

# Understanding the Recruitment Strategy of Firms towards PWD's

A STUDY REPORT

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Joanna Jones | Prakruthi Bharadwaj | Srividya Viswanathan

# Flow of Report

- Context to the Study
  - Methodology and Profile of Respondents
  - Diversity Landscape
  - 'Persons with Disabilities (PwDs)' Recruiter Perspectives:
    - 'Persons with Disabilities (PwDs)' Landscape : Key Features | Opportunities | Outlook
  - 'Persons with Disabilities' Non - Recruiter Perspectives
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The objective is to glean a broad perspective on Persons with Disabilities (PwDs) Hiring Practices and use these insights for enhancing the placement strategies for Persons with Disabilities (PwDs) Livelihood Focused NGOs, like WinVinaya Foundation



### OBJECTIVE

- WinVinaya Foundation and SVP India wishes to conduct research to understand the perspectives of different firms towards employing PwDs (Persons with disabilities).
- Inputs from this study will help WinVinaya Foundation and other NGOs (focused on enabling persons with disability) to chart their placement strategy.

### STUDY CONSIDERATIONS

- 21 industries were covered to get a broad perspective. **Three homogeneous industry groups** have been created out of these, namely **Services, Manufacturing and Technology** for better synthesis of findings
- Respondents belong to the **HR function**, primarily at senior levels and having active roles in the Diversity Hiring initiative of the organizations

### SOME LEARNINGS

- Organizations are **hesitant to talk** about Persons with Disabilities (PwDs) upfront.
- Administration was challenging, and the promise of sharing the report findings, and 'Appreciation Letter of Participation' from the WinVinaya Founders and an option of 'anonymity' given smoothed the process

# Methodology and Respondent Profiles

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Key objective of this study is to understand the perspectives of different firms towards employing PwDs (Persons with disabilities)

## Areas of Investigation

### 1. Organization's Diversity Perspective

(Approach, Role Played, Diversity Spectrum, Persons with Disabilities (PwDs), Inclusion, Sourcing Strategy, Educational Qualification, Deterrents, Hiring profile )

### 2. Persons with Disabilities (PwDs) and the Organization

(Roles available & Open to consider, Skills PwDs are good at & need help, Key Challenges, Facilitate and enabling factors PwDs, Best Practices)

### 3. Experience with Persons with Disabilities (PwDs) Hires

(Positives, Negatives)

### 4. The Future Outlook

(Way Forward, Willing to explore and consider, Support needed)

## Survey Methodology

### 1. Administration

- Sponsored Survey : With Authorisation and Appreciation letter shared
- Mix of telephonic and web surveys
- Purposive Sampling

### 2. Survey Period: June 2024 – November 2024

### 3. Coverage

- **104 Recruiters**
- **76 Non-Recruiters**

### 4. Questionnaire

- Structured questionnaire
- Qualitative questions asked

Recruiter Type	Total
Recruiters	104
Non-Recruiters	76

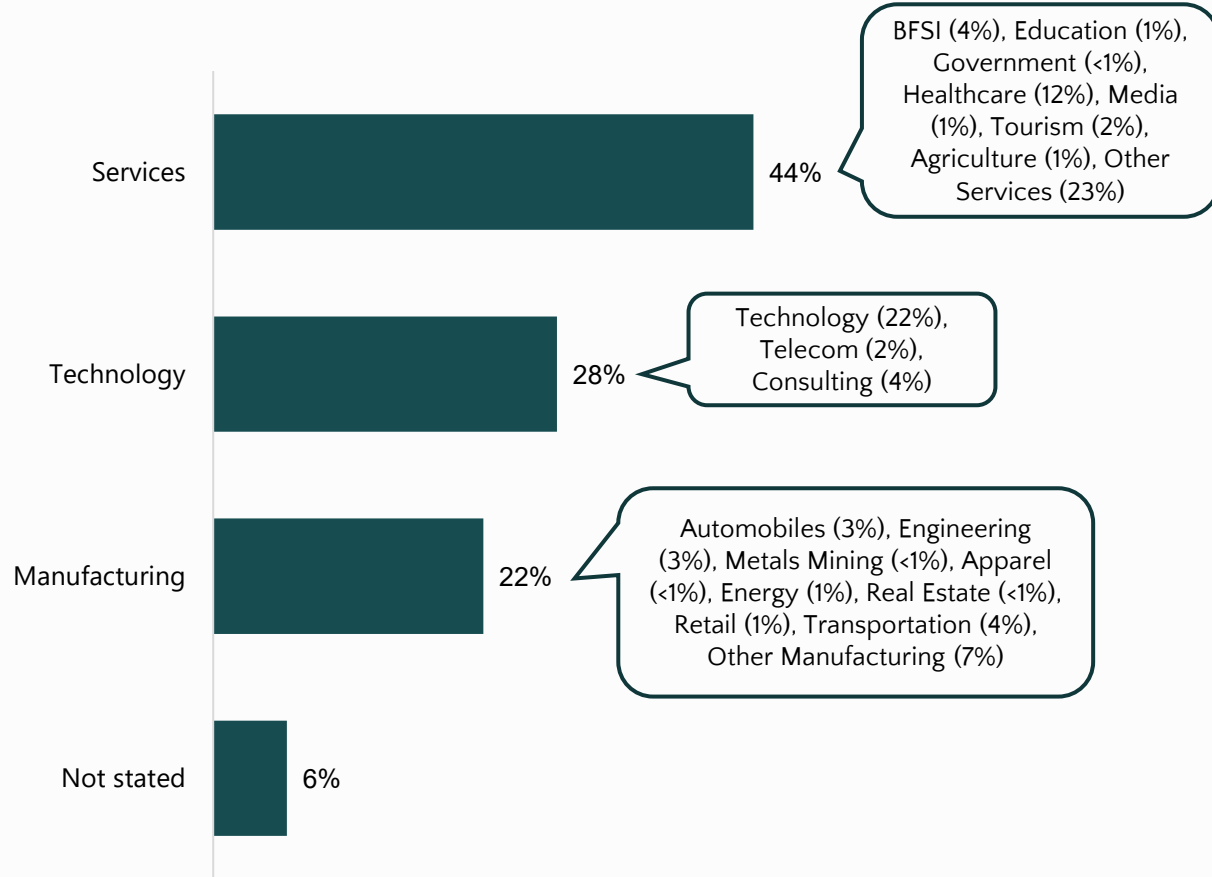
Industry Sector	Total
Services	80
Technology	51
Manufacturing	39
<ul style="list-style-type: none"> <li>• Organizations were clubbed into three homogenous cohorts based on best affinity for better analysis and data synthesis</li> <li>• Sectors such as PSU's, Manpower agencies are included</li> </ul>	

# Sample represented predominantly by Services and Technology segment

- 7 out of 10 respondents essay senior roles in Human Resources management

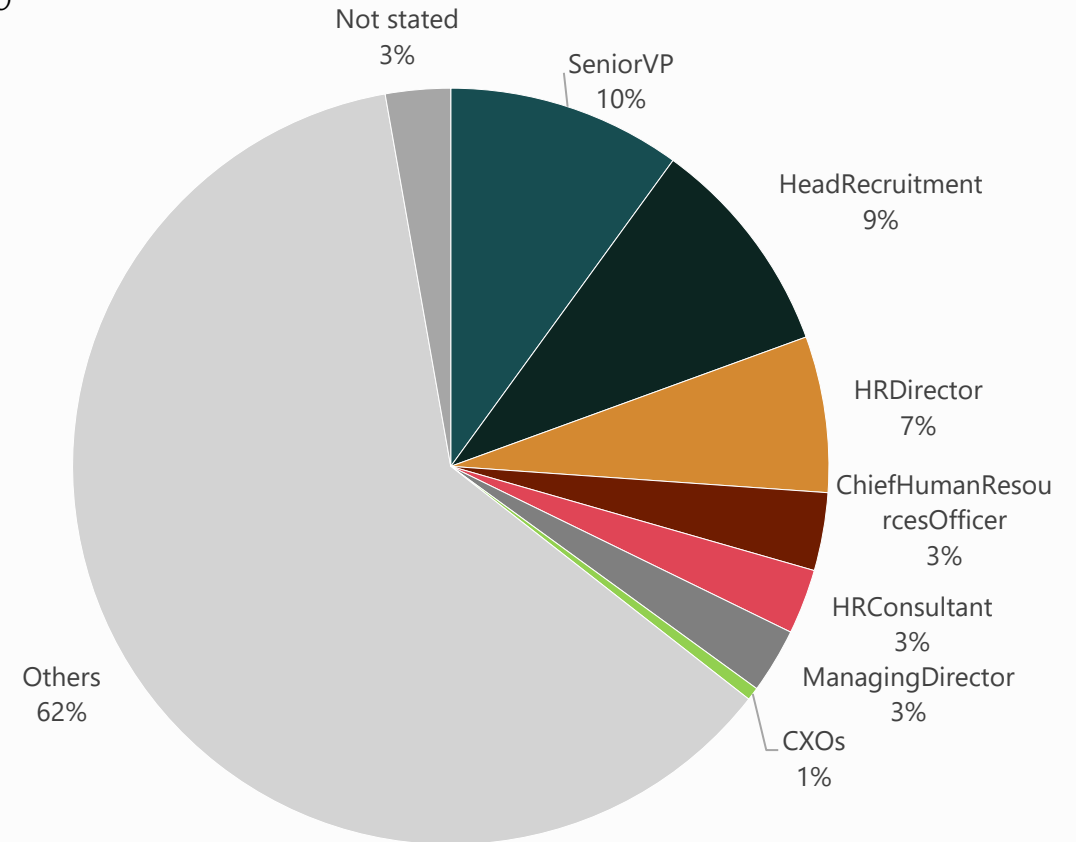
## Which is the industry sector you work in?

Base : 180



## What is your role/ designation?

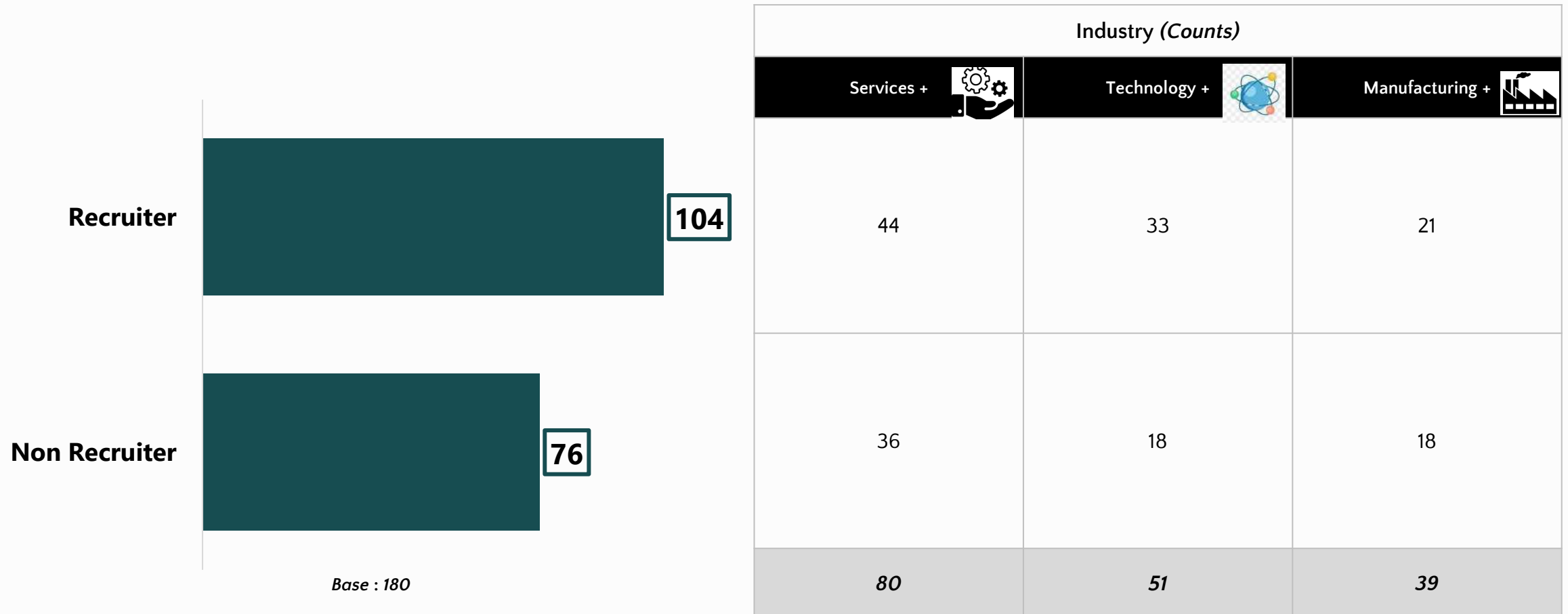
Base : 180



HR Management (27%), HR Leadership (11%), Other Leadership and Miscellaneous Roles (10%), Specialized HR and Operations (8%), Talent Acquisition and Recruitment (6%)

We have looked at perspectives across 2 types of organizations – Those who recruit ‘Persons with Disability’ and those that don’t.

## Respondent Profile



# The Diversity Landscape

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Understanding approach towards diversity hiring

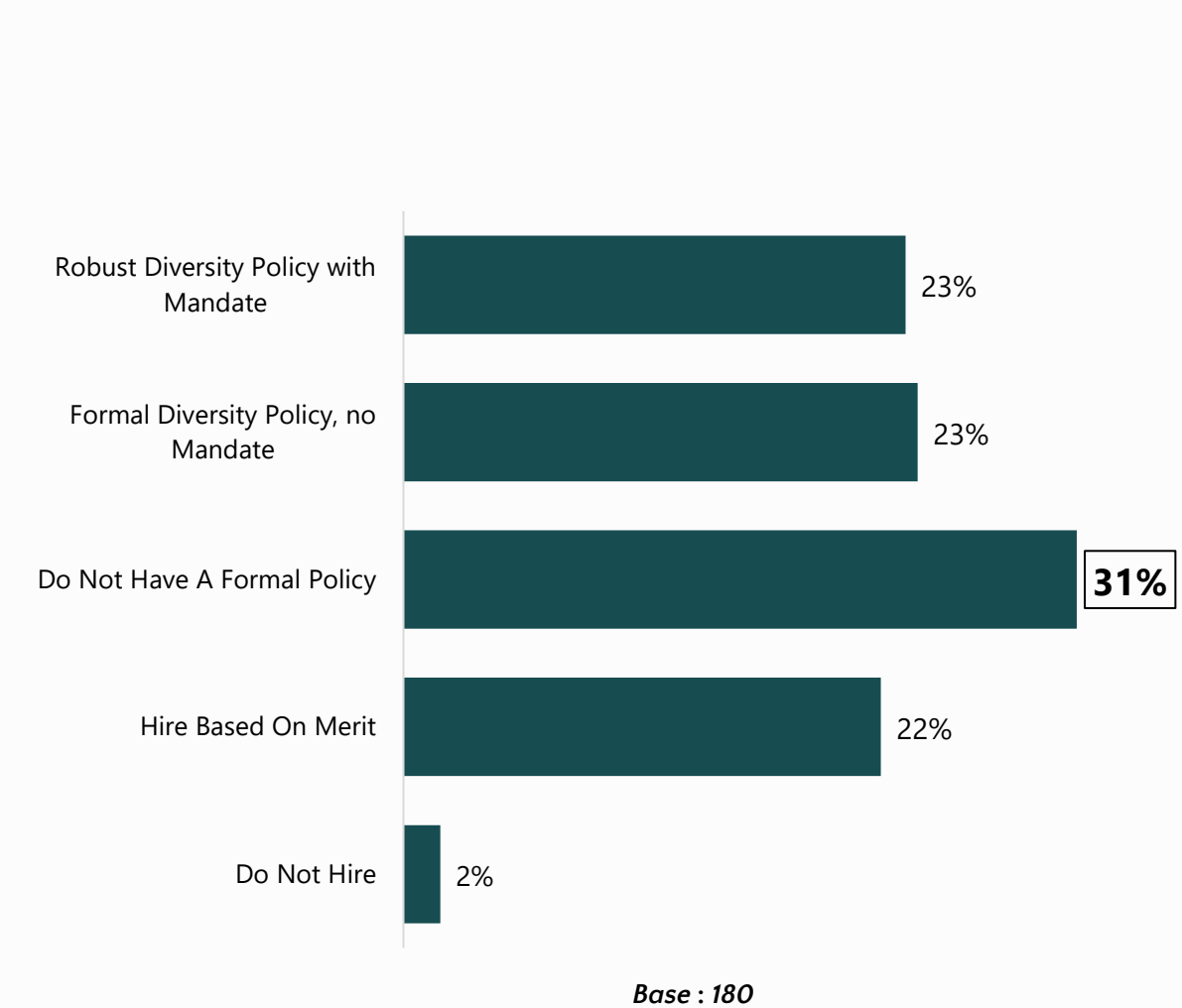
*"Our ability to reach unity in diversity will be the beauty and the test of our civilization." – Mahatma Gandhi*

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3 out of 4 hire Diversity candidates through formal or informal mandates.

1 in 2 do not have a formal 'Diversity' policy; mirrored in 'Services' and 'Technology' segments

Q1\_What among the statements below best describe your approach towards Diversity in your recruitment/talent acquisition process?

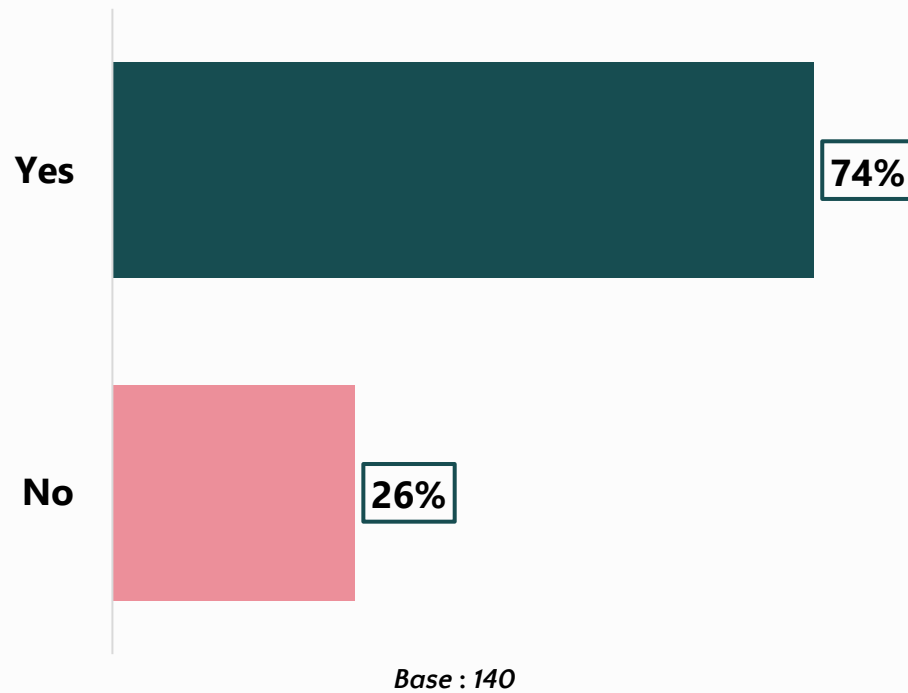





Top 2 in each segment

	Industry		
	Services + 	Technology + 	Manufacturing + 
Robust Diversity Policy with Mandate	26%	25%	13%
Formal Diversity Policy, no Mandate	21%	22%	31%
Do Not Have A Formal Policy	30%	35%	28%
Hire Based On Merit	21%	18%	23%
Do Not Hire	1%	-	5%
	80	51	39

## 3 out of 4 of those who hire 'Diversity' candidates, also hire Persons with Disabilities (PwDs)

Q3\_Do you/your organization consider 'Persons with Disability' as a part of your 'Diversity Hiring' Initiative/Program?



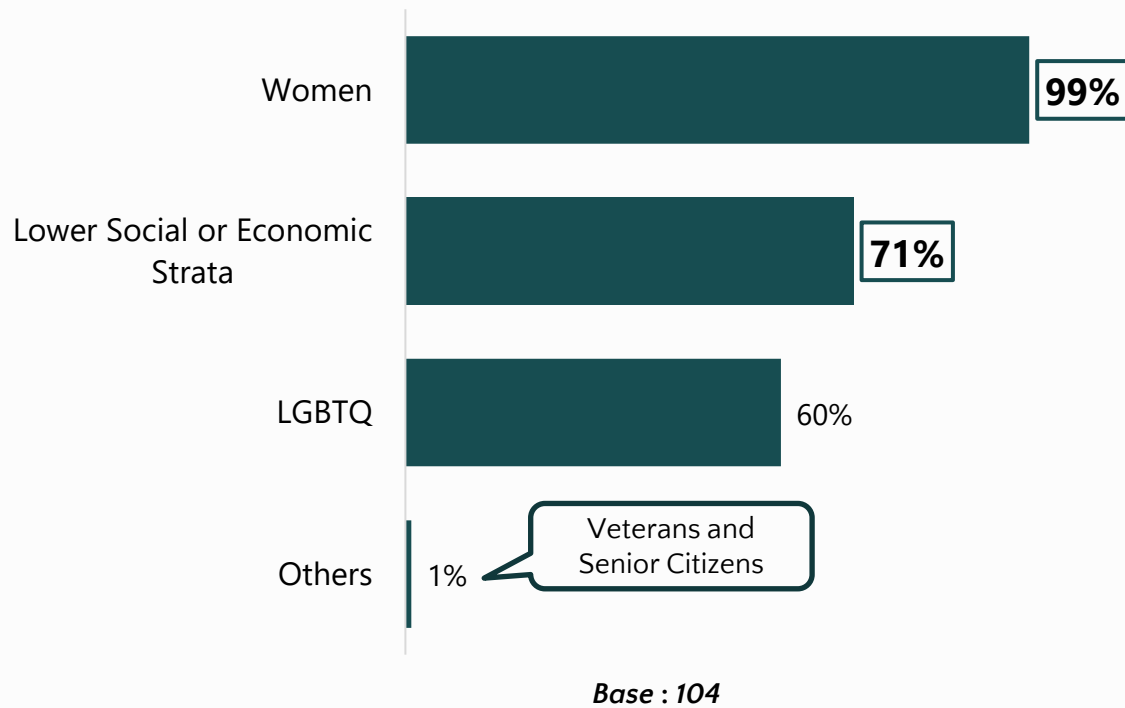
Industry		
Services + 	Technology + 	Manufacturing + 
71%	77%	75%
29%	23%	25%
62	43	28




Please note – As this survey was focused on Persons with Disabilities (PwDs) hiring, the data would be skewed to such organizations

# Organizations that hire 'Persons with Disability', also focus on Women and Lower Social or Economic Strata

Q3\_For the hires that your organization considers as 'Diversity' related, which other elements of 'Diversity' amongst those mentioned in the table does it include?

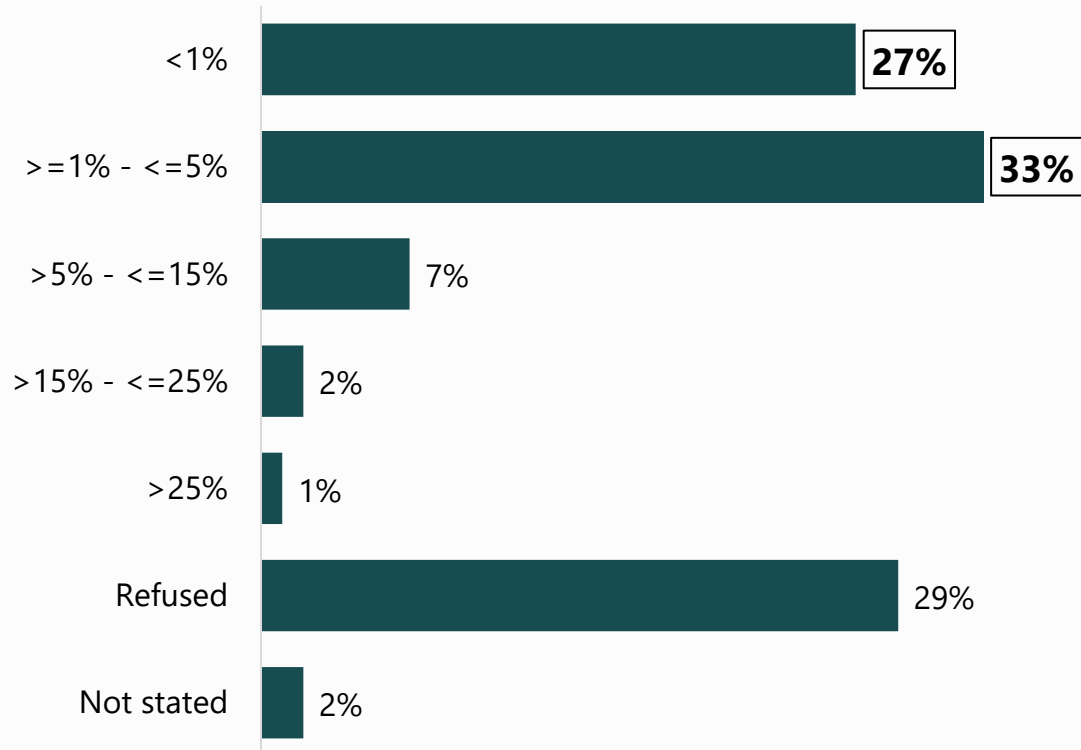
Top 2 in each segment






	Industry		
	Services + 	Technology + 	Manufacturing + 
Top 2 in each segment	100%	100%	95%
	64%	82%	76%
	55%	79%	29%
	2%	-	-
	<b>44</b>	<b>33</b>	<b>21</b>

For half the organizations surveyed who recruited ‘Persons with Disability (PwDs)’; PwDs represents less than 5% of their workforce. 1 in 4 refused to comment

Q11\_In terms of the total employee representation, what best describes the % Persons with Disability (PwD) Employees in the workforce?



Base : 104

Industry		
Services + 	Technology + 	Manufacturing + 
16%	30%	52%
32%	30%	33%
11%	6%	-
2%	3%	-
2%	-	-
34%	27%	14%
2%	3%	-
<b>44</b>	<b>33</b>	<b>21</b>

## SUMMARY

- 1 in 5 organizations surveyed have a policy or have a formal mandate for Diversity hiring
- Technology segment emerges most inclusive in Diversity hiring practices
- PwDs represents less than 5% of the workforce across half the organizations that recruited 'Persons with Disabilities (PwDs)'.
- Organizations that hire PwDs, also focus on Women and Lower Socio-Economic Strata.

# The Recruiters: Persons with Disabilities (PwDs) Hiring Landscape

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The Persons with Disabilities (PwDs) hiring preferences, deterrents, challenges and support needed

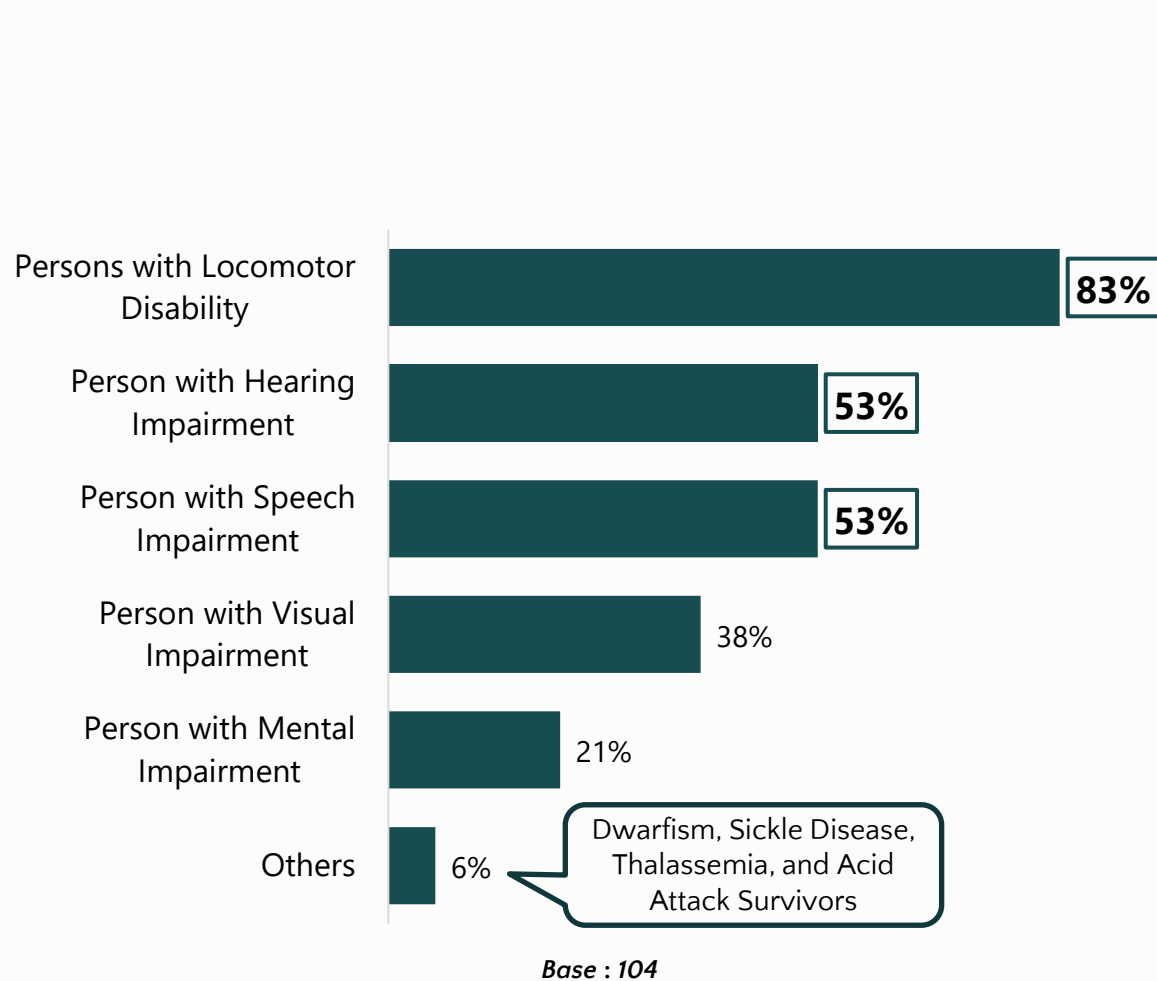
*"Just because a man lacks the use of his eyes doesn't mean he lacks vision. We need to make every single thing accessible to every single person with a disability". – Stevie Wonder*

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8 out of 10 prefer persons with 'Locomotor Disability', tad lower in the Manufacturing segment.

Persons with Hearing Impairment and Persons with Speech Impairment comes in second, latter preferred by Manufacturers

Q4\_What are the different Persons with Disabilities (PwDs) types that your organization considers while hiring?



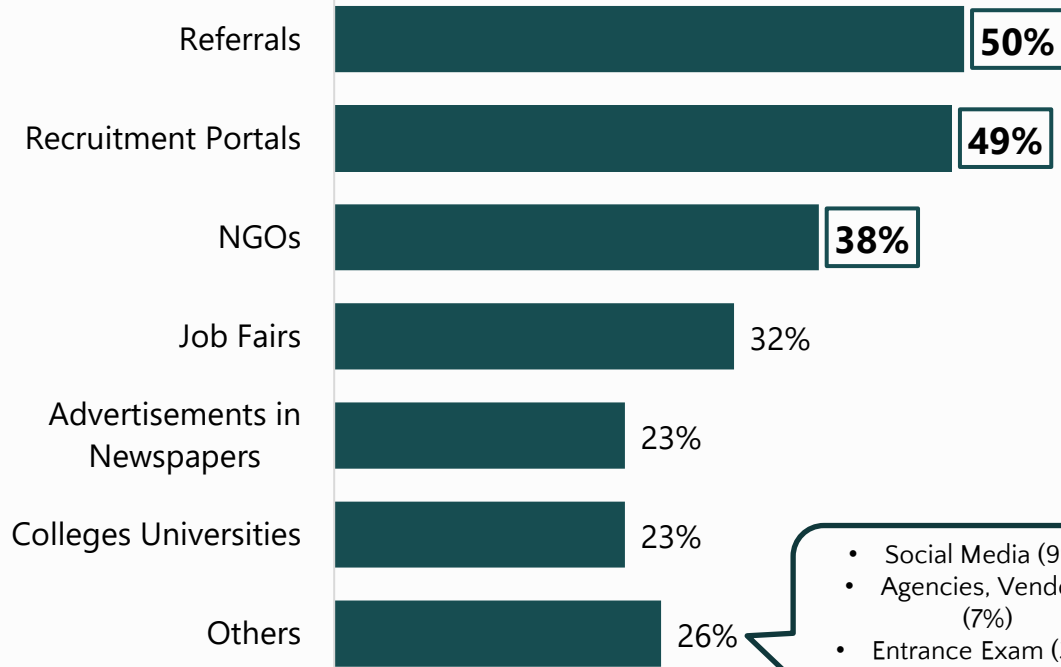
Top 2 in each segment

	Industry		
	Services + 	Technology + 	Manufacturing + 
Persons with Locomotor Disability	89%	85%	67%
Person with Hearing Impairment	59%	48%	48%
Person with Speech Impairment	50%	45%	71%
Person with Visual Impairment	43%	33%	29%
Person with Mental Impairment	23%	24%	10%
Others	5%	6%	10%
	44	33	21

Referrals and Recruitments Portals, emerge as the top # 2 sources for persons with ‘Disability’.  
 Technology segment leverages NGOs as a supply source more than the others




Q5\_Where do you source/ How do ‘Persons with Disability’ know about vacancies and apply to your organization?

Top 2 in each segment



Base : 104

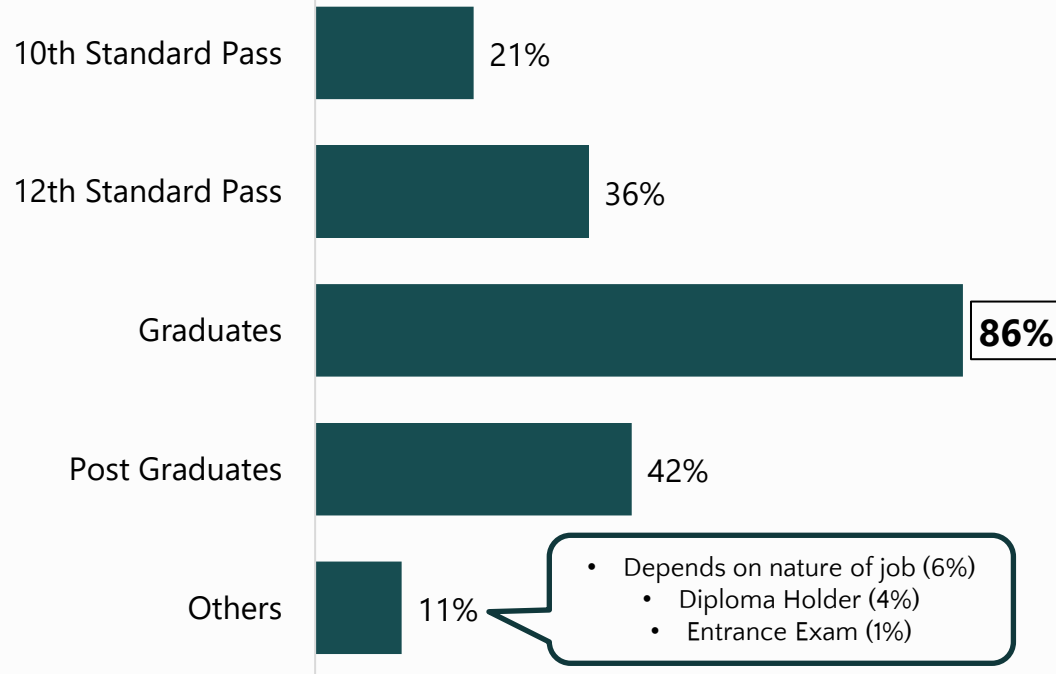
- Social Media (9%)
- Agencies, Vendors (7%)
- Entrance Exam (3%)
- Refused / Others (7%)

	Industry		
	Services + 	Technology + 	Manufacturing + 
Referrals	55%	42%	57%
Recruitment Portals	43%	61%	43%
NGOs	36%	42%	33%
Job Fairs	36%	27%	33%
Advertisements in Newspapers	25%	18%	29%
Colleges Universities	25%	24%	10%
Others	25%	24%	24%
	44	33	21




> 8 out of 10 organisations recruit Graduates across segments within Persons with Disabilities (PwDs)' hiring.  
 Services and Manufacturing also look for 12<sup>th</sup> pass amongst their Persons with Disabilities (PwDs) hires

Q6\_What are the educational qualifications of the 'Persons with Disability' that you/your organization hire?

Top 2 in each segment



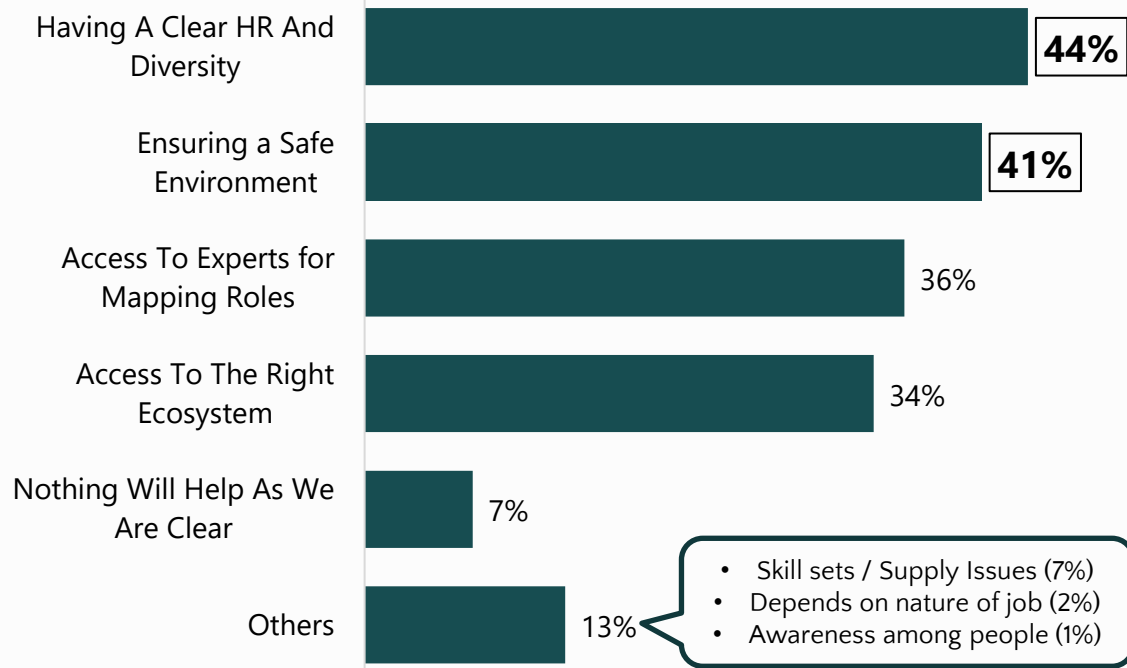
Base : 104

	Industry		
	Services + 	Technology + 	Manufacturing + 
10th Standard Pass	30%	3%	36%
12th Standard Pass	50%	21%	<b>41%</b>
Graduates	<b>86%</b>	<b>97%</b>	<b>68%</b>
Post Graduates	<b>52%</b>	<b>36%</b>	27%
Others	9%	6%	23%
	<b>44</b>	<b>33</b>	<b>22</b>

> 2 out of 5 would hire more Graduates with Disability with access to clear HR and Diversity policy apart from feeling confident about the safety measures undertaken for these hires




Q9\_Factors that help include hiring of Graduates with Disabilities

Top 2 in each segment



Base : 98

- Skill sets / Supply Issues (7%)
- Depends on nature of job (2%)
- Awareness among people (1%)

	Industry		
	Services + 	Technology + 	Manufacturing + 
Having A Clear HR And Diversity	46%	45%	43%
Ensuring a Safe Environment	46%	33%	43%
Access To Experts for Mapping Roles	36%	30%	48%
Access To The Right Ecosystem	41%	27%	33%
Nothing Will Help As We Are Clear	5%	3%	14%
Others	10%	18%	10%
	39	33	21

## SUMMARY

- Persons with Locomotor Disability preferred, followed by Persons with Hearing Impairment and Persons with Speech Impairment amongst PwD candidates
- Referrals and Portals, are top 2 sources for PwD candidate supply
- > 8 out of 10, prefer graduates for PWD hiring
- Experienced candidates are preferred across segments and organizations
- PwDs represents less than 5% of the workforce across half the organizations that recruit PwD candidates

# The Recruiters: Opportunity Landscape

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The Roles offered; Skills needed assessed to highlight opportunity for growth

*"Aerodynamically the bumblebee shouldn't be able to fly. But the bumblebee doesn't know that so it goes on flying anyway." - Mary Kay Ash*

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Persons with Locomotor Disability and Persons with Speech Impairment see more opportunities, while Persons with Visual Impairment is the least.

Technology and Back end roles seen to be more amenable for ‘Persons with Disabilities (PwDs) hires’

Q12\_Are there roles available in the organization for ‘Persons with Disability’ to perform & would you/your organization be open to hire ‘Persons with Disability’ for the same?

OVERALL	Role	Overall	Persons with Visual Impairment	Persons with Locomotor Disability	Persons with Hearing Impairment	Persons with Speech Impairment	
	Core	Engineers		10%	21%	11%	12%
		Customer Relations		13%	24%	14%	10%
		Project Coordinator		9%	16%	9%	9%
		Pharmacy Technician		2%	5%	3%	4%
		QA Support		6%	14%	9%	11%
		Production Support		7%	13%	7%	10%
		Server Waiter		3%	5%	8%	7%
		Risk And Compliance Associate		7%	10%	4%	7%
	Technology	Data Analysts		14%	27%	13%	15%
Software Developers			11%	24%	12%	13%	
Software Testers			10%	22%	11%	12%	
Web Graphic Designers			10%	18%	11%	13%	
Database Administrators			10%	20%	11%	13%	
Data Engineer			11%	22%	12%	14%	
PowerBI Analyst			9%	22%	11%	13%	
Cloud Platform Engineer			8%	17%	7%	8%	
Backend	DevOps Engineer		10%	21%	7%	11%	
	Operational Support		14%	31%	15%	18%	
	IT Support Engineer		10%	21%	11%	12%	
	Medical Transcriptionist		1%	2%	2%	3%	
	House keeping		6%	10%	13%	11%	
	Accountant Cashier		8%	29%	12%	13%	
	Accounts Assistant		8%	18%	12%	13%	
	Loan Servicing Representative		3%	6%	4%	5%	
	Process Executive		9%	16%	10%	13%	
	Communication Support		10%	16%	10%	7%	
	Others		15%	25%	19%	24%	
Not Stated		60%	33%	56%	51%		
<b>Total</b>			<b>104</b>	<b>104</b>	<b>104</b>	<b>104</b>	

Operational support, Data Analysts, Customer Relations and Finance related roles see high consideration across impairment

### TOP ROLES – PERSONS WITH LOCOMOTOR DISABILITY

#### OVERALL

1. Operational Support – 31%
2. Accountant, Cashier – 29%
3. Data Analysts – 27%
4. Customer Relations – 24%
4. Software Developers – 24%

### TOP ROLES – PERSONS WITH SPEECH IMPAIRMENT

#### OVERALL

1. Operational Support 18%
2. Data Analysts – 15%
3. Data Engineer – 14%
4. Accountant, Cashier 13%
4. Software Developers – 13%
4. Accounts Assistant – 13%
4. PowerBI Analyst – 13%
4. Database Administrators – 13%
4. Web Graphic Designers – 13%
4. Process Executive – 13%

### TOP ROLES – PERSONS WITH HEARING IMPAIRMENT

#### OVERALL

1. Operational Support – 15%
2. Customer Relations 14%
3. Data Analysts – 13%
3. House keeping – 13%
4. Accountant, Cashier – 12%
4. Software Developers – 12%
4. Data Engineer – 12%
- 4.Accounts Assistant – 12%

### TOP ROLES – PERSONS WITH VISUAL IMPAIRMENT

#### OVERALL

1. Data Analysts – 14%
1. Operational Support – 14%
2. Customer Relations – 13%
3. Software Developers – 11%
3. Data Engineer – 11%

- Half the recruiting organisations looks for additional help across the skills spectrum

Self management skills seen to be the best amongst skills with 'PwD' hires

Q13\_Among the skills listed below, select those that 'Persons with Disabilities' are good at, and those that 'Persons with Disabilities' need further support in?

SKILLS	GOOD AT & NO HELP NEEDED	IMPROVEMENT POSSIBLE WITH HELP	NO HELP	NOT RELEVANT
Cognitive Analytical Skills	22%	48%	7%	23%
Communication Skills	27%	51%	1%	21%
Interpersonal Soft Skills	27%	46%	4%	23%
Technical Hard Skills	22%	48%	5%	25%
Self Management Skills	33%	45%	1%	21%

Base : 104

## SUMMARY

- Persons with Locomotor Disability see plethora of opportunities compared to other Persons with Disabilities (PwDs) category.
- Persons with Speech Impairment and Persons with Hearing Impairment see the next preference
- Persons with Visual Impairment see few takers
- Organizations open doors to PwDs with their Technology and Backend roles
- Half would like further improvement across the skills spectrum, opportunity for training for already recruited employees

# The Recruiters: Experience with PwD Hiring

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Best Practices, Reasonable Accommodation provided, Challenges, Positives experienced

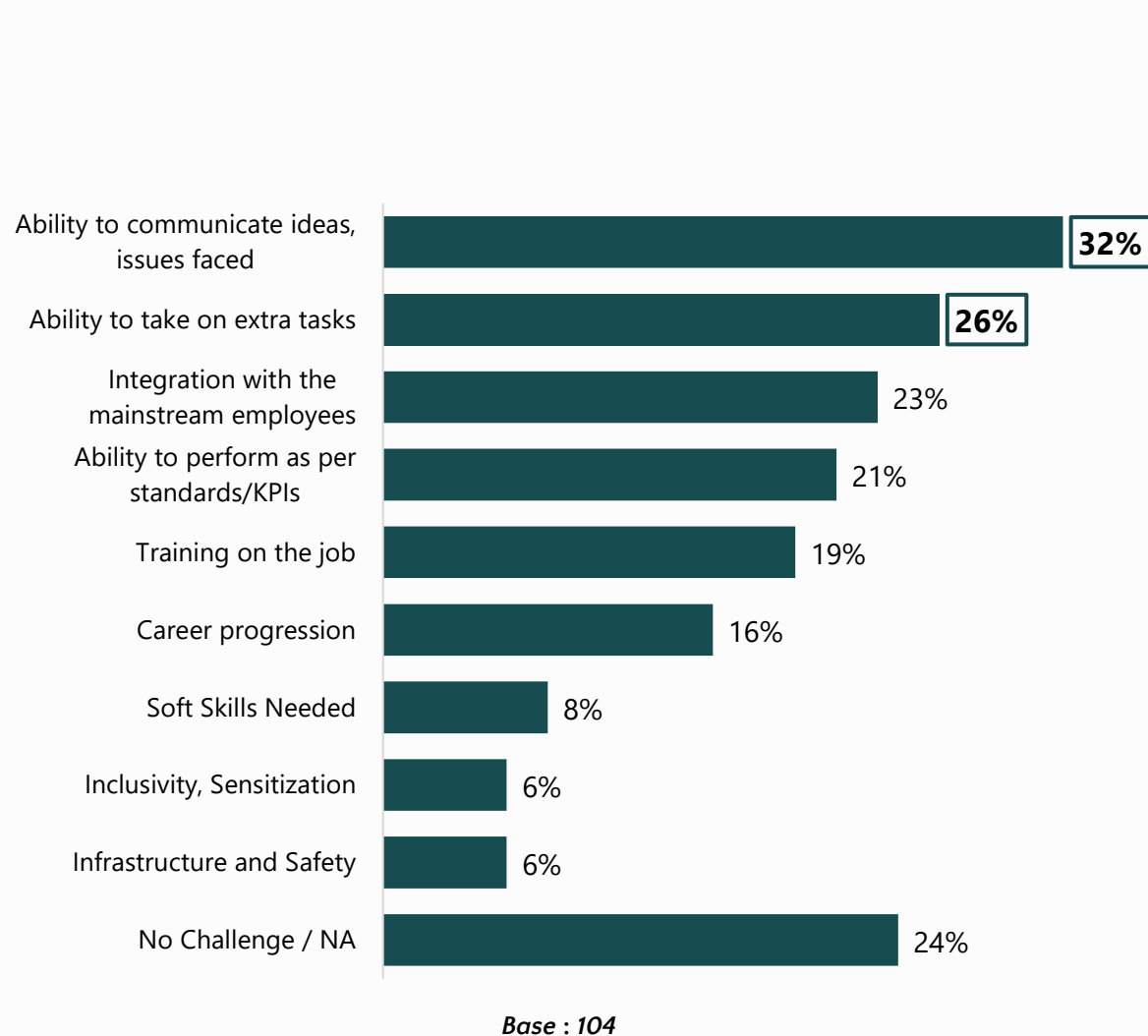
*"Disability is natural. We must stop believing that disabilities keep a person from doing something. Because that's not true . . . Having a disability doesn't stop me from doing anything." — Benjamin Snow, Grade 8, in his essay "Attitudes About People with Disabilities"*

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# Ability to communicate ideas, issues faced seen as the #1 challenge with 'PwD' hires'

The services segment is challenged by their ability to take on extra tasks and performance as per KPIs, and Manufacturing faces issues w.r.t. training and career progression

Q14\_What are the key challenges faced by you in ensuring that 'Persons with Disability' are effective in their jobs?



Top 2 in each segment

	Industry		
	Services + 	Technology + 	Manufacturing + 
Ability to communicate ideas, issues faced	32%	25%	43%
Ability to take on extra tasks	34%	16%	29%
Integration with the mainstream employees	25%	22%	19%
Ability to perform as per standards/KPIs	32%	6%	10%
Training on the job	23%	3%	29%
Career progression	11%	6%	29%
Soft Skills Needed	9%	9%	5%
Inclusivity, Sensitization	2%	13%	5%
Infrastructure and Safety	9%	6%	-
No Challenge / NA	23%	28%	29%
	44	32	21

Communication, Infrastructure, and Inclusivity are seen as some of the challenges with 'PwD' hires'

Q14\_What are the key challenges faced by you in ensuring that 'Persons with Disability' are effective in their jobs?



## Ability to communicate ideas, Infrastructure, and Sensitization are seen as some of the challenges with 'PwD' hires'

Q14\_What are the key challenges faced by you in ensuring that 'Persons with Disability' are effective in their jobs?

### Soft Skills Needed

- **“Communication should be very clear, if they need any support they should make it known and mention that they need that support. They should be very clear in their thinking and as to what is their career path”** – Services, Influencer, Senior VP
- **“Not faced any issues as such but the challenge is people who come forward and if they come forward also they feel very inferior and they would **not like to mingle once they get associated.**”** – Technology, Influencer, HR Senior Manager
- **“They cannot communicate properly and find it difficult to understand the requirements of the job”** - Technology, Influencer, Manager
- **“We try to train them with special training for them and we also try to enable them in software. If we have a specific job requirement, then a person who will fit in that job role is usually selected.”** – Services, Influencer, Deputy General Manager HR

### Infrastructure and Safety

- **“Infrastructure is something we will have to work on to get them onboard but we ensure that we will provide them support as well”** – Technology, Influencer, Senior VP
- **“Infrastructure and sensitivity of their colleagues to accommodate Persons with Disabilities (PwDs)”** – Healthcare, Decision Maker, Senior VP
- **“Challenges are 1) Fear about the productivity and 2) Fear of the safety (physical safety)”** – Services, Influencer, HR

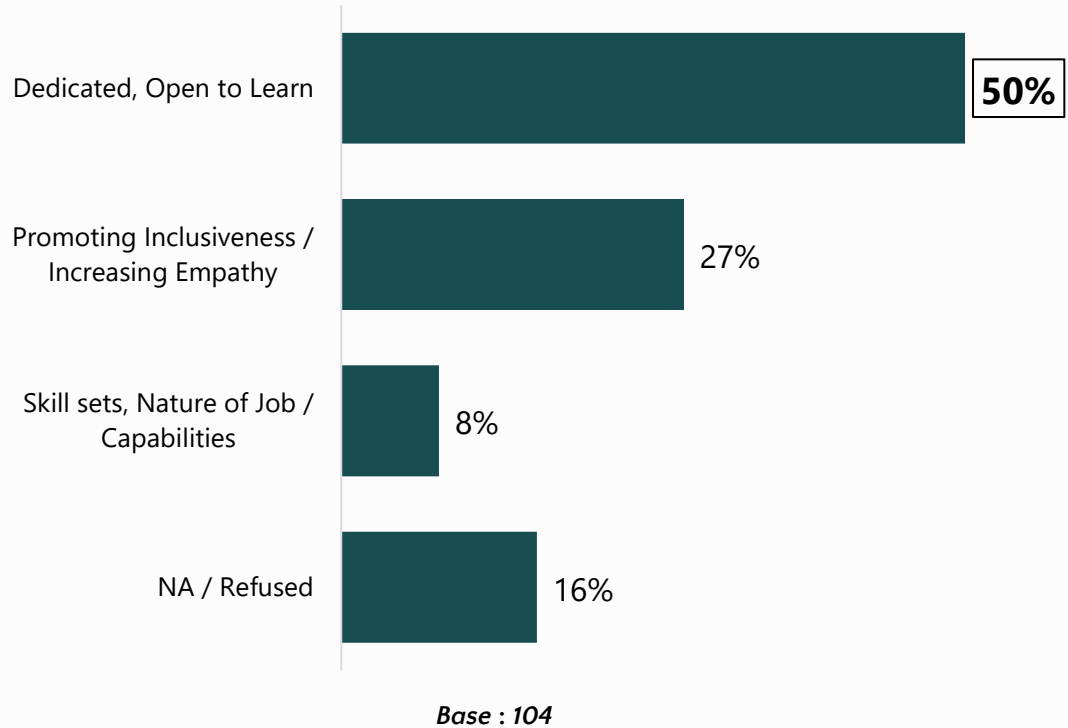
### Inclusivity and Sensitization




- **“Providing enough awareness to the existing other employees on how they should work along with persons with disability like none of them should feel that they are disable”** – Technology, User of Diversity Hires, Senior VP
- **“It’s an opportunity that should be provided and I don’t see any challenge there. They should be considered as equals.”** – Consulting, Decision Maker, HR Director
- **“Acceptability of the Managers is the constant challenge”** - Technology, Influencer, HR Executive Director

The hires themselves are seen as the biggest positives, as they are **dedicated and open to learn**.  
 The organization is seen to become more **empathetic** is also cited as a **positive**

Q17\_What according to you are the positives experienced with Persons with Disabilities (PwDs) Hiring?

Top 2 in each segment



	Industry		
	Services + 	Technology + 	Manufacturing + 
Dedicated, Open to Learn	45%	50%	62%
Promoting Inclusiveness / Increasing Empathy	18%	38%	33%
Skill sets, Nature of Job / Capabilities	14%	6%	-
NA / Refused	23%	6%	5%
	44	32	21



## Dedication, Open to Learn and Inclusivity are cited as a positives

### Q17\_What according to you are the positives experienced with Persons with Disabilities (PwDs) Hiring?

#### Dedicated and Open to Learn

- *“They are **more attentive and will stick to the job** due to lack of opportunities like a normal employee” - Healthcare, Influencer*
- *“**Low absenteeism and very high level of sincerity and concentration** is observed. A very high level of basic happiness at work is seen. We do something called as employee satisfaction surveys, and very satisfied kind of employees come out these” - Motor Vehicle Manufacturing, Decision Maker, Senior VP*
- *“They are **more hard working, punctual and they like to learn and are dedicated**” – BFSI, Influencer, HR Manager*
- *“**Hard working, follow rules and are responsible**” – Engineering, User of Diversity Hires, HR Executive*
- *“They are **very prompt in their job** and they put in their best efforts and are **hardworking**, and are eager more than normal employees. – Telecommunications, Decision Maker, HR Head*
- *“They are **very much focused**. Whatever task we have given, we can rely on them and not much of complaints are seen.” – Services, Influencer, Director General Staffing*

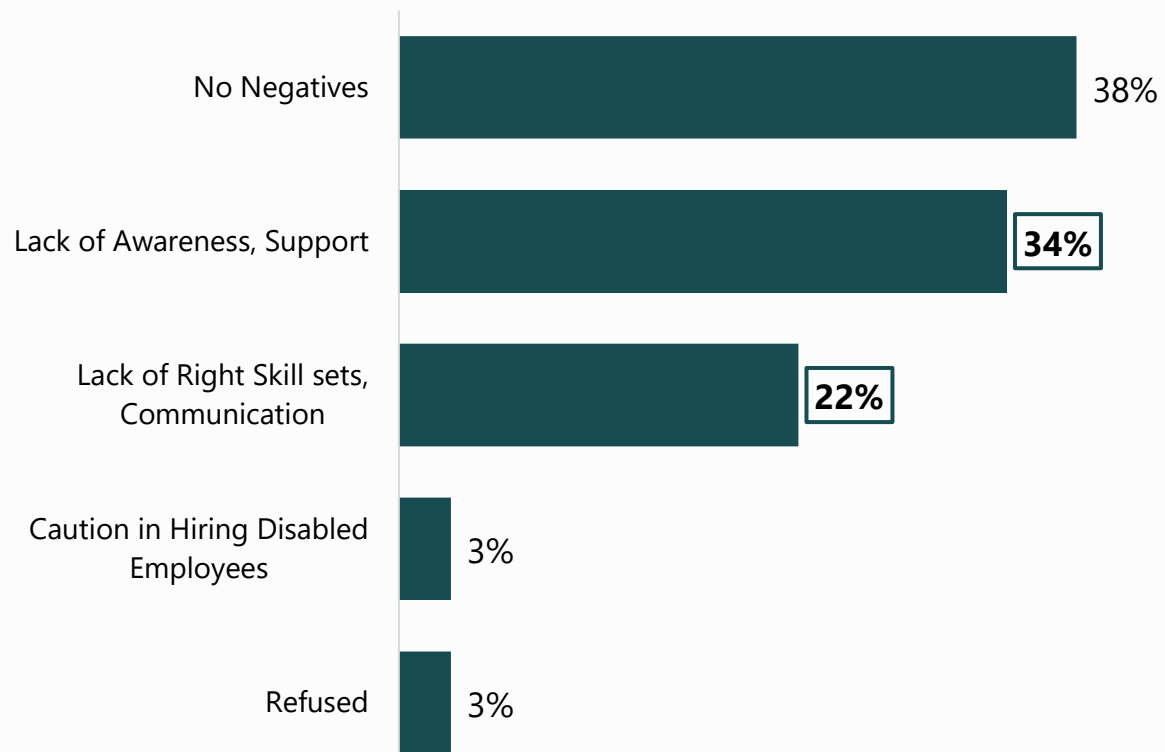
#### Promoting Inclusiveness / Increasing Empathy

- *“Good, because its **part of society learning and understanding power increase**” – Manufacturing, Decision Maker, HR*
- *“I think this kind of experience is welcome more. It does **promote inclusivity** other than that it is merit based, which is not treated in any different way. Areas where they need special enablement are infrastructure, cultural organization of people hired, as well as a large team, are things that continue to be done. It's definitely satisfactory and motivating to have them in the workforce.” – Technology, Influencer, HR VP*
- *“We wanted to create an **inclusive environment** where people trained are different, and where persons with disability or not all communicate. We wanted to gel people together in a very diverse kind of set up” – Technology, Influencer, HR Manager*
- *“Persons with disability are **very genuine and are well knowledgeable** about various aspects. It creates an inclusive atmosphere in the office and people believe its a showcases that we are an **inclusive organization** and we don't discriminate and encourage all people and give equal opportunity to people.” – Technology, Influencer, HR Executive Director*




# Organizations see lack of awareness about Persons with Disabilities (PwDs) and how to support them as the top 2 areas for improvement

Q18\_What according to you are the negatives experienced and areas to be paid attention to or improved with Persons with Disabilities (PwDs) Hiring?

Top 2 in each segment

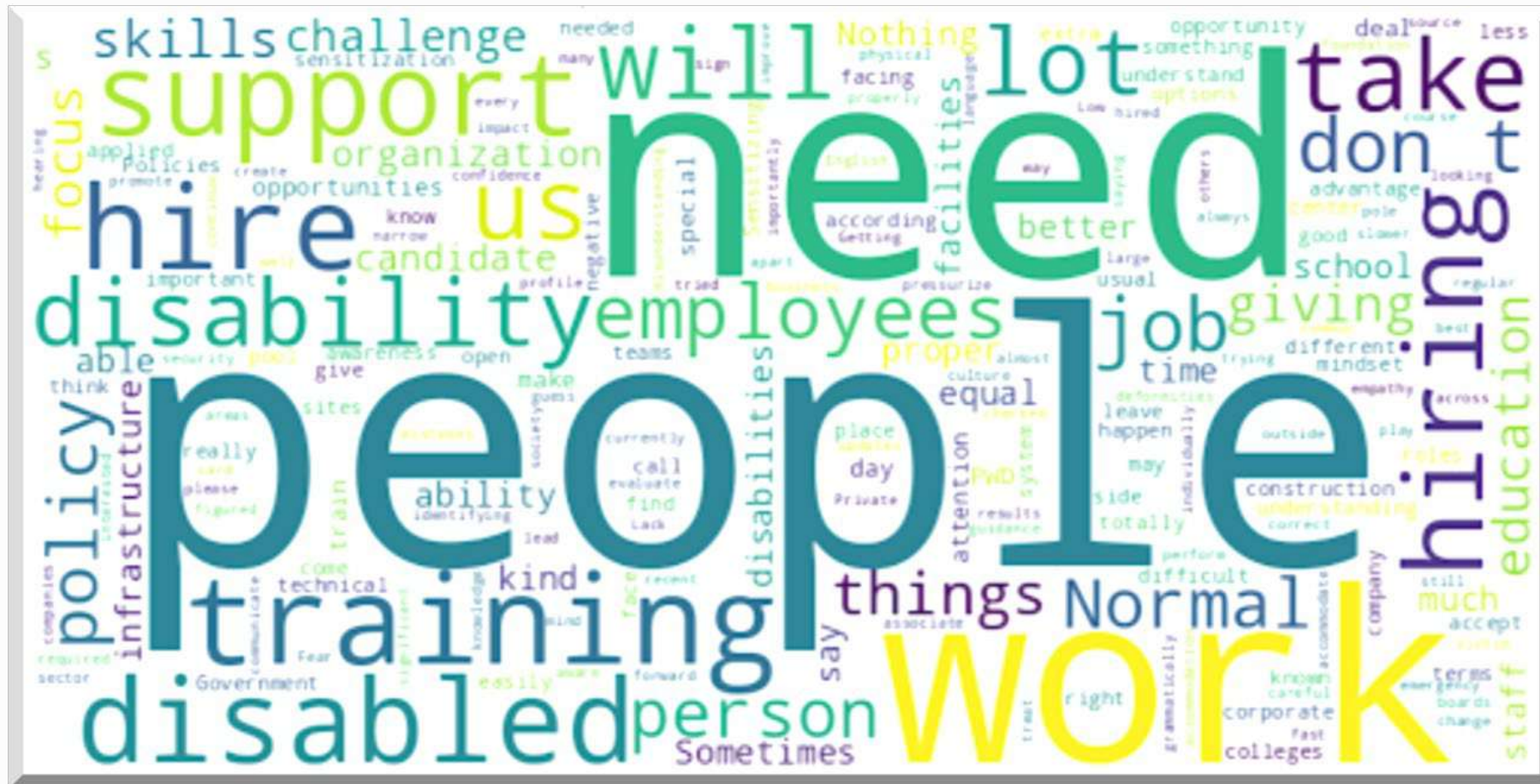


Base : 104

	Industry		
	Services + 	Technology + 	Manufacturing + 
No Negatives	41%	41%	33%
Lack of Awareness, Support	25%	44%	38%
Lack of Right Skill sets, Communication	27%	16%	24%
Caution in Hiring Disabled Employees	5%	-	5%
Refused	2%	-	-
	44	32	21

Proper Support and Training, Policies, Required Skills are challenges seen and are areas for improvement

Q18\_What according to you are the negatives experienced and areas to be paid attention to or improved with Persons with Disabilities (PwDs) Hiring?



## Organizations see lack of awareness about Persons with Disabilities (PwDs), how to support them, better policies are major areas for improvement

Q18\_What according to you are the negatives experienced and areas to be paid attention to or improved with Persons with Disabilities (PwDs) Hiring?

### Lack of Awareness and Support

- *“We need **more awareness** of hiring persons with disabilities among organizations” – Technology, Influencer, Senior VP*
- *“There are a lot of things to improve, in terms of **policy, identifying the roles to understanding their needs, giving them equal opportunity** across the board and more importantly continue sensitizing employees at large to promote inclusivity.” – Technology, Influencer, HR VP*
- *“Education system needs to change like how we are giving them accommodation while giving them a job, we need to get the **foundation in educating them right**. We need to provide equal support and need to create the same in schools and colleges, because in school and colleges they don’t have facilities like sign language.” – Services, User of Diversity Hires, Manager Global Learning Experience*
- *“There are significant opportunities where companies are interested but whether every company knows the source of hiring we cannot say that all of us are aware, and tried apart from NGO is their focus where they apply. There are different entities of people who all really supporting, what is needed is **public awareness**, which is less” – Technology, User of Diversity Hires, Senior VP*
- *“Sometimes there is **no proper infrastructure to support** persons with visual impairment and they need special laptop or desktop to work, however not all organizations have this kind of facilities, these is a major challenge in industries. The Government can support and help people to avail such facilities.” - Technology, Influencer, Director - People Operation*
- *“You need to have **more proactive Policies** - have internship opportunities - Make the workplace friendly” - Technology, Decision Maker, Sales Head*

## Organizations see lack of right skill sets, proper communication, and caution are other areas for improvement

Q18\_What according to you are the negatives experienced and areas to be paid attention to or improved with Persons with Disabilities (PwDs) Hiring?

### Lack of Right Skill sets, Communication

- *“The **kind of skills** which we are looking for currently are not there in candidates” – Technology, Influencer, HR*
- *“**Ability to communicate** in grammatically correct English among persons with hearing impairment.” – Services, Decision Maker, Managing Director*
- *“Government should give a **platform to train** them during the schooling phase where the teachers should map them” – Technology, Decision Maker, HR*

### Caution in Hiring Persons with Disabilities (PwDs) Employees

- *“Few people they try to **take advantage** by saying ‘I am not fast in this please take it’, however while hiring they say that they can do it. Sometimes other associates treat them inappropriately which is not good for them, so equal opportunity is required even for persons with disabilities” – Services, Influencer, Operations Team Management*
- *“We should be very **careful about** what kind of Persons with Disabilities (PwDs) we are **hiring**, as some take advantage of the disability” – Services, Decision Maker, Senior VP*

## SUMMARY

- Challenges with PwD hires includes poor communication skills and ability to take on more
- Top 2 'Reasonable Accommodation' provided refers to wheelchair friendly infrastructure and flexible working
- Sensitizing the hires and the organization are seen as the most adopted best practice by the organizations
- **The biggest positive about PwD Hiring is that the hires are seen as assets with their attitude and skill.**
- More awareness on how to support them seen as an area of improvement

# The Recruiters: Future Outlook

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Hiring Intentions, Roles and Support asked for

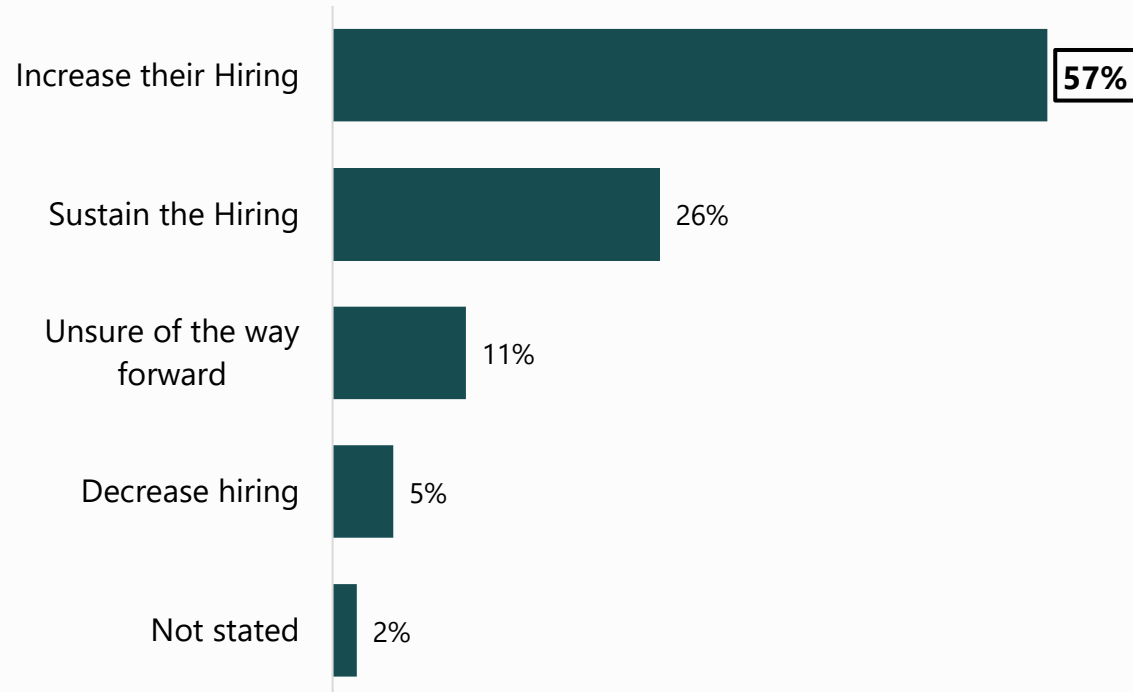
*"It does not matter how slowly you go as long as you do not stop." – Confucius*

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## > Half look to increase the hiring of Persons with Disability

Q19\_With respect to hiring, what would best describe your way forward with hiring of 'Persons with Disability'?

Top 2 in each segment



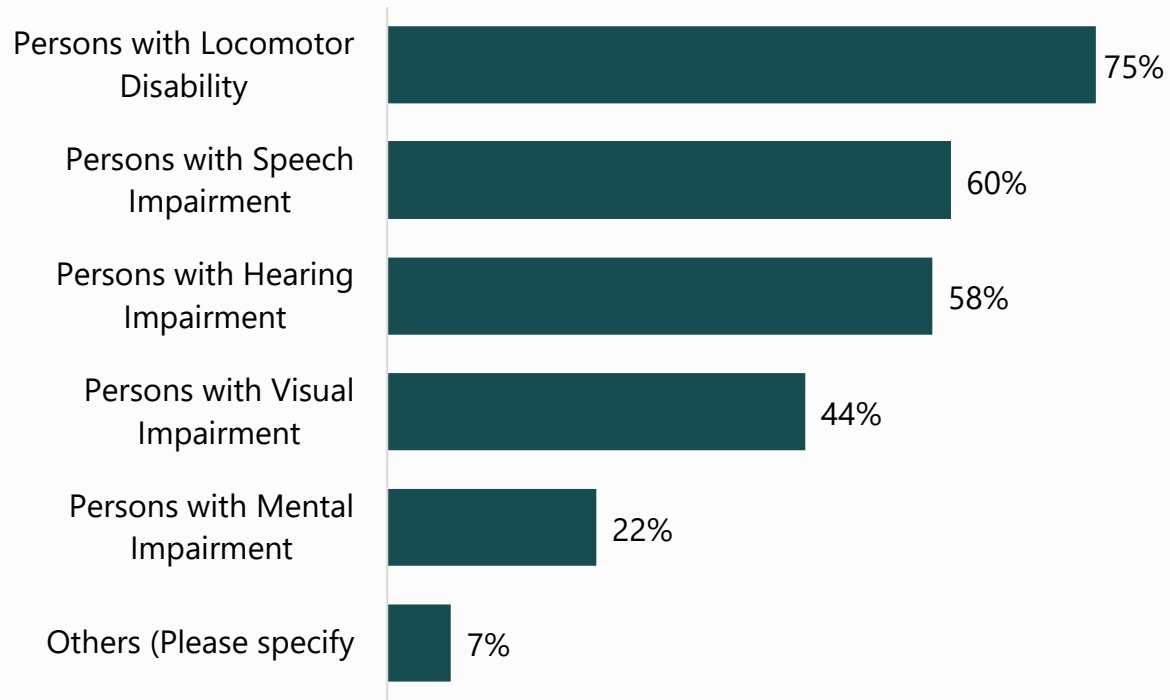
Base : 104

	Industry		
	Services + 	Technology + 	Manufacturing + 
Increase their Hiring	59%	58%	52%
Sustain the Hiring	25%	24%	29%
Unsure of the way forward	9%	12%	10%
Decrease hiring	5%	3%	10%
Not stated	2%	3%	-
	44	33	21




# The services segment is the most open to explore Persons with Disabilities (PwDs) hires across categories

Q20\_What are the other categories of Persons with Disabilities (PwDs) that your organization would be willing to explore in the future?

Top 2 in each segment

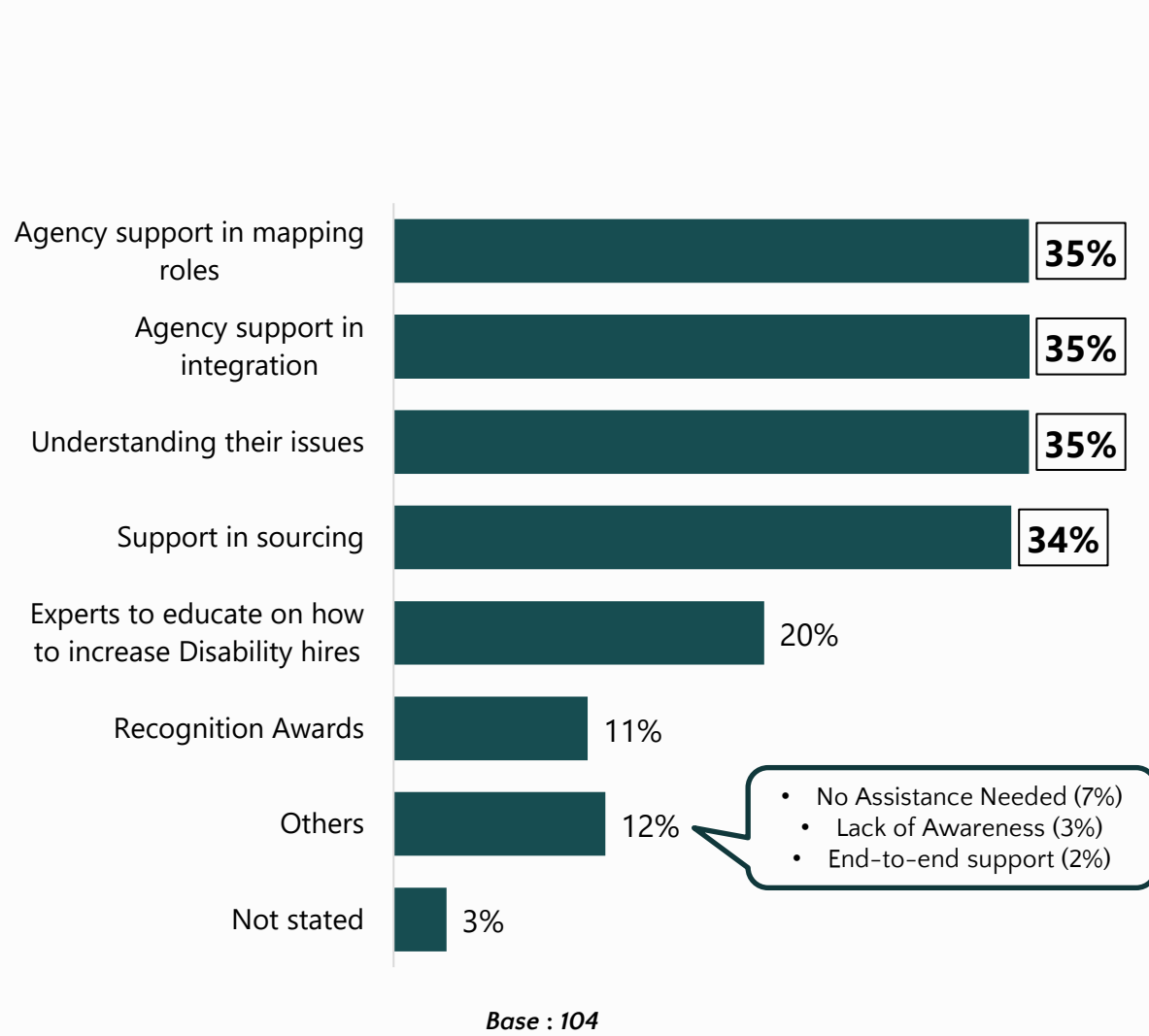


Base : 104

	Industry		
	Services + 	Technology + 	Manufacturing + 
Persons with Locomotor Disability	84%	67%	67%
Persons with Speech Impairment	73%	39%	67%
Persons with Hearing Impairment	73%	45%	52%
Persons with Visual Impairment	61%	24%	38%
Persons with Mental Impairment	23%	24%	19%
Others (Please specify)	7%	6%	10%
	<b>44</b>	<b>33</b>	<b>21</b>

# Agency support with respect to role mapping, integration, understanding 'Persons with Disabilities (PwDs)' issues and sourcing support called out

Q21\_What is the kind of support that you would like, to help sustain hiring of 'Persons with Disability' and make it impactful?



- No Assistance Needed (7%)
- Lack of Awareness (3%)
- End-to-end support (2%)

Top 2 in each segment

	Industry		
	Services +	Technology +	Manufacturing +
Agency support in mapping roles	27%	27%	<b>65%</b>
Agency support in integration	<b>33%</b>	<b>39%</b>	35%
Understanding their issues	<b>38%</b>	33%	25%
Support in sourcing	29%	<b>36%</b>	<b>40%</b>
Experts to educate on how to increase Disability hires	22%	18%	20%
Recognition Awards	11%	3%	20%
Others	11%	15%	5%
Not stated	4%	3%	-
	<b>45</b>	<b>33</b>	<b>20</b>

## SUMMARY

- > Half surveyed look to increase 'Persons with Disabilities (PwDs)' hiring
- The services segment seen to be the most inclusive and consider hiring across 'Persons with Disabilities (PwDs)' spectrum
- Back-office roles see more promise
- Support sought in all aspects to sustain Persons with Disabilities (PwDs) hiring including role mapping, integration, understanding issues and sourcing

# The Non-Recruiters Perspective

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Reasons for not considering, Support needed, Overall opinion

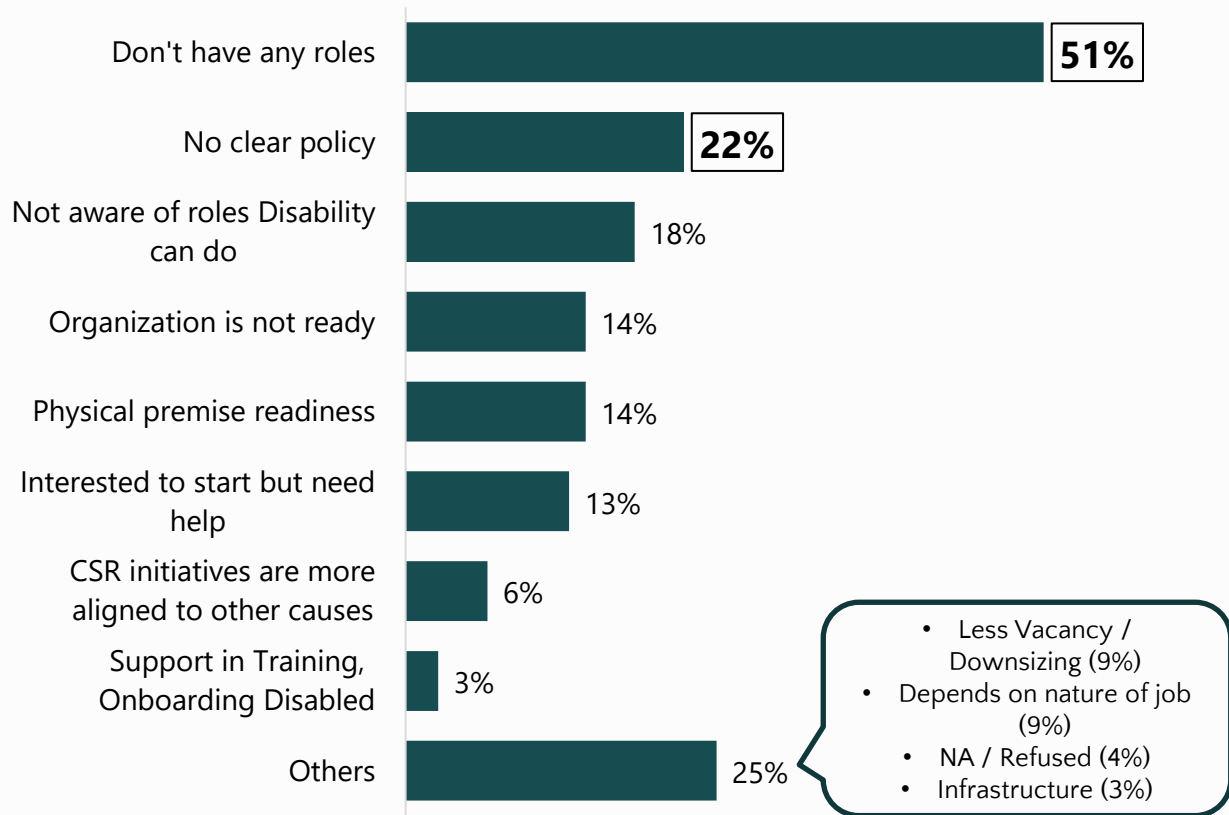
*"There is no greater disability in society than the inability to see a person as more." - Robert M. Hensel*

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# Perceived lack of roles and not having a clear policy seen as key deterrents for non recruitment

Q1\_What among those listed in the table below would you consider as key reasons for your organization’s hesitation to hire ‘Persons with Disability’?

Top 2 in each segment



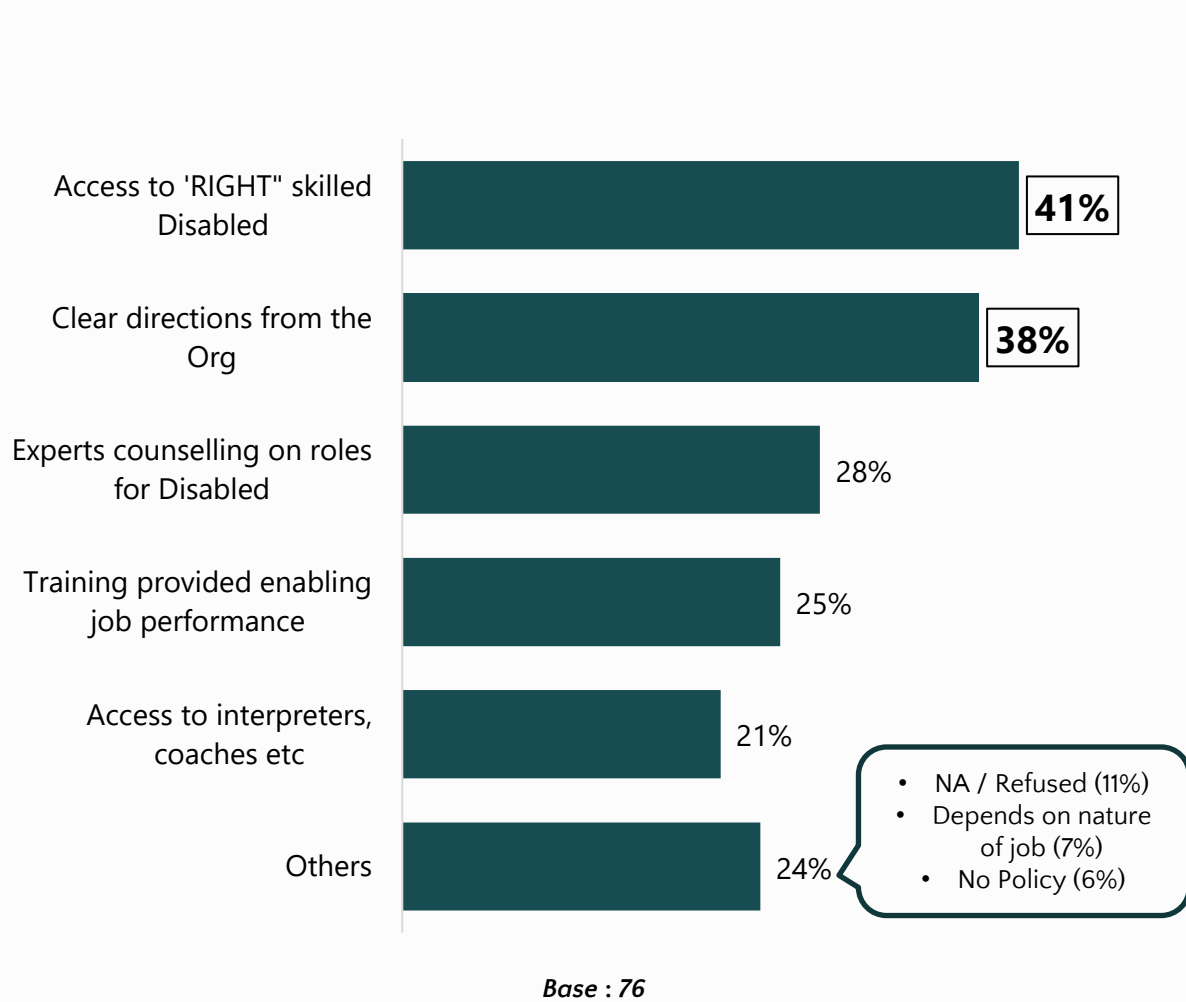
Base : 76




	Industry		
	Services + 	Technology + 	Manufacturing + 
Don't have any roles	53%	50%	42%
No clear policy	17%	28%	32%
Not aware of roles Disability can do	17%	11%	32%
Organization is not ready	14%	11%	21%
Physical premise readiness	17%	11%	16%
Interested to start but need help	14%	22%	5%
CSR initiatives are more aligned to other causes	6%	-	16%
Support in Training, Onboarding Disabled	-	6%	5%
Others	25%	28%	16%
	<b>36</b>	<b>18</b>	<b>19</b>

# Access to skilled potential Persons with Disabilities (PwDs) hires and clear directions from the organization are key for Non- Recruiters to initiate hiring

Q3\_Hypothetically, if there was support and handholding provided, as listed below. Which among those listed would help you open up to 'Persons with Disability'?

Top 2 in each segment



	Industry		
	Services + 	Technology + 	Manufacturing + 
Access to 'RIGHT' skilled Disabled	36%	56%	39%
Clear directions from the Org	44%	33%	39%
Experts counselling on roles for Disabled	25%	39%	28%
Training provided enabling job performance	22%	33%	28%
Access to interpreters, coaches etc	17%	22%	33%
Others	25%	22%	11%
	<b>36</b>	<b>18</b>	<b>18</b>

One in three believe that increased awareness, sensitization and access apart from bestowing the right skills to PwDs would bring about positive change to their livelihood prospects

Q5\_What do you believe is the most crucial change that is needed to enhance the integration and employment of persons with disabilities in mainstream industries?

Top 2 in each segment

Awareness, Accessibility and Sensitization



Increased Skill Sets, Trainings






Change in Perspective / Low Confidence



NA / Refused



Base : 76

	Industry		
	Services + 	Technology + 	Manufacturing + 
Awareness, Accessibility and Sensitization	33%	47%	22%
Increased Skill Sets, Trainings	28%	41%	33%
Change in Perspective / Low Confidence	33%	-	28%
NA / Refused	6%	12%	17%
	<b>36</b>	<b>17</b>	<b>18</b>

Increased skills, trainings and change in mindset especially in the management would bring about positive change to their livelihood prospects

Q5\_What do you believe is the most crucial change that is needed to enhance the integration and employment of persons with disabilities in mainstream industries?



## Increased skills, trainings and change in perspective would bring about positive change to their livelihood prospects

Q5\_What do you believe is the most crucial change that is needed to enhance the integration and employment of persons with disabilities in mainstream industries?

### Increased Skill Sets and Trainings

- *“I do not see them differently they are very dedicated at their work but it **depends on the roles that fit them**” – Healthcare, Influencer, HR Associate Director*
- *“It’s not about anything that pertains to physical challenges, but that they need to get the **right training for relevant jobs.**” – Manager - Global Talent Acquisition*
- *“They have to have the **relevant skills** which has to be the skills required in the industry and they should upgrade their skills” – Technology, HR Head*
- *“**Training is something that they lack**, they could be trained in advanced so that they get a chance to be selected” – Services, Influencer, Associate Manager HR*
- *“**Proper training should be given** to them in all departments like IT, finance, operations, productions, etc. Employees should believe that Persons with Disabilities (PwDs) colleagues can also perform better.” – Automobiles, HR Director*

### Change in Perspective / Low Confidence

- *“One is the **acceptance and mindset people need to have in core industries and secondly the working environment safety concerns**” – Services, Decision Maker, HR Head*
- *“**Convincing about their capabilities**, proof that they will integrate properly in main work stream. Also that they have the same skills as other people will then help the management.” – Engineering, Branch Manager*
- *“They should be **sincerely included** and our **mindset** should not be discriminatory because God has made every one unique” – Manufacturing, Senior VP*

## Awareness, accessibility and sensitization would bring about positive change to their livelihood prospects

Q5\_What do you believe is the most crucial change that is needed to enhance the integration and employment of persons with disabilities in mainstream industries?

### Awareness, Accessibility and Sensitization

- *“NGOs like you should come to the organization as well to make the management aware that these people can do these kind of roles and services. Lot of people in the corporate sector are **not aware** of these things.” – Services, Decision Maker, HR VP*
- *“They should create **more awareness** towards Diversity that they are not at all different from other people and they should be given equal importance like everyone else. Companies need to come up with their **own diversity inclusion policy**.” – Services, VP*
- *“**Physical infrastructure, role identification, sensitivity awareness building**.” – Healthcare, Decision Maker, HR*
- *“The **government** has to conduct a survey, and should **allocate the position for Persons with Disabilities (PwDs)**.” – Technology, Influencer, CHRO*
- *“Knowledge and everybody should be **aware of the different kinds of Persons with Disabilities (PwDs)** that exist. As well as if **empathy** exists in the organization then anything related to diversity or disability would be accepted. So, I think most people are not acceptable or enthusiastic towards diversity or disability because of the lack of knowledge and training which is very important to educate the people in the right way of training.” – Energy, Owner (Part of promoters group)*
- *“There is **not much of awareness in organizations** as to where one can hire from and also that roles can be customized for Persons with Disabilities (PwDs). Office access also needs to be looked at, at making it a **disability-friendly workspace**” – Services, Decision Maker, Assistant Director*

## SUMMARY

- Lack of roles and a clear policy for Persons with Disabilities seen as the biggest roadblocks in hiring
- While 3 out of 5 are aware of NATS, only 1 in 3 willing to explore NATS for Persons with Disabilities (PwDs) hiring
- Increased awareness, sensitization, and easier access to the right skilled potential PwD hires seen as key to growth in Persons with Disabilities (PwDs) hiring

# Recap

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## Lets recap...(1/2)

- Diversity hiring has become mainstream with 3 out of 4 organisations surveyed. **However, only 1 in 5 have a formal policy with a mandate** in place.
  - Technology segment emerges most inclusive in Diversity hiring practices
- Persons with Disabilities (PwDs) represents **less than 5%** of the workforce across **half the organizations surveyed, who recruited PwDs.**
- **Persons with Locomotor Disability preferred**, followed by Persons with Hearing Impairment and Persons with Speech Impairment amongst 'Persons with Disabilities (PwDs)' candidates, **with graduates and experienced candidates preferred** over others.
- Organizations open doors to Persons with Disabilities (PwDs) with their **Backend and Tech roles**
- Half would like further improvement across the skills spectrum, opportunity for training for already recruited employees
- Challenges with Persons with Disabilities (PwDs) hires includes poor communication skills and ability to take on more

## Lets recap...(2/2)

- Top 2 'Reasonable Accommodation' provided refers to wheelchair friendly infrastructure and flexible working
- Sensitizing the hires and the organization are seen as the most adopted best practice by the organizations
- The biggest positive about Persons with Disabilities (PwDs) Hiring is that the hires are seen as assets with their attitude and skill. However, organisations still feel that they are not aware and do not understand enough to support them
- The outlook seems positive with greater than half looking to increase 'Persons with Disabilities (PwDs)' hiring, opening doors with back end and technology roles
- Recruiters seek support to sustain hiring across all aspects
  - Lack of roles and a clear policy for Persons with Disabilities (PwDs) seen as the biggest roadblocks in hiring.
- Increased awareness, sensitization, and easier access to the right skilled potential Persons with Disabilities (PwDs) hires seen as key to growth in Persons with Disabilities (PwDs) hiring

# Final Recommendations

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*"It was probably no accident that it was the cripple Hephaestus who made ingenious machines; a normal man didn't have to hoist or jack himself over hindrances by means of cranks, chains and metal parts. Then it was in the line of human advance that Einhorn could do so much." — Saul Bellow, The Adventures of Augie March*

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## A lot to be done to make PwD Hiring an accessible and amenable option for Organizations

### EVANGELISATION AND AWARENESS

Build awareness, education to reduce the apprehension on taking on persons with disabilities into the work force.

1. What are the roles that they can perform
2. What an organization needs to do to be ready
3. How there are few to none downsides of embracing PwDs into the work force.

### BUILD SKILLS MAPPED TO OPPORTUNITIES

- Having the job skills that are needed by each sector are key to employment.
- Ensure that skills developed are aligned to each sector.
  - Build in On-the-Job Training as a part of the curriculum in collaboration with organizations to make them job ready

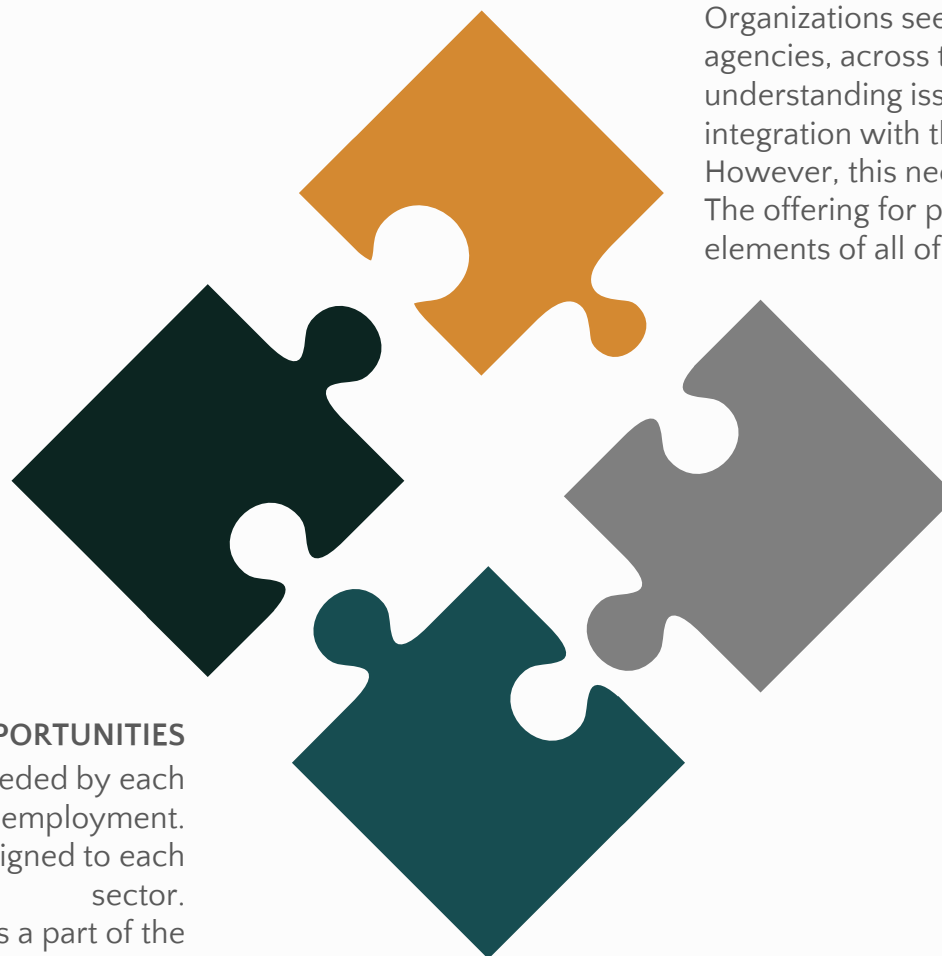
### FULL STACK SERVICES OFFERINGS

Organizations seek support from experts and agencies, across the lifecycle from sourcing, understanding issues, role mapping and integration with the mainstream.

However, this need is not articulated clearly  
The offering for placement should have elements of all of the above

### EXTEND REACH IN SERVICES AND MANUFACTURING

The Services segment and Manufacturing segment have lesser interactions with NGOs for PwD hiring. This is an opportunity for increasing demand and footprint in this space

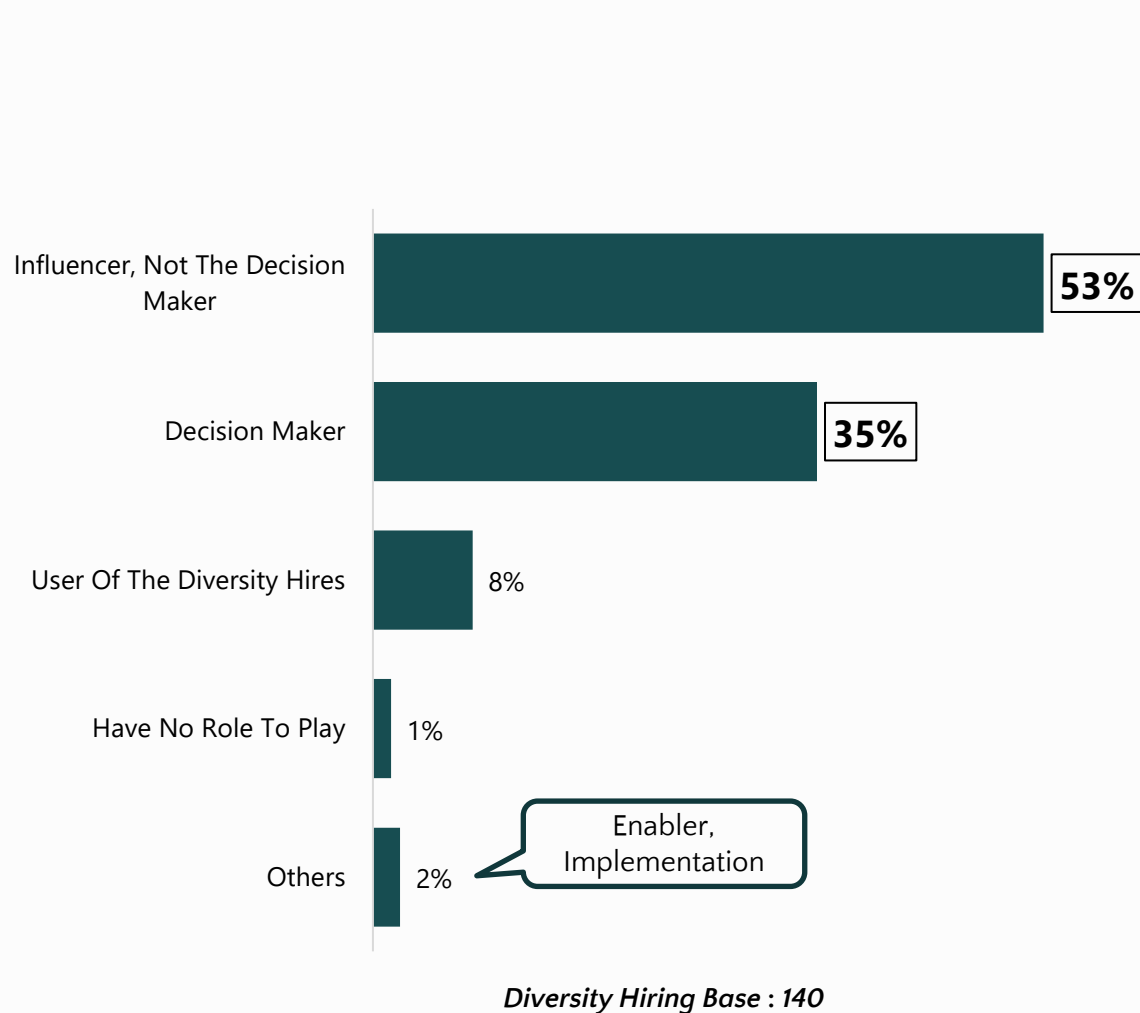


# Annexure – Recruiters

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- 9 out of 10, among those who participated play a role of an influencer or decision maker in the 'Diversity' hiring journey

Q2\_What is your role in 'Diversity' hiring?



Top 2 in each segment

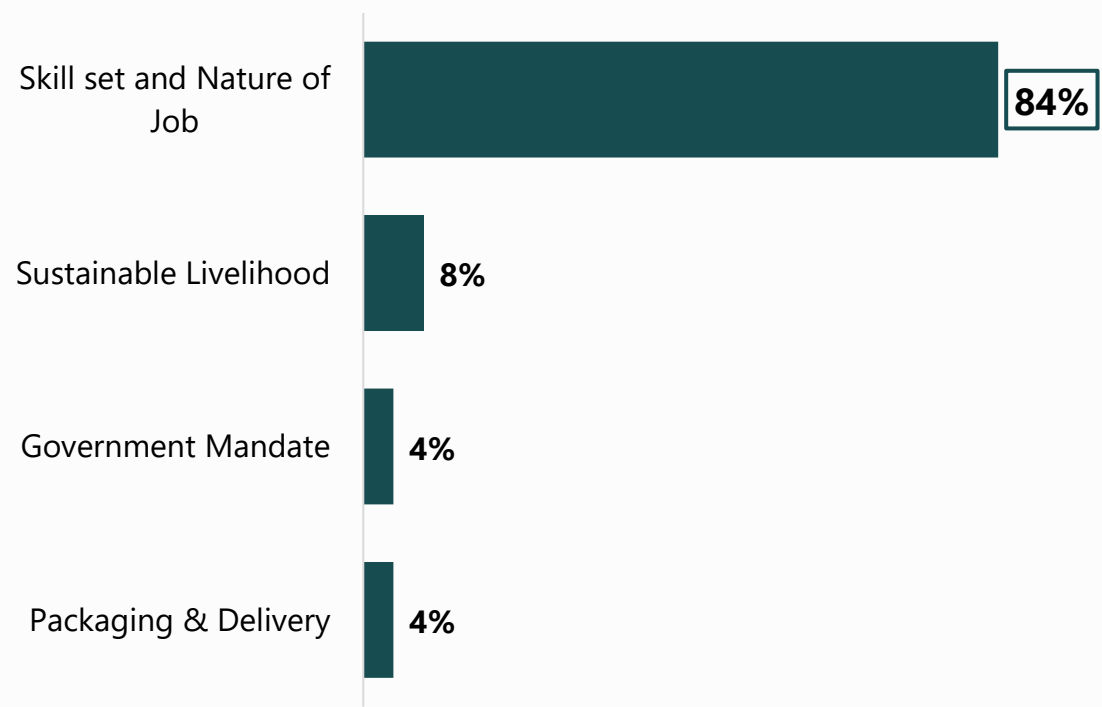
	Industry		
	Services +	Technology +	Manufacturing +
Influencer, Not The Decision Maker	49%	70%	39%
Decision Maker	38%	21%	50%
User Of The Diversity Hires	8%	7%	11%
Have No Role To Play	2%	-	-
Others	3%	2%	-
<b>Total</b>	<b>61</b>	<b>43</b>	<b>28</b>

1 in 3 organizations, hired 10<sup>th</sup> – 12<sup>th</sup> pass also, significantly higher amongst the Services sector.




The skills needed and type of job/role are key to this selection

Q7\_Reasons For Hiring Only 10<sup>th</sup> – 12<sup>th</sup> Pass

Top in each segment

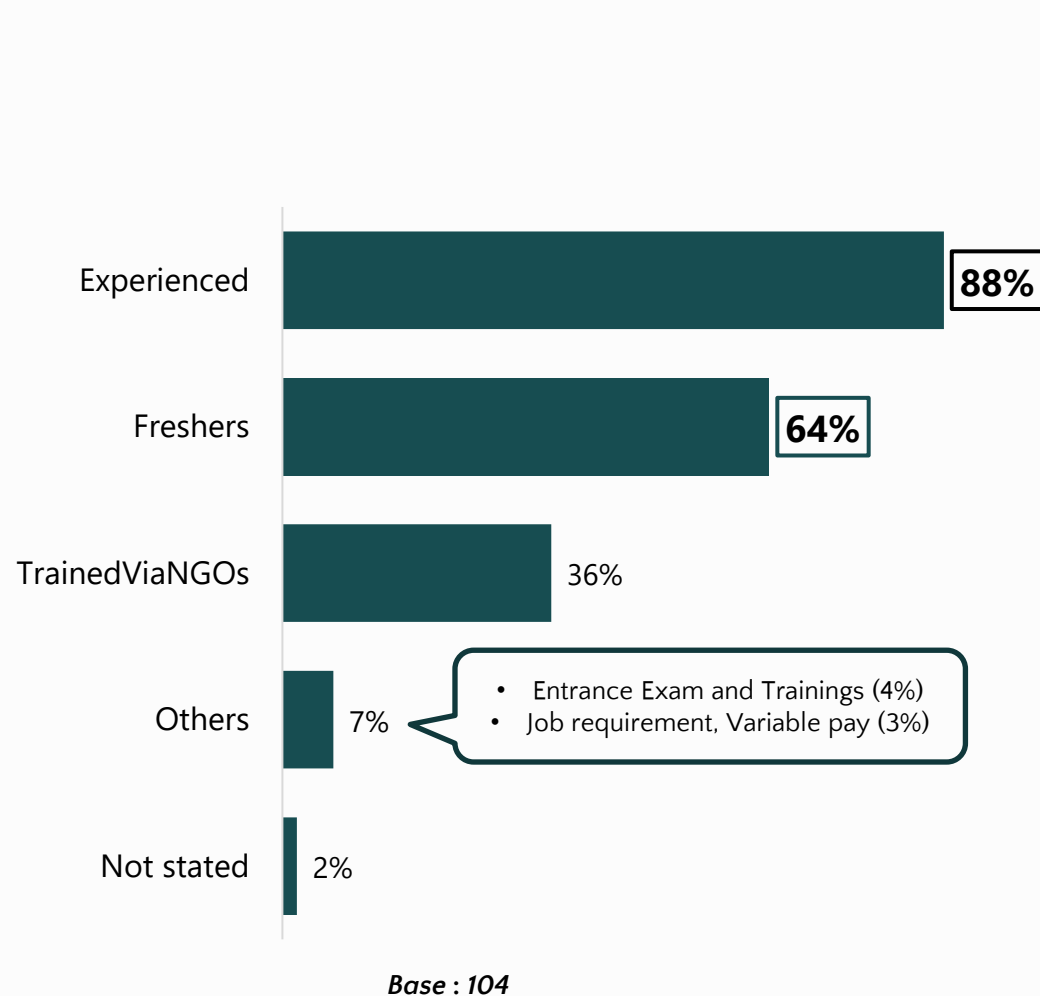


Base : 25




	Industry		
	Services + 	Technology + 	Manufacturing + 
Skill set and Nature of Job	83%	83%	86%
Sustainable Livelihood	8%	17%	-
Government Mandate	8%	-	-
Packaging & Delivery	-	-	14%
	12	6	7

Experienced hires for ‘Persons with Disabilities (PwDs)’ sees the highest preference across organizations. The Services segment is also open to Freshers.

Q10\_What is the typical profile of the hires of ‘Persons with Disability’ in your organization?

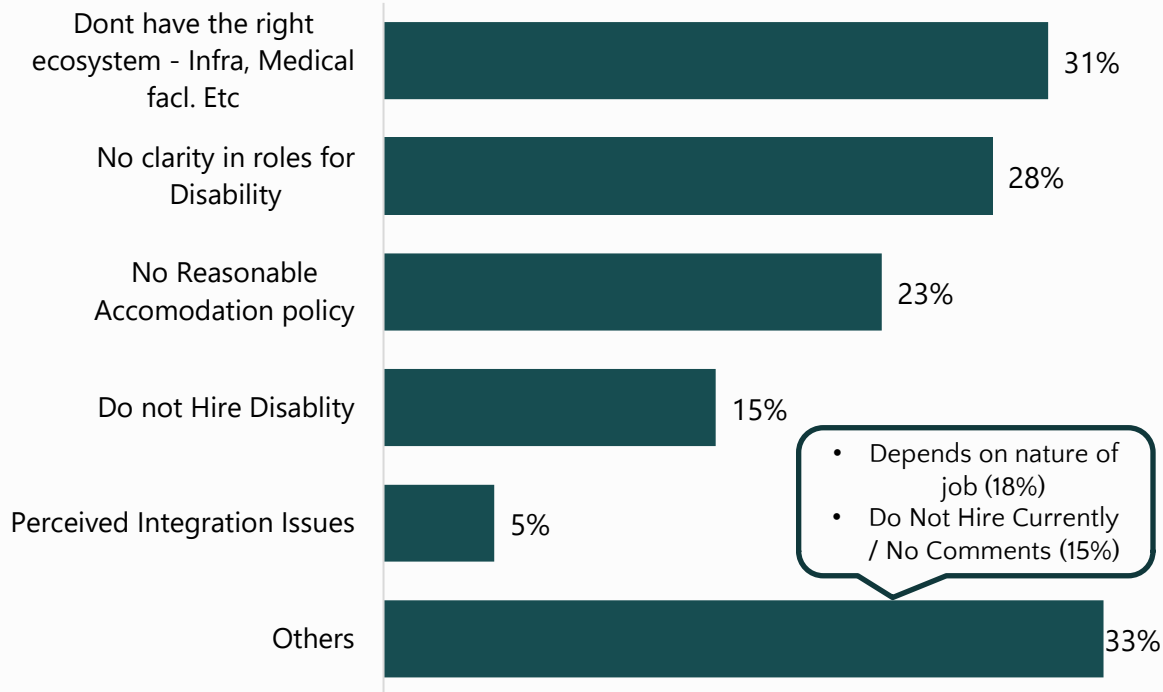


Top 2 in each segment

	Industry		
	Services + 	Technology + 	Manufacturing + 
Experienced	86%	91%	86%
Freshers	70%	62%	52%
Trained Via NGOs	32%	32%	43%
Others	11%	-	10%
Not stated	2%	3%	-
	44	34	21

# No 'one' deterrent for graduate hiring, right ecosystem, lack of clarity on roles, or ability to reasonably accommodate cited as deterrent

## Q8\_Factors that deter 'Graduate with Disability' Hiring



Base : 39

- Depends on nature of job (18%)
- Do Not Hire Currently / No Comments (15%)

	Industry		
	Services +	Technology +	Manufacturing +
Dont have the right ecosystem - Infra, Medical fac. Etc	33%	30%	30%
No clarity in roles for Disability	28%	30%	30%
No Reasonable Accomodation policy	11%	20%	50%
Do not Hire Disability	11%	20%	20%
Perceived Integration Issues	-	10%	10%
Others	44%	20%	20%
	<b>18</b>	<b>10</b>	<b>10</b>

## More opportunities in Backend and Technology roles for Persons with Locomotor Disability, Persons with Hearing Impairment and Persons with Speech Impairment

### Services segment wary of recruiting Persons with Visual Impairment

Q12\_Are there roles available in the organization for 'Persons with Disability' to perform & would you/your organization be open to hire 'Persons with Disability' for the same?

SERVICES	Role	Services +	Persons with Visual Impairment	Persons with Locomotor Disability	Persons with Hearing Impairment	Persons with Speech Impairment	
	Core	Engineers		7%	18%	9%	9%
		Customer Relations		16%	34%	18%	9%
		Project Coordinator		11%	23%	11%	9%
		Pharmacy Technician		2%	11%	7%	9%
		QA Support		2%	11%	7%	7%
		Production Support		7%	14%	9%	9%
		Server Waiter		5%	9%	11%	7%
		Risk And Compliance Associate		7%	11%	5%	5%
	Technology	Data Analysts		16%	25%	14%	14%
Software Developers			9%	25%	11%	11%	
Software Testers			9%	25%	11%	11%	
Web Graphic Designers			9%	16%	11%	11%	
Database Administrators			7%	18%	11%	11%	
Data Engineer			7%	18%	9%	9%	
PowerBI Analyst			5%	23%	9%	9%	
Cloud Platform Engineer			5%	18%	2%	2%	
DevOps Engineer			9%	23%	7%	7%	
Backend	Operational Support		16%	30%	18%	14%	
	IT Support Engineer		11%	20%	14%	14%	
	Medical Transcriptionist		2%	5%	5%	7%	
	House keeping		2%	14%	14%	11%	
	Accountant Cashier		7%	32%	11%	11%	
	Accounts Assistant		7%	18%	14%	11%	
	Loan Servicing Representative		5%	9%	7%	9%	
	Process Executive		7%	18%	11%	11%	
	Communication Support		9%	20%	11%	7%	
	Others		16%	32%	20%	25%	
	Not Stated		55%	27%	52%	52%	
<b>Total</b>		<b>44</b>	<b>44</b>	<b>44</b>	<b>44</b>		

## Backend Roles open up across the Persons with Disabilities (PwDs) Spectrum, Persons with Visual Impairment having options across the breadth of roles within it

Q12\_Are there roles available in the organization for 'Persons with Disability' to perform & would you/your organization be open to hire 'Persons with Disability' for the same?

TECHNOLOGY	Role	Technology +	Persons with Visual Impairment	Persons with Locomotor Disability	Persons with Hearing Impairment	Persons with Speech Impairment
	Core	Engineers		15%	27%	15%
Customer Relations			12%	15%	9%	6%
Project Coordinator			9%	15%	9%	9%
Pharmacy Technician			3%	-	-	-
QA Support			9%	18%	9%	12%
Production Support			6%	15%	3%	6%
Server Waiter			-	-	-	-
Risk And Compliance Associate			9%	9%	3%	9%
Technology		Data Analysts		18%	36%	18%
	Software Developers		21%	36%	21%	24%
	Software Testers		18%	33%	18%	21%
	Web Graphic Designers		15%	24%	15%	18%
	Database Administrators		18%	27%	15%	21%
	Data Engineer		18%	33%	18%	24%
	PowerBI Analyst		18%	27%	18%	21%
	Cloud Platform Engineer		18%	27%	18%	21%
	DevOps Engineer		18%	27%	12%	21%
Backend	Operational Support		12%	36%	9%	15%
	IT Support Engineer		12%	27%	12%	12%
	Medical Transcriptionist		-	-	-	-
	House keeping		3%	3%	3%	3%
	Accountant Cashier		12%	30%	12%	15%
	Accounts Assistant		12%	21%	12%	12%
	Loan Servicing Representative		-	3%	-	-
	Process Executive		12%	21%	9%	12%
	Communication Support		12%	18%	9%	6%
	Others		18%	15%	21%	18%
	Not Stated		64%	33%	64%	61%
	<b>Total</b>		<b>33</b>	<b>33</b>	<b>33</b>	<b>33</b>

Persons with Speech Impairment and Persons with Locomotor Disability are preferred for hiring.

Core and Technology role opportunities seen for Persons with Locomotor Disability, Persons with Speech Impairment and Persons with Hearing Impairment

Q12\_Are there roles available in the organization for 'Persons with Disability' to perform & would you/your organization be open to hire 'Persons with Disability' for the same?

MANUFACTURING	Role	Manufacturing +	Persons with Visual Impairment	Persons with Locomotor Disability	Persons with Hearing Impairment	Persons with Speech Impairment
	Core	Engineers		10%	24%	10%
Customer Relations			10%	24%	19%	19%
Project Coordinator			5%	10%	5%	10%
Pharmacy Technician			-	-	-	-
QA Support			10%	19%	14%	19%
Production Support			10%	14%	10%	19%
Server Waiter			5%	5%	14%	19%
Risk And Compliance Associate			5%	10%	5%	10%
Technology	Data Analysts		10%	24%	10%	14%
	Software Developers		-	10%	-	-
	Software Testers		-	5%	-	-
	Web Graphic Designers		5%	19%	5%	10%
	Database Administrators		5%	19%	5%	10%
	Data Engineer		10%	19%	10%	14%
	PowerBI Analyst		5%	19%	5%	14%
	Cloud Platform Engineer		-	5%	-	-
Backend	DevOps Engineer		-	14%	-	5%
	Operational Support		14%	33%	24%	38%
	IT Support Engineer		5%	19%	5%	10%
	Medical Transcriptionist		-	-	-	-
	House keeping		19%	14%	33%	24%
	Accountant Cashier		5%	29%	14%	19%
	Accounts Assistant		5%	19%	10%	19%
	Loan Servicing Representative		5%	5%	5%	5%
	Process Executive		10%	10%	10%	19%
	Communication Support		10%	10%	10%	10%
	Others		5%	29%	14%	33%
	Not Stated		62%	29%	43%	24%
<b>Total</b>			<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>

## Operational support and Finance related roles see high consideration for the Persons with Locomotor Disability

### TOP ROLES – PERSONS WITH LOCOMOTOR DISABILITY

#### OVERALL

1. Operational Support – 31%
2. Accountant, Cashier – 29%
3. Data Analysts – 27%
4. Customer Relations – 24%
4. Software Developers – 24%

#### SERVICES

1. Customer Relations – 34%
2. Accountant, Cashier – 32%
3. Operational Support – 30%
4. Data Analysts – 25%
4. Software Developers – 25%
4. Software Testers – 25%

#### TECHNOLOGY

1. Software Developers – 36%
1. Data Analysts – 36%
1. Operational Support – 36%
2. Software Testers – 33%
2. Data Engineer – 33%

#### MANUFACTURING

1. Operational Support – 33%
2. Accountant, Cashier – 29%
3. Engineers – 24%
3. Customer Relations – 24%
3. Data Analysts – 24%

Persons with Speech impairment has opportunity with Operational Support or Housekeeping in Manufacturing and Tech related jobs within the Technology segments

## TOP ROLES – PERSONS WITH SPEECH IMPAIRMENT

### OVERALL

1. Operational Support – 18%
2. Data Analysts – 15%
3. Data Engineer – 14%
4. Accountant, Cashier – 13%
4. Software Developers – 13%
4. Accounts Assistant – 13%
4. PowerBI Analyst – 13%
4. Database Administrators – 13%
4. Web Graphic Designers – 13%
4. Process Executive – 13%

### SERVICES

1. Operational Support – 14%
1. Data Analysts – 14%
1. IT Support Engineer – 14%
2. Accounts Assistant – 11%
2. House keeping – 11%
2. Accountant Cashier – 11%
2. Software Developers – 11%
2. Software Testers – 11%
2. Database Administrators – 11%
2. Process Executive – 11%
2. Web Graphic Designers – 11%

### TECHNOLOGY

1. Software Developers – 24%
1. Data Engineer – 24%
2. Data Analysts – 21%
2. Software Testers – 21%
2. PowerBI Analyst – 21%
2. Cloud Platform Engineer – 21%
2. Database Administrators – 21%
2. DevOps Engineer – 21%

### MANUFACTURING

1. Operational Support – 38%
2. House keeping – 24%
3. Customer Relations – 19%
3. Accountant, Cashier – 19%
3. QA Support – 19%
- Server, Waiter – 19%
3. Engineers – 19%
3. Accounts Assistant – 19%
3. Production Support – 19%
3. Process Executive – 19%

## Operational Support, Customer Relations and Tech related jobs are open for the Persons with Hearing Impairment

### TOP ROLES – PERSONS WITH HEARING IMPAIRMENT

OVERALL	SERVICES	TECHNOLOGY	MANUFACTURING
1. Operational Support – 15%	1. Customer Relations – 18%	1. Software Developers – 21%	1. House keeping – 33%
2. Customer Relations – 14%	1. Operational Support – 18%	2. Data Analysts – 18%	2. Operational Support – 24%
3. Data Analysts – 13%	2. Data Analysts – 14%	2. Software Testers – 18%	3. Customer Relations – 19%
3. House keeping – 13%	2. IT Support Engineer – 14%	2. Data Engineer – 18%	4. Accountant, Cashier – 14%
4. Accountant, Cashier – 12%	2. Accounts Assistant – 14%	2. PowerBI Analyst – 18%	4. QA Support – 14%
4. Software Developers – 12%	2. House keeping – 14%	2. Cloud Platform Engineer – 18%	4. Server, Waiter – 14%
4. Data Engineer – 12%			
4. Accounts Assistant – 12%			

Data Analysts, Operational Support are key roles for the Persons with Visual Impairment.

## TOP ROLES – PERSONS WITH VISUAL IMPAIRMENT

### OVERALL

1. Data Analysts – 14%
1. Operational Support – 14%
2. Customer Relations – 13%
3. Software Developers – 11%
3. Data Engineer – 11%

### SERVICES

1. Data Analysts – 16%
1. Operational Support – 16%
1. Customer Relations – 16%
2. Project Coordinator – 11%
2. IT Support Engineer – 11%

### TECHNOLOGY

1. Software Developers – 21%
2. Data Analysts – 18%
2. Software Testers – 18%
2. Database Administrators – 18%
2. Data Engineer – 18%
2. PowerBI Analyst – 18%
2. Cloud Platform Engineer – 18%
2. DevOps Engineer – 18%

### MANUFACTURING

1. House keeping – 19%
2. Operational Support – 14%
3. Engineers – 10%
3. Customer Relations – 10%
3. QA Support – 10%
3. Production Support – 10%
3. Data Analysts – 10%
3. Data Engineer – 10%
3. Process Executive – 10%
3. Communication Support – 10%

> Half believe that the PwDs are good across the skills

Even if skills are considered good, 1 in 3 still believe additional training/help is required to hone them

Q13\_Among the skills listed below, select those that 'Persons with Disabilities' are good at, and those that 'Persons with Disabilities' need further support in?

Cognitive Analytical Skills		Need Help		
		Yes	No	Total
Good At	Yes	36%	22%	<b>58%</b>
	No	12%	30%	<b>42%</b>
	Total	<b>48%</b>	<b>52%</b>	100%

Communication Skills		Need Help		
		Yes	No	Total
Good At	Yes	<b>41%</b>	27%	<b>68%</b>
	No	10%	22%	<b>32%</b>
	Total	<b>51%</b>	<b>49%</b>	100%

Interpersonal Soft Skills		Need Help		
		Yes	No	Total
Good At	Yes	36%	27%	<b>63%</b>
	No	10%	27%	<b>37%</b>
	Total	<b>46%</b>	<b>54%</b>	100%

Technical Hard Skills		Need Help		
		Yes	No	Total
Good At	Yes	35%	22%	<b>57%</b>
	No	<b>13%</b>	30%	<b>43%</b>
	Total	<b>48%</b>	<b>52%</b>	100%

Self Management Skills		Need Help		
		Yes	No	Total
Good At	Yes	37%	33%	<b>70%</b>
	No	8%	22%	<b>30%</b>
	Total	<b>45%</b>	<b>55%</b>	100%

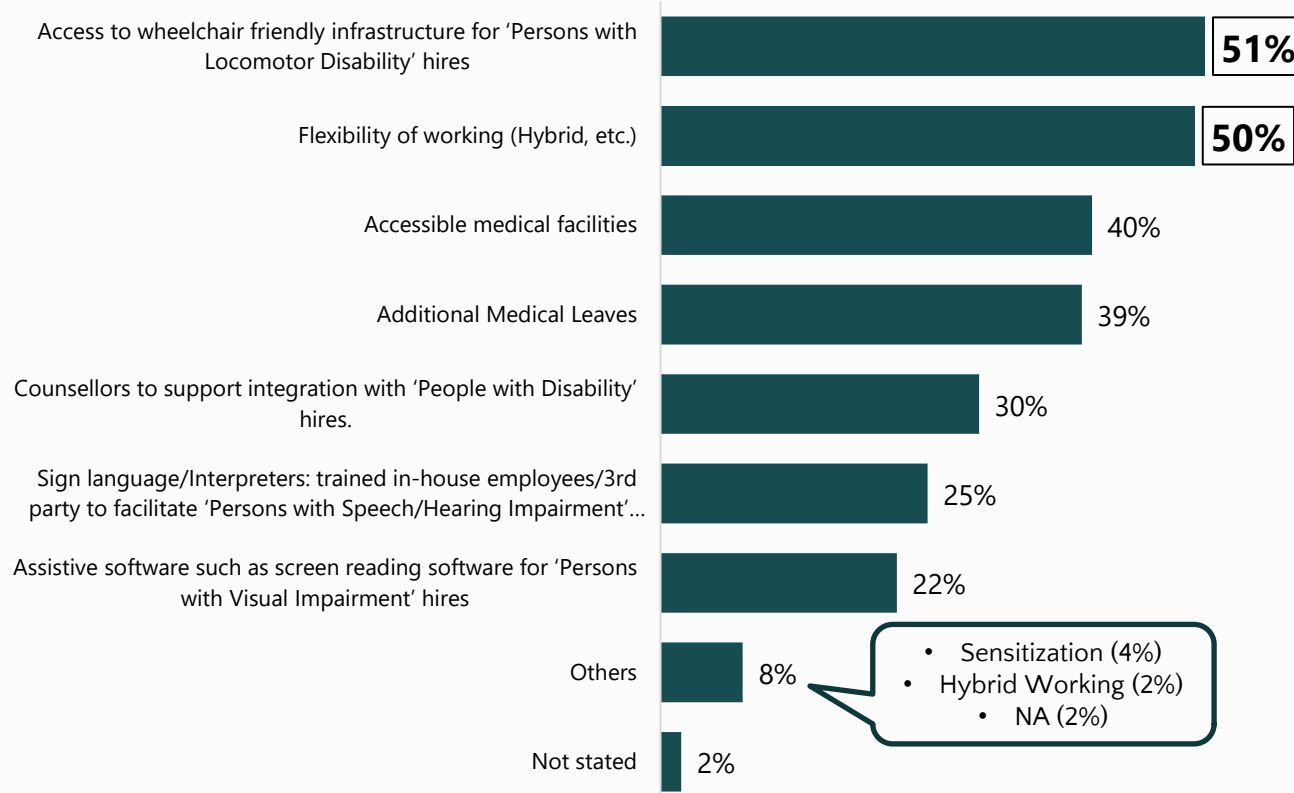
Others		Need Help		
		Yes	No	Total
Good At	Yes	2%	0%	<b>2%</b>
	No	1%	97%	<b>98%</b>
	Total	<b>3%</b>	<b>97%</b>	100%

Half provide wheelchair friendly infrastructure and flexibility in working.

Manufacturing segment focuses a little more on ensuring easy medical facilities access




Q15\_What among those listed below are the aspects undertaken by your organization to facilitate and enable employees who are 'Persons with Disabilities'?

Top 2 in each segment



- Sensitization (4%)
- Hybrid Working (2%)
- NA (2%)

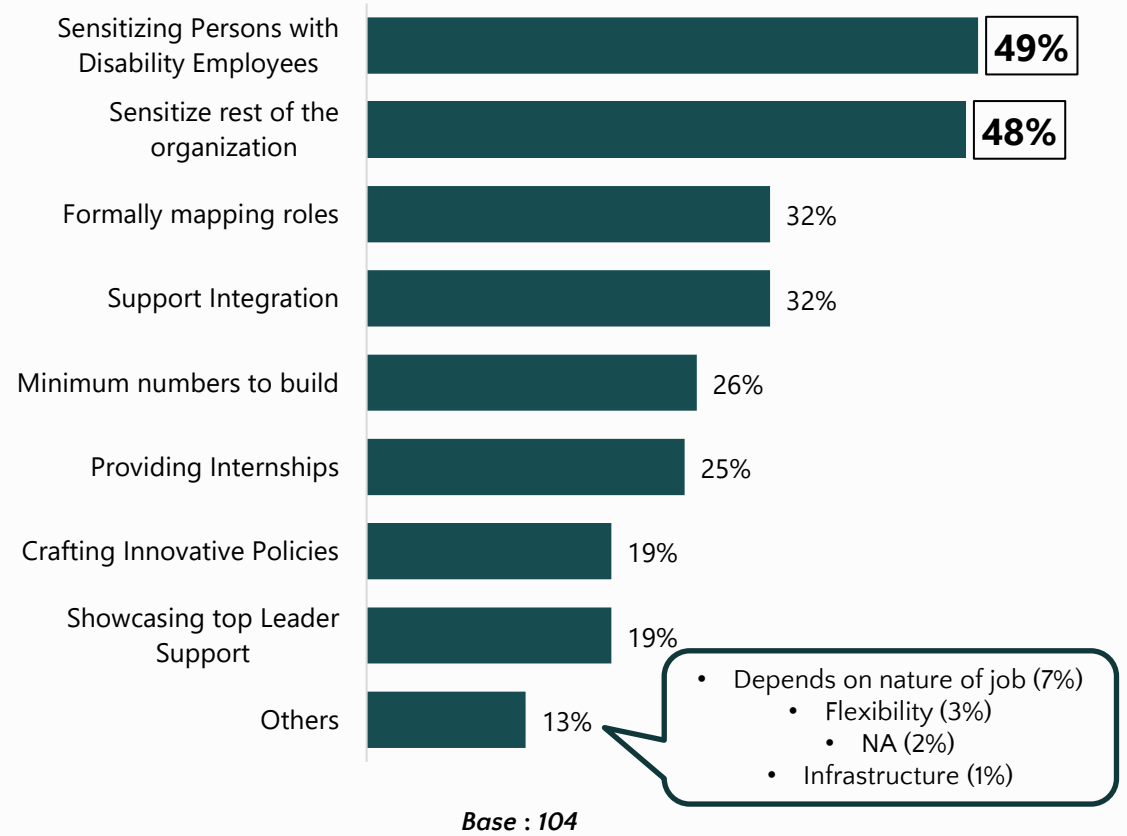
Base : 104

	Industry		
	Services + 	Technology + 	Manufacturing + 
Access to wheelchair friendly infrastructure for 'Persons with Locomotor Disability' hires	53%	48%	45%
Flexibility of working (Hybrid, etc.)	53%	58%	40%
Accessible medical facilities	38%	39%	50%
Additional Medical Leaves	33%	36%	45%
Counsellors to support integration with 'People with Disability' hires.	38%	27%	20%
Sign language/Interpreters: trained in-house employees/3rd party to facilitate 'Persons with Speech/Hearing Impairment'...	27%	27%	25%
Assistive software such as screen reading software for 'Persons with Visual Impairment' hires	24%	21%	15%
Others	7%	9%	10%
Not stated	2%	3%	-
	45	33	20

Sensitization of the organization and the hires PwDs, emerge as the top 2 best practices followed. Services segment also focus on mapping roles formally with PwDs.

Q16\_What according to you are some of the best practices that is followed by your organization that help when hiring 'Persons with Disability'?

Top 2 in each segment



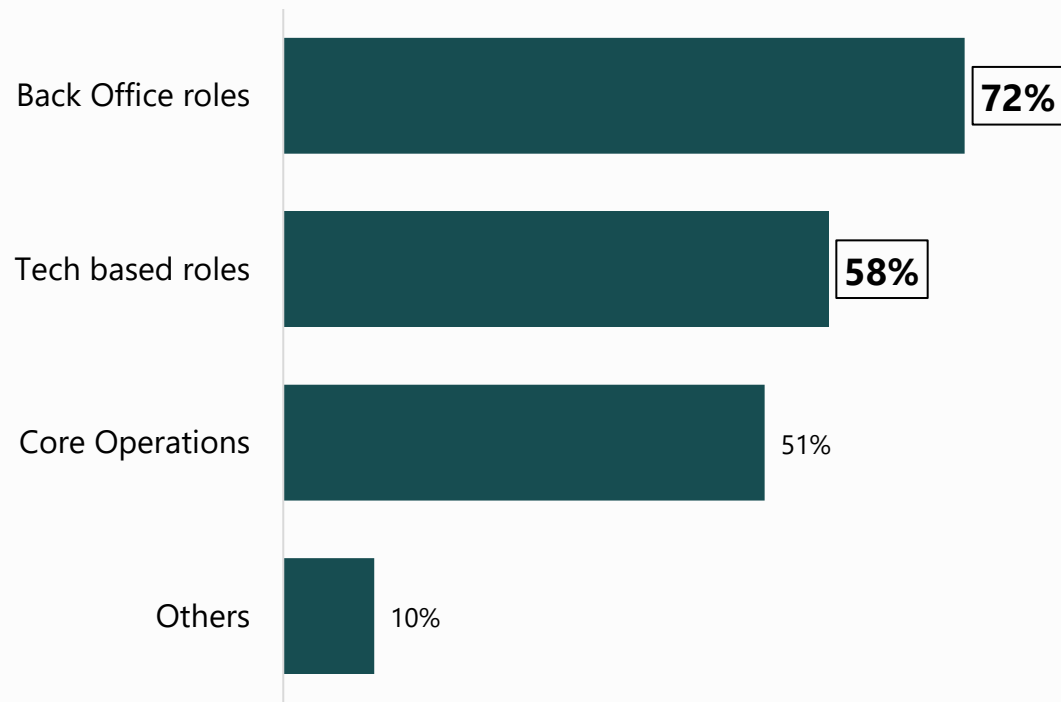
	Industry		
	Services +	Technology +	Manufacturing +
	43%	56%	43%
	45%	59%	33%
	43%	28%	19%
	36%	31%	29%
	27%	25%	24%
	16%	34%	33%
	23%	13%	24%
	20%	13%	33%
	11%	9%	19%
	44	32	21

Back-office roles see most takers in Services and Manufacturing segment.




Technology segment prefer to accommodate them in Tech based roles

Q20\_a.What kind of roles would you consider?

Top 2 in each segment



Base : 104

	Industry		
	Services + 	Technology + 	Manufacturing + 
Back Office roles	82%	55%	90%
Tech based roles	59%	73%	38%
Core Operations	68%	39%	43%
Others	14%	3%	5%
	44	33	21

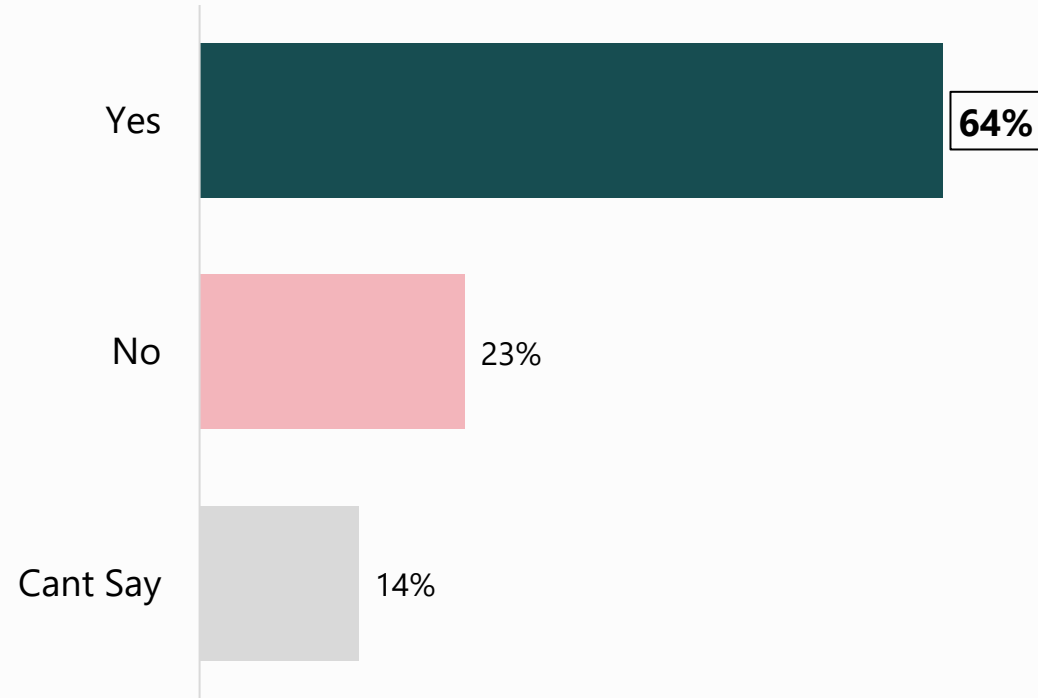
# Annexure – Non-Recruiters

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# 3 out of 5 organizations are aware of NATS

## Q2\_Are you aware about the National Apprenticeship Training Scheme (NATS)?

Top in each segment

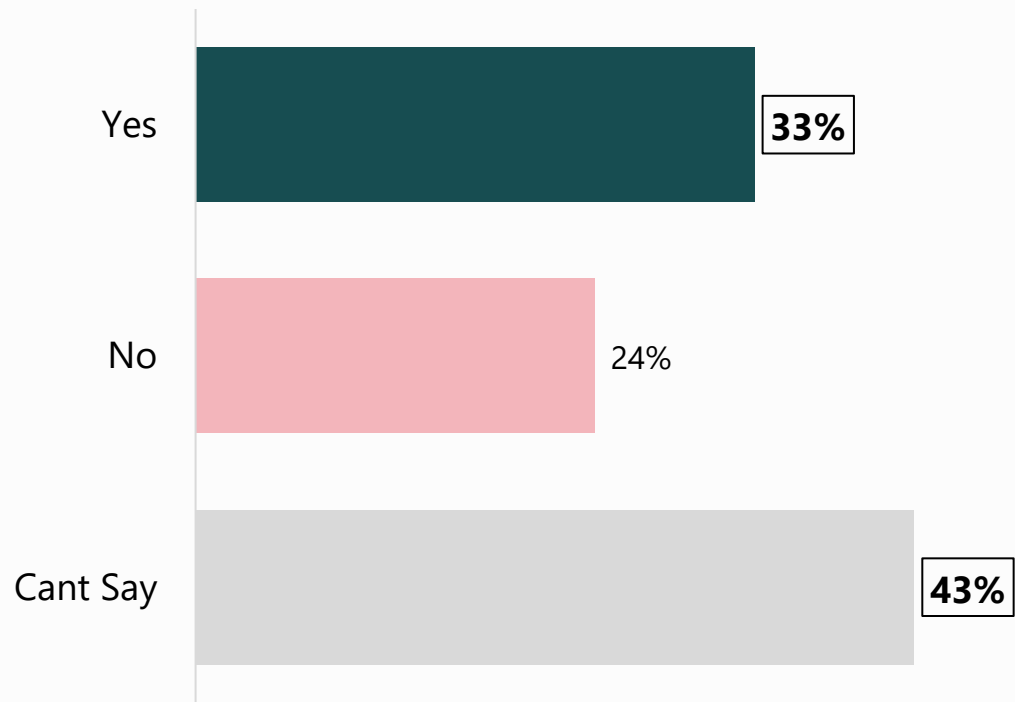


Base : 22

Industry		
Services + 	Technology + 	Manufacturing + 
67%	83%	56%
33%	-	22%
-	17%	22%
6	6	9

- 7 out of 10 are either undecided or unwilling to explore NATS for PwD hiring

Q2b\_Would be interested in exploring 'Apprenticeship Opportunities' for Persons with Disability under this scheme?



Base : 21

	Industry		
	Services + 	Technology + 	Manufacturing + 
Yes	17%	40%	33%
No	33%	-	33%
Cant Say	50%	60%	33%
	6	5	9

# Thank You

35+

YEARS

22+

INDUSTRY  
SEGMENTS

5000+

ENGAGEMENTS

2800+

ANNUAL CXO  
CONVERSATIONS

LISTEN. PLAN. ACCELERATE. >>>

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