




EMPLOYMENT OF PERSONS WITH DISABILITIES IN DAR ES SALAAM TANZANIA

An Assessment of the Proportion
of Persons with Disabilities
in the Workplace

2010





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All photographs which appear in this
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at their place of work.

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Acknowledgements

This report presents the findings of a survey entitled: Employment of Persons with Disabilities in Dar es Salaam, Tanzania: An Assessment of the Proportion of Persons with Disabilities in the Workplace. The successful completion of the survey would not have been possible without valuable contributions from numerous people.

Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) and Radar Development carried out the survey with support from the Australian Government, AusAID and CBM Australia. CBM is an international disability organisation committed to improving the quality of life of persons with disabilities in developing countries.

The survey was commissioned, designed and implemented as a result of initiatives by Disability Aid Abroad (DAA), CCBRT and Radar Development. Particular gratitude should be extended to John Coghlan, Chairman of DAA, Suzan Boon, Programme Development Coordinator for CCBRT and Jonathan Sutton, Chief Executive of Radar Group Limited, who have all provided valuable insights and guidance to the survey. Thanks also to Diana Makombe and Vincent Kaduma from Radar Development for their tireless implementation of this survey.

Thanks also go to the Tanzania Union of Industrial and Commercial Workers (TUICO), its staff and member companies with special gratitude to TUICO's management: Mr. Nkakatisi, Mr. Salehe, Mr. Mwakihaba and Mr. Lyimo. Assistant regional secretaries, Martha Elifariji and Imelda Lyanzile ensured an amazing response rate from the TUICO members in the field.

Shirikisho la Vyama vya Watu wenye Ulemavu Tanzania (SHIVYAWATA) assisted greatly by making two of their member representatives, Pangarasi Msongore and Blandina Sembu, available to take part as research assistants in the survey and thank you for their diligence.

Without the support, guidance, understanding, contributions, assistance of the above-mentioned individuals, completion of this survey and subsequently the report, would not have been possible.

Executive summary

Between June and September 2010, CCBRT and Radar Development conducted a survey to assess the number of persons with a disability who are employed in companies in Dar es Salaam, Tanzania and to analyse the category of jobs that persons with a disability are engaged in.

The survey was instigated by:

CCBRT: a Tanzanian non-governmental organisation and the largest indigenous provider of disability and rehabilitation services in the country.

Radar Development: a not-for-profit arm of Radar Group, offering access to a recruitment service for persons with disabilities, a unique service in Tanzania.

DAA: a Northern Ireland charity which was established to change the lives of persons with disabilities living in developing countries.

It was carried out in collaboration with:

TUICO: one of the leading commercial and industrial trade unions in Tanzania, with over 40,000 members nationwide.

SHIVYAWATA: an umbrella organisation of disabled people's organisations founded in 1992 to represent different types of impairments all over Tanzania.




At this firm, the people we employ who have disabilities work hard, they are very productive and I don't understand why other companies do not employ them. ” ”

Human resources manager at a Dar es Salaam based manufacturing company

Two main factors motivated this survey: a lack of national statistical data concerning employees with disabilities and a need for increased awareness amongst employers on the issues relating to persons with disabilities.

Questionnaires were used as the main data collection method. These were filled during face-to-face interviews and backed up by observations from the research assistants. In determining the employment rate, the survey was conducted amongst members of TUICO and the companies in which the members are employed. The study was carried out within three TUICO regions in Dar es Salaam (Ilala, Kinondoni and Temeke). Dar es Salaam was selected as a pilot mainly because this is where the majority of TUICO members are based.

All the members of the trade union in the three Dar es Salaam regions and the companies in which the members are employed took part in the survey. This is the first survey of its kind to have used a trade union as a sample and it encompasses persons with varying skills and experience from managerial to support staff level.



The member companies of TUICO were very cooperative throughout the survey, but some research assistants felt that the management and human resource personnel lacked knowledge when it came to the term ‘disability’ and were unable to identify accurately whether persons with disabilities were working at their companies or not. During the survey, the research assistants continued to define ‘disability’ along the categories provided by the Social Welfare Department of the Ministry of Health and Social Welfare¹ in order to raise awareness amongst employers.

This survey found that the employment rate amongst persons with disabilities was as low as 0.7 per cent of the total number of employees of the companies surveyed. The majority of the companies (54 per cent) had not employed any person with a disability. Management responses revealed that one of the factors leading to this low rate of employment is lack of knowledge on where to recruit qualified persons with disabilities. However, according to the research assistants’ observations, employers also had negative attitudes towards persons with disabilities in that employers tended to think that persons with disabilities would not be

¹ The five categories are: 1) blind or visual impairment, 2) deaf or hearing impairment, 3) physical impairment, 4) intellectual impairment, 5) albinism.



‘Persons with disabilities can be at least as productive as persons without a disability when matched to an appropriate job.’

Profession: Health worker

able to work in such environments unless they made major structural adjustments to the workplace.

One of this report’s recommendations is that there ought to be sensitisation sessions, awareness raising seminars or training for employers themselves in order to shift attitudes that will contribute to the understanding that persons with disabilities can be at least as productive as persons without a disability when matched to an appropriate job.

It is also recommended that a similar study should be conducted to poll TUICO members in the rest of the country in order to collect accurate national data.

Rationale

Radar Development, Tanzania's first recruitment agency dedicated to finding work for persons with disabilities, was set up in 2008. It was established in close collaboration with CCBRT, Tanzania's largest provider of surgery and rehabilitation for persons with disabilities. Radar Development is currently based at CCBRT in Msasani, Dar es Salaam. The first years of Radar Development's operations provided valuable lessons concerning the key challenges in promoting the employment of persons with disabilities in Tanzania; the main one being the stigma surrounding disability. Because of the many prevailing false beliefs about persons with a disability, their employment is often considered as potentially problematic.

It became evident that employers are often not clear what disability is, have little awareness that persons with disabilities can work and that there are many benefits of employing persons with a disability.

Persons with disabilities are currently clearly underrepresented in the workforce while they are a resource which should be valued and harnessed. Active employment also enables persons with disabilities to become productive members of society. International research² shows that employees with disabilities are more loyal to their employers (they stay in the job for longer), have a strong commitment to work, good punctuality records as well as low absentee records. So the benefits to employers of taking on a person with a disability have been researched and reported.

²Equality Commission for Northern Ireland, 'Employing Disabled People – a Good Practice Guide for Managers and Employers'

‘Employers with 20 or more employees to reserve at least 3% of the registered jobs for persons with disabilities – The Persons with Disabilities Act, 2010’

The challenges faced by Radar Development precipitated the concept of conducting a survey to gather real data, facilitate awareness within companies and, at the same time, create an entry point for starting a dialogue regarding the employment of persons with disabilities. As the majority of jobseekers registered with Radar Development are educated up to primary level, a link was sought with companies with high volumes of employees in manual jobs. TUICO, being the largest trade union in Tanzania for the industrial and commercial sectors, was therefore the most appropriate target for collaboration. This was vindicated by the experiences of DAA which has worked with trade unions in the United Kingdom and found that they provide potentially strong support for employees with disabilities.

Against this background, proposed new legal provisions relating to the employment of persons with disabilities was going through Parliament. Yet, Radar Development’s experience was that very few employers were even aware there was already a legal requirement (since 1982) concerning the employment of persons with disabilities. The new Persons with Disabilities Act was finally passed into law in mid 2010.

According to the 2008 National Disability Survey, 3.1 per cent of persons with disabilities receive income from paid employment. Even though the national survey goes further to point out that the paid employment was done in cash, it does not specify whether this kind of employment is in the informal or formal sector. This survey conducted by CCBRT and Radar is company-based and, thus, only considers formal employment. The results of this survey provide valuable data on the status quo and affirmative actions to be taken in order to promote formal employment of persons with disabilities.

Survey Objectives



Overall objective

The main objective of the study was to assess and determine the employment rate or rather the proportion of persons with disabilities actively employed in the workplace.

Specific objectives

The specific objects of this study were to:

- (a) determine the employment rate of persons with disabilities in the workplace,
- (b) determine the types of jobs that persons with disabilities are engaged in,
- (c) determine the level of awareness on the laws overseeing disability issues at workplaces.

Survey Methodology



126 companies were surveyed

This survey was designed and conducted by CCBRT, Radar Development and DAA in collaboration with TUICO.

126 companies were surveyed and SHIVYAWATA assisted with the collection of data in all of those companies.

Survey Methodology

The survey involved both qualitative and quantitative data collection techniques in order to ensure a representative sample as well as ensuring more in-depth understanding and analysis of the problem.

Survey focus:

- 126 companies
 - 93 local companies
 - 33 multi-national companies
- 252 respondents in total from those 126 companies
- Types of companies surveyed: industries, commercial institutions, financial institutions, services and consultancies. A mix of both public and private sectors.
- Six companies had less than 20 employees
- 120 companies had over 20 employees

Geographical location

The survey was conducted in one region of mainland Tanzania - Dar es Salaam. The region was selected because it has the majority of members within the trade union and also, Dar es Salaam is a

cosmopolitan city containing people from different tribes, beliefs, socio economic status and education levels. The survey took place in all three of Dar es Salaam districts, i.e., Temeke, Kinondoni and Ilala. All companies with TUICO members in Dar es Salaam were surveyed.

Areas covered by the survey

Districts	Ilala	Kinondoni	Temeke
Number of companies	56	28	42

Respondent characteristics

All the general company information was provided by human resource personnel, administrators or managers.

The information regarding membership of TUICO within the same companies was provided by its representatives working within those firms.

The data collected was adequate because of the quality of respondents. This had a positive impact on the survey because the right persons to approach had been targeted. These people had easy access to the relevant information that was being sought.

How the data was collected

a) Questionnaires and document reviews

The data was collected using questionnaires and review of company documents. The questionnaires were used as a tool to extract the information and data from employers, those in management as well as from the TUICO representatives. Some companies also provided company documents for references. Questionnaires were used because of its effective and easy administration.

b) Face to face interviews

The questionnaires were filled in during face-to-face interviews so as to allow further discussion. This conversation ensured that the collection of the data was adequate and broadened the understanding of the subject matter with respondents. The questions posed were as follows:

Determination of the employment rate of persons with disabilities in the workplace.

1. How many employees are in your organisation?
 - a. Number of employees (managers and other staff)
 - b. Number of employees with a disability (managers and other staff)



‘Employers are often not clear what disability is, have little awareness that persons with disabilities can work and that there are many benefits of employing persons with a disability.’

Profession: Television presenter

- c. Number of TUICO members (managers and other staff)
 - d. Number of TUICO members with a disability (managers and other staff)
2. How many employees within your organisation have the following disabilities?
- Blind/visual impairment (difficulty seeing, even if wearing glasses)
 - Deaf/hearing impairment (difficulty hearing, even if using a hearing aid)
 - Physical impairment (difficulty walking or other physical activity)
 - Intellectual impairment (difficulty remembering, concentrating or understanding even if using customary language)
 - Albinism
 - Other (please specify)

Assessment of the types of jobs that persons with disabilities are engaged in.

- (a) List of job titles of persons with disabilities in your organisation
- (b) Type of disability

(c) Male or female

(d) How did you go about recruiting persons with disability?

- Recruitment agencies
- Job advertisements welcoming applicants with disabilities
- Notifying a voluntary workplace
- Other (please specify)

Assessment of awareness about the law and policies overseeing disability issues at workplaces.

(a) Do you have a disability policy?

- If yes, what does it entail?

(b) Are you aware of the Tanzania legislation regarding employment of persons with disabilities?

- Previous: Every employer with 50 or more employees is required to reserve at least 2% of the jobs registered for persons with disabilities - Disabled Person (Employment) Act No.2 (1982); Disabled (Employment) Regulations, 1985 – Government Notice No. 464
- Current: Employers with 20 or more employees to reserve at least 3% of the registered jobs for persons with disabilities – The Persons with Disabilities Act, 2010

General company information:

- (a) Name of the organisation
- (b) Local or multinational
- (c) Type of business
- (d) Name of contact person

Challenges in collecting data

Researchers encountered some complications during the data collection:

- o In some instances they would not find the respondents at the workplaces as scheduled and would have to return many times to collect the information needed.
- o In other instances, human resources staff would refuse to fill out the questionnaires on the basis that they have to wait for permission from headquarters, which at times would take weeks.
- o It was also very difficult to access some of the intended respondents because of busy work schedules.

Survey Results



0.7% of workers had disabilities

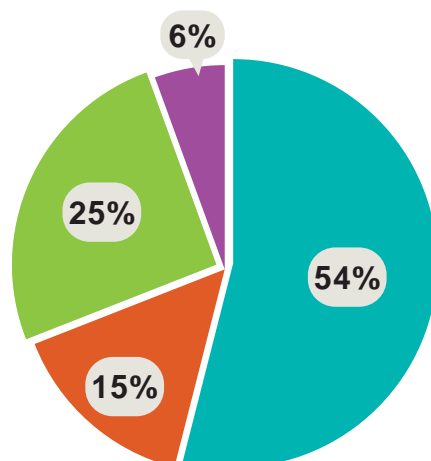
126 companies with a total of 25,446 employees were surveyed. 16,149 (63%) out of all the employees were TUICO members.

Overall, only 186 (0.7 per cent) of employees in all the surveyed companies are persons with disabilities.

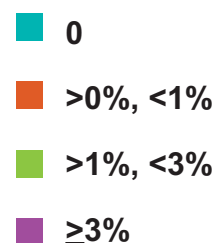
Survey Results

Result 1: Determination of the employment rate of persons with disabilities in the workplace.


- Overall, only 186 (0.7 per cent) of employees in all the surveyed companies are persons with disabilities.
- Only 46 per cent of all employers said they have employed one or more persons with a disability.
- Only seven companies (six per cent) had more than three per cent of persons with disabilities amongst their employees in line with current legal requirements.
- Of the 120 companies with more than 20 employees surveyed, 51 per cent said they did not employ any persons with disabilities.
- One per cent (161 people) of TUICO Dar es Salaam members have disabilities.



Percentage of companies employing persons with disabilities (all companies surveyed)





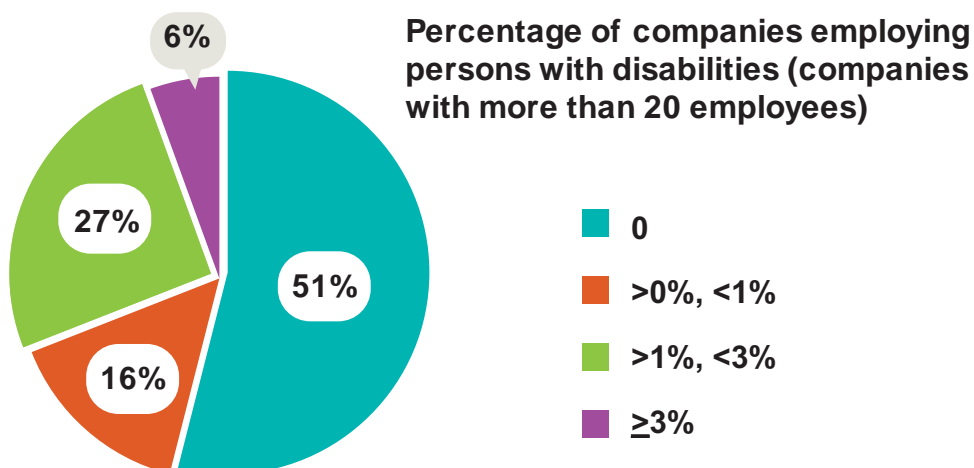
Although there are no disabled employees at this company, I am willing to consider employing persons with disabilities. The constraint is that I don't know where to recruit or find qualified persons with disabilities. 

Human resources manager at a production company

Why are employers hiring so few persons with disabilities?

Some of the reasons given by employers for the low levels of employment of persons with disabilities in their companies were:

- Inadequate information and advice - hiring persons with disabilities was perceived as onerous and time consuming on the employer because they would have to work extra hard to find suitable persons with disabilities for the post advertised.
- Additional financial burden - some employers were concerned about additional financial costs of hiring a person with a disability For example, if physical adjustments had to be made to the workplace building and equipment.





People with disabilities at my company work very well, they look at their job as their first priority, they are very dependable too partly because they value their jobs.

Company executive of a manufacturing firm

-
- Additional support required - some employers were concerned that persons with disabilities may be less productive in the workplace or that they may need additional ongoing support in the workplace which could be costly in terms of HR requirements and financially.

Result 2: Assessment of the types of jobs that persons with disabilities are engaged in.

- The majority of workers with disabilities (33 per cent) in the companies surveyed were employed in general supportive jobs such as office attendants, store clerks, packers, gardeners, meter readers, receptionists and cleaners.
- Retail was the next biggest sector where persons with disabilities were employed (24 per cent) in areas such as sales and delivery.
- 11 per cent of persons with disabilities were employed in the technical sector. Types of roles include: accountants, operations supervisors, tax officers, cashiers, graphic designers, electricians, engineers, and carpenters.
- Seven per cent of persons with disabilities were working as managers.
- Amongst the companies surveyed, the lowest numbers of persons with disabilities were found in administration, and mechanics.

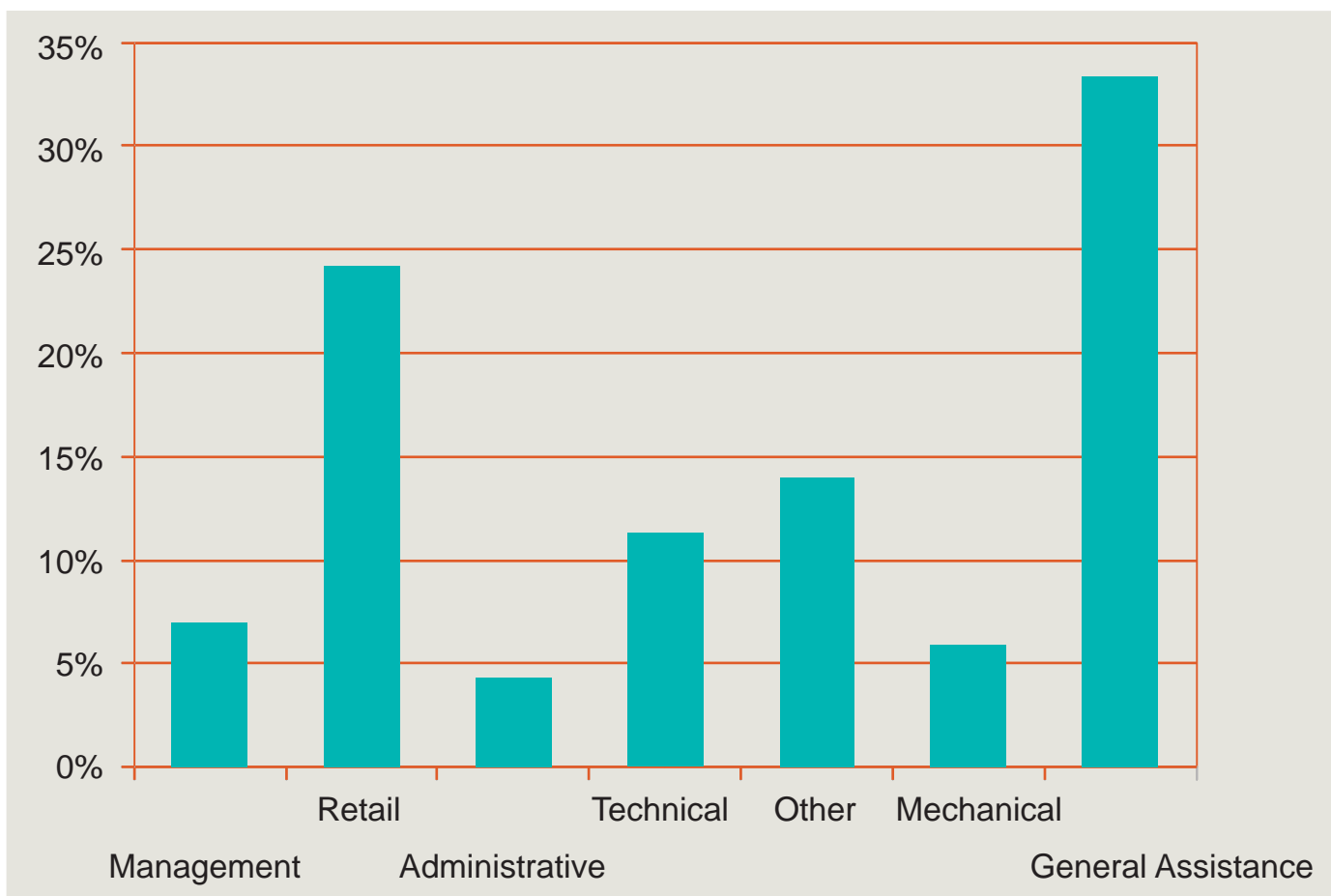


‘Companies acknowledged that there are certain company departments where persons with disabilities can work.’

Profession: Packer

- Just over one per cent of all 1,207 managers have a disability of some kind. By comparison, looking at all those employed, just 0.7 per cent of workers have a disability.

Assessment of job types undertaken by persons with disabilities



-
- 5.7 per cent of all 105 TUICO managers have a disability and one per cent of TUICO workers have a disability. However given the small sample size (only 105 TUICO managers) it is not possible to say whether or not TUICO managers are statistically more likely to have disabilities than non-TUICO managers.
 - At 83 per cent, men comprise the majority of the employed persons with disabilities in the companies in this survey. However, it cannot be concluded as a general point that men with disabilities are more likely to be employed than women with disabilities, since there is not enough information on gender in general in this survey.

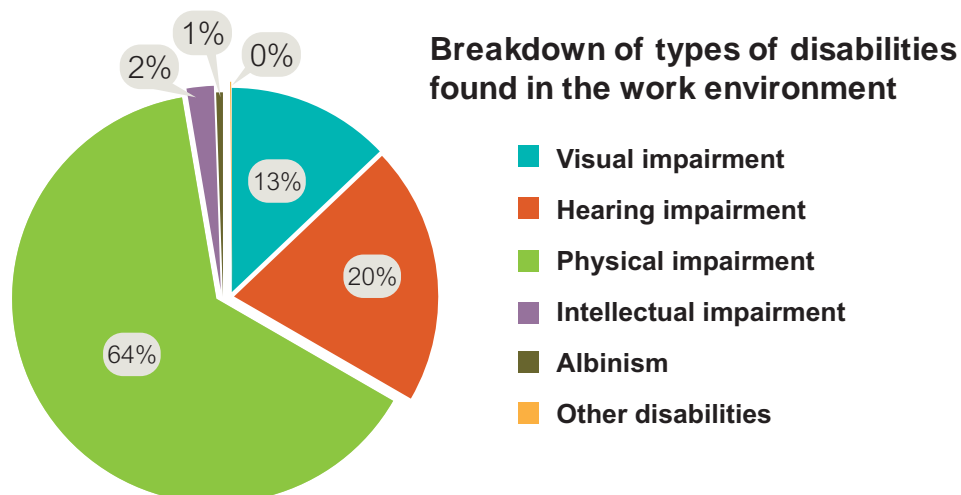
As the results above show, the vast majority of the companies surveyed had no employees with disabilities. Companies claimed that nature of their work, i. e. the work environment and the type of work they carry out was not suitable for persons with disabilities. As industries, they mostly deal with manufacture and production. However, after discussions, they acknowledged that there are certain company departments where persons with disabilities can work. They also acknowledged that, given certain adjustments and training, persons with disabilities can also do similar tasks.

‘Many employers were uncertain about what disability actually entails.’

At 64 per cent, most persons with disabilities found at the workplace have physical impairments such as paralysis, amputation and kyphosis.

The research assistants observed that most of the employers were uncertain about what disability actually entails. During discussions, it was clear that they perceived disability as a medical condition and did not think of it as a limitation on activity resulting from barriers imposed by communities or environments. Some of the respondents gave a list of conditions that some people have in order to get clarification as to whether those conditions were disabilities.

The research team, while conducting the survey, also had opportunities to raise some awareness on types of disability by using the categories provided by the Social Welfare Department in the Ministry of Health and Social Welfare.

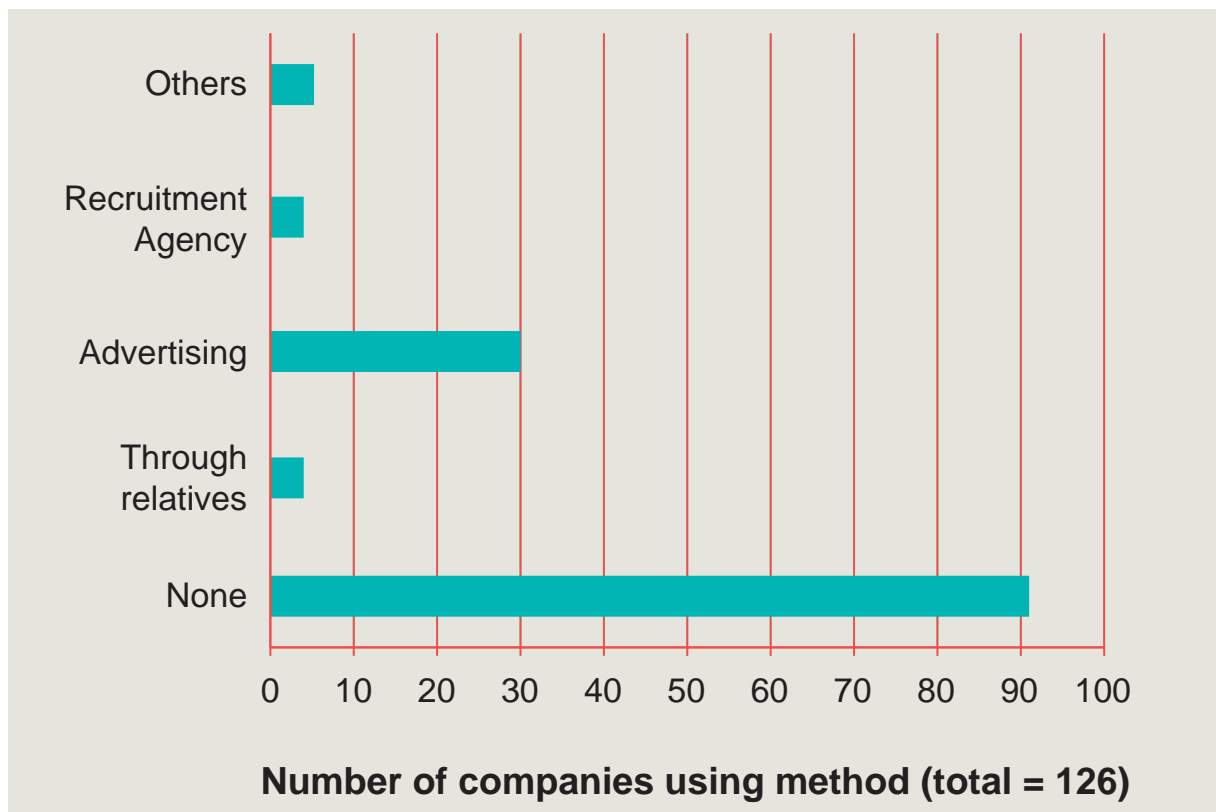


‘Three per cent of companies reported that there was an official company policy supporting persons with disabilities.’

Result 3: Assessment of awareness concerning the law and policies overseeing disability issues at workplace.

- 33 per cent of companies were aware of the Disability Employment Act, 1982.
- Seven per cent of companies were aware of the Persons with Disabilities Act, 2010.
- Three per cent of companies reported that there was an official company policy supporting persons with disabilities.

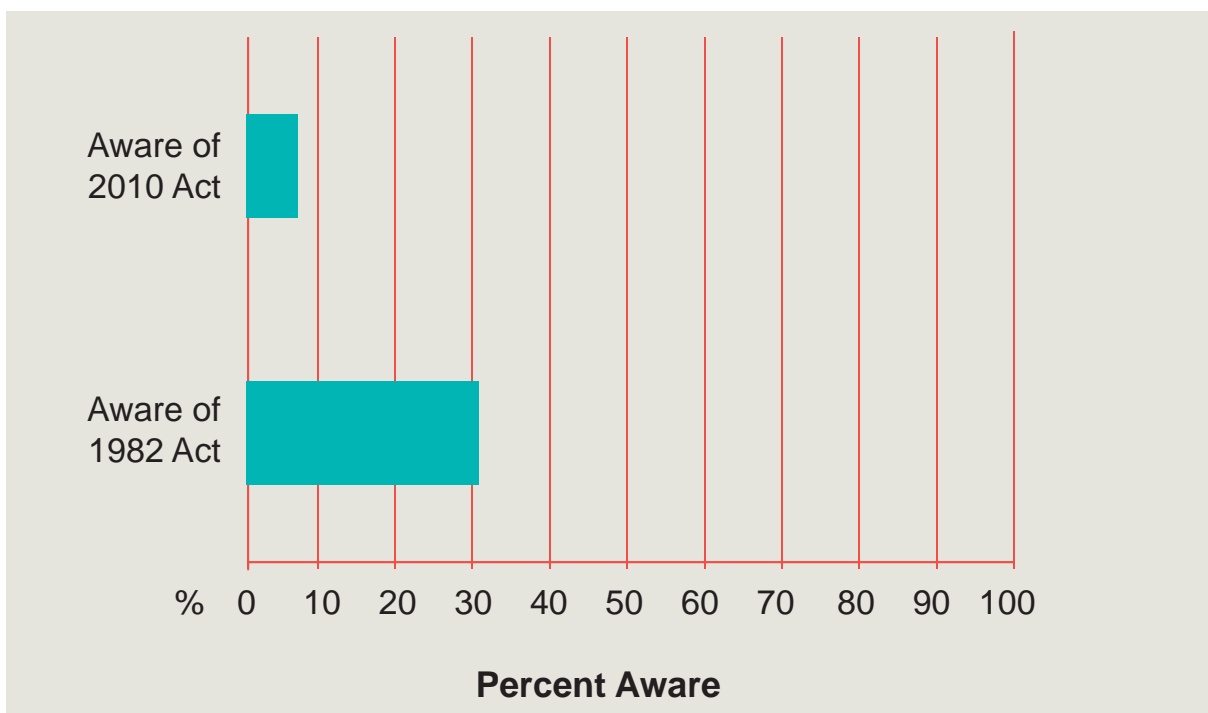
Methods of recruiting persons with disabilities



‘Only 41 companies (33 per cent) were aware of the employment of persons with disability requirements under the Disabled Persons (Employment) Act No.2 (1982) and Disabled (Employment) Regulations, 1985 - Government Notice No. 464.’

Interviewees were asked about their awareness of the legislation overseeing disability issues. Only 41 companies (33 per cent of the total surveyed) were aware of the employment of persons with disability requirements under the Disabled Persons (Employment) Act No.2 (1982) and Disabled (Employment) Regulations, 1985 - Government Notice No. 464. Only eight respondent companies (seven per cent of those surveyed) were aware of the similar requirements under the The Persons with Disabilities Act, 2010.

Are you aware of Tanzanian legislation concerning employment of persons with disabilities?



Conclusion



The barriers remaining

The results of this survey indicate that there is a strong need to tackle the barriers – perceived and real – to the recruitment and hiring of persons with disabilities.

A key barrier to employment for persons with disabilities identified by this survey is in the workplace itself.

Conclusion

The results indicate that even though the proportion of persons with disabilities actively employed is very low in general, some particular disabilities are not represented enough or in some cases, at all. This implies that employers might not be aware of accommodations that can be made to make diverse employees have equal access to the same kinds of jobs. The fact that most employers are not aware of the legal requirements in this area or even have policies on disability guarantees that employment of persons with disabilities will be overlooked or where they do have jobs their employment rights will be not be protected.

A remaining barrier to employment for persons with disabilities identified by this survey is in the workplace itself, namely the predominantly negative attitudes of others towards persons with disabilities. To have a fully integrated workplace is an area that can be addressed independently with continued training across all personnel cadres.

During and shortly after the survey, five persons with disabilities were employed by some of the companies involved with the survey via contacts made with Radar Development. This highlights the fact that with greater awareness, companies are willing to make the adjustments needed to encompass diversity.

Recommendations

Recommendations for action

1. There is a need to sensitise both the employers and employees on disability through training and seminars and also have in place national training and employment policies. As a result of training, employers will be knowledgeable on the accommodations and adjustments required in order to be able to facilitate access for persons with disabilities. They also need to be made aware of the benefits of employing persons with disabilities, and that they are equal to persons without disabilities.
2. In order to limit exclusion, the government should insist that employers include non-discrimination clauses or clauses that welcome diversity while recruiting. Also, employers should be informed of services that are available to help facilitate recruitment of persons with disabilities, e.g. recruitment agencies for persons with disabilities. Such services should be one-stop shops for employers looking to recruit in order to minimise time and resources.
3. Companies should introduce policies that allow a flexible working environment to help minimise difficulties with physical access to the workplace, i.e. getting to and from work. There should also be

‘Employers should be informed of services that are available to help facilitate recruitment of persons with disabilities.’

adequate adjustments and adaptations to workplace equipment as well as flexible working hours.

4. As a means of enforcing the requirement of employing persons with disabilities in companies, incentives or special budget allocations for these employers to employ persons with disabilities should be considered.
5. Employers need to adhere to the requirements of the Persons with Disability Act, 2010 as part and parcel of all labour and employment relations.
6. The Law Reform Commission of Tanzania should ensure that the employment clauses in the Persons with Disability Act, 2010 are read into or referred to by the Employment and Labour Relations, 2004, which is the one piece of legislation that guides all employment relations within the country.



‘Companies should introduce policies that allow a flexible working environment to help minimise difficulties with physical access to the workplace.’

Profession: Journalist

7. There is a need for the Government to allocate resources in order to undertake research activities that will provide national data on disability.
8. Work with trade unions or other workers’ associations needs to continue. Focus groups with unions is a good place to continue information gathering in this process to learn more about barriers to employment for persons with disabilities, and how unions can be engaged to help address continuing attitudinal barriers.
9. There is a need for further research in this area. Research should not be limited to Dar es Salaam based companies but it should be extended countrywide. As a starting point, there should be a similar survey of the rest of TUICO’s members all over the country. Another area for future research in this sector would be an examination of the efficacy of training programmes that will be introduced for sensitisation on disability issues.

Useful contacts

CCBRT

Based in Dar es Salaam and Moshi, CCBRT is the largest provider of surgical and rehabilitation services for persons with disabilities in Tanzania. Each year approximately 120,000 people directly access its services which include a disability hospital, community programme, an education programme, economic empowerment, training and advocacy initiatives. CCBRT's main aim is to improve the quality of life for persons living with a disability, their family members and caregivers to enable them to become full members of society.

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Email: info@ccbrt.or.tz
Website: www.ccbtr.or.tz

Radar Development

Radar Development, part of Tanzania's leading recruitment and education company Radar Group, was set up in 2008 with the primary aim to find jobs for persons with disabilities. Radar Development can offer advice relating to the employment of persons with disabilities and assist with the recruitment process.

P.O. Box 110336
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Tel: +255 (0) 22 2601543
Email: info@radardevelopment.com

Sources

The Tanzania National Disability Survey (2008)

The Tanzania National Policy on Disability (2004)

Equality Commission for Northern Ireland, 'Employing Disabled People – A Good Practice Guide for Managers and Employers'

Legislation

UN General Assembly, Convention on the Rights of Persons with Disabilities: resolution / adopted by the General Assembly, 24 January 2007, A/RES/61/106.

The Disabled Person (Employment) Act 1982 (No. 2) (Tanzania)

The Disabled (Employment) Regulations 1985 (G.N. No. 464) (Tanzania)

The Persons with Disabilities Act 2010 (No. 10) (Tanzania)

