours acceptance another factor if children would want to indulge with other kids if they want to socialise and communicate to start an interactive conversation with others some of them don’t encourage this but prohibit them and keep a distant aspect with the child this totally breaks the child’s emotional balance he feels unwanted and humiliated Peer relations during employment is another significant aspect for a person to grow further there are many who look down on people with disabilities they look weirdly at them they give a cold shoulder and don’t interact with them.

Sometimes it happens to be that some employees show sympathy but this kind of behaviour makes them feel left out and emotionally low they want to be among them interact with all of them and wanted to be treated equally as one of their colleague this makes them feel they are not the odd ones who are either ill-treated or sympathised they just need to be treated with love care and affection in a friendly manner.

Society acceptance is the major discriminatory aspect for all the disabled people on public levels. On a public platform they are not given the required privileges and they are not treated well on humanitarian ground even if its public transport, pedestrian crossing, accessibility etc thus we must ensure that they are treated in a right manner and they don’t face any kind of hindrance in any circumstance.

Acceptability

Social acceptance of physically challenged personnel plays a key role in their sustainability and the social acceptance boosts their morale the key elements of acceptance are:

- Family acceptance
- Neighbourhood acceptance
- Peer relations
- Society acceptance

Each category can be analysed to ensure that there is equality maintained amongst them in every aspect. Disability discrimination is found mostly in the rural areas because of their orthodox rituals they feel a person with disability is a sign of his karma in his past and feel he needs to be punished and they are never treated well on humanitarian grounds. This ruthless behaviour amongst people creates a barrier to even inculcate confidence within themselves they are a bad omen and people never call them for good occasions because of this reason. This kind of emotional and mental humiliation by separating them from the society and making them feel guilty about their birth creates a low within them and they never cope with this condition. Thus, we must ensure that they are always treated equally irrespective of their disability.

The acceptance rate in relation with the family aspect might be a condition of either totally feeling the child as a burden and restricting him completely without supporting the child at any given point similarly there are parents who don’t judge the child on basis of his disability but feel that a child is a boon but not a bane to the family they in-fact support the child in every little aspect motivate and encourage the child and make him forget that he is incapable of few aspects early child intervention, various therapies and other special activities are incorporated for the children. This makes them feel wanted and increases their morale makes them stronger and confident.

The following data is collected from a sample of 106 employees who are physically challenged by the questionnaire method and the data interpretation is done by the statistical method, pie charts are incorporated for various factors regarding the study.

Research design

The study conducted is a survey pattern to analyse the work life conditions of the physically challenged Personnel. Their levels of satisfaction with respect to various factors are analysed.

Sample design

According to the feasibility and the scope the sample size is generated from the given population.

Sample size

106 physically handicapped employees are analysed to study their work life conditions.

Data collection

The primary data is generated by the feedback method by developing a questionnaire which consists of various factors the feedback forms response are the primary data. The secondary data is generated by personal interaction after getting the feedback some of them have given their valuable time for interaction through which all their aspects were studied on a wider spectrum and their work life conditions were analysed.

Limitations

It’s not a study considering all the physical disabilities but only the physically handicapped employees are taken into consideration.

The study is not 100% accurate as a very small sample cannot determine the conditions of all the physically challenged employees The findings are mostly based on the interactions with the employees and their opinions are taken into consideration to analyse their need and the improvisations they are expecting for the futuristic aspects.

Data interpretation

The survey conducted for 106 respondents regarding various factors is analysed using a questionnaire which has several questions regarding every aspect or condition is analysed and the work life conditions, amenities provided and the satisfactory levels of the physically challenged personnel is taken into consideration. Questionnaires and Interviews were carried out throughout the research.
questionnaires have been prepared to focus on various aspects of Work and Life of the physically challenged personnel. For operative ease, questionnaires have been sent to various Physically Challenged personnel through google forms and the results have been tabulated for the purpose of analysis and interpretation.

Inputs have been taken from about 106 people. Out of the 106 people, 66 are men and 40 are women. The people considered belong to various castes and religions and there is no bar regarding such considerations. Most of the people with who I interacted with have some connection with an NGO or training organization. People with Physical Disabilities generally approach these specialized NGOs for the purposes of training and recruitment. The NGOs maintain relationships with the Human Resource Divisions of various corporates and find the opportunities for the Physically challenged.

**Phase 1**

<table>
<thead>
<tr>
<th>Table 1 Representing Work Life Amenities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Cafeteria accessibility</td>
</tr>
<tr>
<td>Special toilets accessibility</td>
</tr>
<tr>
<td>Staff room accessibility in School</td>
</tr>
<tr>
<td>Pantry accessibility</td>
</tr>
<tr>
<td>Meeting rooms accessibility</td>
</tr>
<tr>
<td>Lift accessibility</td>
</tr>
<tr>
<td>Ramp for wheelchair accessibility</td>
</tr>
</tbody>
</table>

**Phase 2**

<table>
<thead>
<tr>
<th>Table 2 Representing Welfare Facilities Utilized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Transport</td>
</tr>
<tr>
<td>Cessations</td>
</tr>
<tr>
<td>Life Insurance</td>
</tr>
<tr>
<td>Health Insurance</td>
</tr>
<tr>
<td>Retirement Policy</td>
</tr>
<tr>
<td>Pension Benefits</td>
</tr>
<tr>
<td>Educational Loans</td>
</tr>
</tbody>
</table>

**Phase 3**

<table>
<thead>
<tr>
<th>Table 3 Representing Satisfaction Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Compensation-satisfaction level</td>
</tr>
<tr>
<td>Promotional opportunities</td>
</tr>
<tr>
<td>Government schemes</td>
</tr>
<tr>
<td>Welfare facilities</td>
</tr>
<tr>
<td>Annual income</td>
</tr>
<tr>
<td>Work environment</td>
</tr>
</tbody>
</table>

**Findings**

- The study states that most of the physically challenged employees feel satisfied about the basic pay but are unhappy with the promotional and appraisal opportunities.
- Physically challenged employees are dissatisfied with the public accessibility aspects as they are not provided with special accessibility facilities to eliminate obstacles and for easier access in public places. Access in various public places such as ramp facility and specialised toilet facility should be made mandatory at every public place.
- Employees are satisfied with the ramp facility provided at workplace, but the special toilet amenities still need to be enhanced in various workplaces.
- Majority of the employees are physically disabled from birth itself and only few of them suffered with disability due to some injury or disease.
- Majority of the employees have either completed their +2 or schooling, but only few of them have completed their graduation and post-graduation this is because of a lower scope to attain higher education for physically challenged personnel.
- Most of the employees belong to the IT INDUSTRY, BPO. Their job roles are mostly web developers, data entry, tele-callers, accountants, data analyst, software developers etc. This is because my present study is only limited to physically handicapped employees who are suffering from locomotive disorders and have motion impairment.
- Majority of the employees have income ranging between 2-4 lakhs per annum the scope of growth by giving promotional opportunities and special incentives so that they get highly motivated and become more productive.
- Most of the employees are married and have an offspring according to the survey and the remaining employees are single.

**Suggestions**

- The educational system regarding physically challenged personnel should be improvised specialised schools for the disabled should be provided and concessions should be provided in order to facilitate education for all kids irrespective of financial condition of parents. The graduation and post-graduation aspects and various training centres should be established to give training in English language, computer skill, technical training etc.
- The peer relationships, orthodox family rituals, rural mindset need to be changed who feel they are a curse and not a boon to the family and are restricted and they aren’t sent to school such mindset needs to be completely demolished in fact they are special angels gifts of god who need to be treated in a special way with more love and affection they must not feel their condition as a curse but as a weapon to become much more stronger. Thus, we must make the first step to initiate a change and treat them with compassion and warmth.
- The government schemes in order to facilitate welfare facilities, employment, educational loans, entrepreneurial loans, various pension policy and insurance schemes still need to be enhanced to ensure they have a secured future.
- The marital prospects should be further improvised by introducing many more matrimonial sites for the special categories so that they too have better scope to choose their life partners wholeheartedly.
- Extracurricular activities to enhance their morale and motivate them to put forth their talent, a platform for...
showcasing their talent in aspect of sports, dancing, singing, painting etc they must be encouraged on order to double their levels of confidence and become more social.

- Education must become mandatory for all the physically challenged and they all must get better scope of employment special reservations and government schemes should be introduced to increase the scope of opportunities for employment. Various training facilities should be introduced so that they don’t lack in any skill and are profound in every aspect.

CONCLUSION

- This project is an analysis of all the work and life conditions of physically challenged personnel. A person with disability is boon to the society and not a curse. They are special souls and must be treated in a special way with much love and affection.
- Examining deeper into their lives has given clear view of what their emotional and mental conditions are towards life. Their way of life is completely different they tend to find chances to secure their position in the society to earn their daily bread and to become independent is their main motive they never like to be dependent.
- Thus the extent of zeal and determination is tremendous but the scope of achievement is less thus they must be given a chance in every aspect beginning from their childhood by introducing child development schemes which enhances their learning skills and education must be provided to every physically disabled by providing special schools and rehabilitation centres to provide scope for their future.

- It was indeed a beautiful experience to meet all of them and I feel blessed to have got an opportunity to interact with them on a personal level, we are fortunate to be able in every aspect but they in spite of their disability inspire other and are extremely confident their lives aren’t as expected they don’t feel low or neither do they lament about their condition but are extremely happy.
- They are dissatisfied with the environmental aspects and the way they are treated. Accessibility issues are their main concern. Thus, this study has given an analysis regarding various economic, social, personal and work life constraints and their levels of satisfaction are studied. The aspects of change, enhancements and improvisational requirements are examined.

References

Disability study in India- retrospect’s and prospects by G.N. Karna
Introduction to disability basic concepts and issues by Dr.B. Ramaswamy
Education needs and disability Janice Warmouth
Gifted: inspiring stories of people with disabilities by Sudha Menon
www.vikaspedia.in

How to cite this article:

******