

Revamping the Traditional Workplaces – Inclusive Workplaces with Differently Abled Employees

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ABSTRACT

The main objective of this paper is to showcase the changes in the traditional workplaces with an outlook towards inclusive workplaces with Differently Abled Employees. Differently abled employees were looked down sympathetically by the entire world long back but now there is a tremendous change in the way society, organisations and individuals see them and in the attitude reflected on them. Now they are referred as the talented individuals with high level of loyalty and committed towards work and workplaces. Moreover technology had played a great role in uplifting them from crippled state to self-reliable state. Assistive devices, mobile apps, universal designs, and disabled friendly infrastructure had all helped differently abled employees to break out their shell and exhibit their skills.

Keywords: Inclusive workplace, Differently Abled Employees, Trends, Disability, Assistive Technology, Universal Design.

1. INTRODUCTION

Inclusive workplaces are work spaces which are rich in diversity by binding tightly people from diverse culture, diverse religion, various minority groups and people across gender and disability groups. Here we can see an environment in which men, women, transgender and people across the globe, disabled people and people from various religions and minority groups and people with various educational background unite together to work for a single organisation and for the achievement of organizational goals. An inclusive workplace makes diverse employees feel valued, welcome, integrated and included in the workforce instead of being excluded. Because of this richness in diversity an inclusive workplace exhibit high creativity and innovativeness. Other significant characteristics of the inclusive workplaces are that everybody have equal access to opportunities and there exist open communication, information sharing, shared accountability and responsibility.

According to the 2011 Census of India, 2.21 per cent of the population or approximately 26.8 million Indians suffer from one or another disability (Shalini Nair,2016). Rights of Persons with Disabilities Act, 2016 replaced the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995. “Person with disability” means “a person with long term physical, mental, intellectual or sensory impairment which, in interaction with barriers, hinders his full and effective participation in society equally with others”(The Rights of Persons with disabilities Act, 2016).The types of disabilities have been increased from existing 7 to 21

under the new Act. To be very precise, the new list of disabilities include Blindness, Low-vision, Leprosy Cured persons, Hearing Impairment (deaf and hard of hearing), Loco-motor Disability, Dwarfism, Intellectual Disability, Mental Illness, Autism Spectrum Disorder, Cerebral Palsy, Muscular Dystrophy, Chronic Neurological conditions, Specific Learning Disabilities, Multiple Sclerosis, Speech and Language disability, Thalassemia, Haemophilia, Sickle Cell disease, Multiple Disabilities including deaf-blindness, Acid Attack victim and Parkinson's disease. This would help us to imagine the huge and growing representation of disabled people in the population. This study is focusing only on employees facing physical challenges and not on employees with mental or intellectual disability. That means this study is only about employees who suffer due to Blindness or Low vision or Hearing impairment or Loco-motor disability or Muscular Dystrophy or multiple disabilities or Speech and Language disability.

Sarva Shiksha Abhyan, ("Sarva Shiksha Abhiyan", n.d) is a program by Indian Government, insisting on free and compulsory education for all children between 6 to 14 years. As this mission focuses on inclusive education we have more and more differently abled children getting elementary education. On the other hand we can also see the hike in the supply of assistive devices and disability supporting tech devices. All these play a major role in the upliftment of this target segment in the society. Hence, it is our moral responsibility to include these untapped highly potential human resources into workplaces in order to make it a truly inclusive.

2. SIGNIFICANCE OF THE STUDY

Differently abled people are an integral part of the society. There existed a time where these differently abled people were looked down with prejudice by the entire world. But now the environment is experiencing a paradigm shift for affirming these Specially Abled People. We know that the Government had already taken all the possible efforts to mainstream the differently abled people into workplaces. Corporates are now recruiting and promoting differently abled employees. Inclusive workplaces provide exclusive contributions because of their richness in diversity. Diversity will definitely throw light to enhance innovations and creativity. Diversity in workplaces will surely help workforce to be more open, genuine and will help them to appreciate every single individual. Hence, this paper is focusing to discuss the changes in the traditional workplaces in promoting inclusiveness of Differently Abled Employees in the workplace.

3. OBJECTIVES OF THE STUDY

- To study the pattern in the shifts from traditional workplaces to inclusive workplaces with special focus on Differently Abled Employees.
- To critically evaluate these new changes in the traditions.

THEORETICAL BACKGROUND OF THE STUDY

Consistently employment rates for people with disabilities are noted by some researchers (Brucker, 2009; Kruse & Hale, 2003; Schur, Kruse, Blasi & Blanck, 2009) as significantly lower than employment rates for people without disabilities. According to Andersen (2009), work is an important social institution that fulfils basic psychological needs, and unemployment prevents the individual from fulfilling those needs. Beyond economic benefits from

employment of Differently Abled Persons lie psychosocial benefits of employment such as decreasing social isolation (Stewart, *et al.*, 2009) through interactions with co-workers or members of the public and a greater sense that one is filling a valuable social role (Schur, 2002). Employment helps people to satisfy not only their economic needs but also their social, psychological and esteem needs. (Sefotho, 2013).

Initially, in public sector firms, existence of differently abled employees itself was merely a result of reservations only. Even if they were employed, the management, peer and subordinates considered them as 'good for nothing creatures'. Meanwhile the private sector exhibit an indifferent attitude towards them. Lack of opportunity, lack of support and lack of resources were the various issues affecting differently abled employees. Researchers say that these employees were over represented at lower positions in the organisations and they were under represented at managerial and professional positions in the organisation. Stone and Colella (1996) demonstrated that disability may contribute to a perceived lack of fit and have a negative impact on individuals' acceptance into work groups, rates of promotion, assignment to challenging jobs and training and mentoring opportunities. Similar to the ways in which women experienced glass ceiling long back there existed a glass cliff made up of lack of organizational and peer support which prevented differently abled employees from climbing up the organizational ladder.

4. METHODOLOGY OF THE STUDY

This paper is the outcome of in-depth literature review for one year. The researchers had reviewed and critically analyzed various articles in more than 100 international journals and national journals. The researchers had also collected many updated information from various newspapers, websites and reports. They had reviewed articles within a time span of 1996 to 2019 to arrive at conclusions.

ORGANISATIONS SUPPORTING DIFFERENTLY ABLED EMPLOYEES: A GLANCE

IBM, STANCHART, CISCO, State Bank of India, Lemon Tree hotel, Mirchi and Mime (M&M), KFC India, Pizza Hut, Valeo India, Tata steel, Eureka Forbes, Tata steel, Dell, Accenture, Amazon, Ernst and young, Proctor & Gamble, Aetna, KPMG, Flex are just a few among the many organisations which had well incorporated differently abled employees into their workplaces. (Shinmin Bali, 2017)

IBM AND DIFFERENTLY ABLED EMPLOYEES

IBM offers a barrier free atmosphere which is inclusive of differently abled employees. It holds very high accessibility standards to accommodate differently abled employees. Leadership at IBM also gives importance to inclusive workplaces. Disability awareness training is given to all employees and managers at IBM. This is to help the fellow colleagues in IBM to easily interact with differently abled counterparts. (Butler, 2017).

The company uses 3 beautiful words to explain the main reason behind hiring differently abled employees. They are "Innovation, Society and Talent". Innovation brings out various ideas that help IBM to move forward. The company focuses on society because it believes that in order to perform well all people need to equally participate in it. IBM also wants the most talented

people irrespective of their backgrounds. So IBM gives importance to diversity, especially talented and qualified differently abled employees.

A approach” is the strategy used by IBM to engage Differently abled employees. Where 3A stands for “Accommodation, Accessibility and Attitude”. They are well accommodated into world of IBM with the provisions of ramps, disabled friendly software and transport facility. IBM also provides training workshops to managers and entire staff to make them aware and adapt to this initiative. Project view is a wonderful program at IBM to help attract people with disabilities. IBM falls in the list of top 100 companies for diversity and has received an institutional achievement as a hero of accessibility from knowbility.org at the 2016 CSUN conference. IBM recently bagged the national award for best employer for employing differently abled employees. It hold differently abled employees at all roles and levels ranging from mid to senior levels. This firm provides ample career growth for these employees. (Shakthi,2017).

Banking Sector and Differently Abled Employees

SBI is the largest employer of Differently Abled Employees. It employs nearly 2800 people with disability – about 1.4% of its overall employee strength. Moreover the bank had set up Centre of Excellence (CoE) for training employees with disability in Bangalore. The bank has Differently Abled Employees at all ranks and in all roles. There is grievance redressal mechanism especially to support differently abled employees in State Bank of India. In order to improve the efficiency of these employees computerised workstations and Optical Character Recognition (OCRs) are provided. Special training is also given to these employees by joining hands with NGOs (ANIL URS,2017).STANCHART (Standard Chartered) have introduced “buddy mentor” program to help differently abled employees. Here each Specially Abled employee is provided with a ‘buddy mentor’ from the same team in order to assist them and make them feel ease at work.

GOOGLE AND DIFFERENTLY ABLED EMPLOYEES

Google had hired people who are legally blind, hearing impaired and physical impaired. As we know in Google employees have an option to choose even a standing desk to do the work. (Paolo Gaudiano, n.d)

LEMON TREE HOTELS AND DIFFERENTLY ABLED EMPLOYEES

Lemon Tree employs 550 Differently Abled Employees. Most of them faces speech and hearing impairment and locomotors disability. Altogether 12% of the total workforce at lemon tree Hotels are differently abled. Moreover the founder of the company, Patu Keswani, wants to improve it to 40% (Amy Kazmin,2018). It is also seen that in Lemon Tree hotels commitment to hire Differently Abled Employees is marked as a matter of pride and this will surely help to take the employee morale to higher levels. (18TH NCPEDP- MINDTREE Helen Keller Awards 2017).

RETAIL SECTOR AND DIFFERENTLY ABLED EMPLOYEES

We can see that retail sector had rolled out the red carpet for differently abled employees absolutely not for charity but it is the lasting effect. KFC, Costa Coffee, Dominos, Café coffee

day outlets are all employing differently abled employees in the roles of attendants and cashiers (Avinder Batra, 2014). Even in big stores like Lifestyle, Shoppers Stop, Hyper city, Max, Star Bazaar, Reliance Retail differently abled employees play the roles of cashiers, sales executives, co-store administrators or visual merchandisers. Out of a total of 20,000 employees there is 500 differently abled employees.

KFC brags of employing more than 170 Differently Abled Employees at their restaurants across the country and the company is trying to increase it to 10% of its total workforce. In order to support this venture it started KFC Academy. KFC Academy helps to make speech and hearing impaired youth really employable through various programs. All Differently Abled Employees are paid at par with other employees in the identical position and there are also cases of restaurant which are completely run by Differently Abled Employees. (Poulomi Das,2016).

At café coffee day these employees are known as “Silent Brew masters” as they are especially skilled in brewing coffees behind the counters. Because of their heightened sense of smell and vision they can make the best coffees and present it to customers in the best pleasing manner. There are even customers demanding coffees especially made by these talented brew masters. “Silent brew masters” are much preferred because of their productivity. They do not waste time or take things lightly (Malini Goyal,2017).Costa Coffee have stores run entirely by Differently abled employees. CEO of Costa Coffee had decided to add at least two differently abled employees in each of its store. (“Café coffee day recognized as role model company at the prestigious Helen Keller awards 2013”, n.d).Walmart packing unit is employing lots of differently abled employees. Mirchi and Mime (M & M) is yet another restaurant chain which is highly impressed by recruiting differently abled employees (Malini Goyal , 2017).

AMAZON AND DIFFERENTLY ABLED EMPLOYEES

Amazon, India’s e-commerce giant employs many hearing impaired in their delivery stations. They easily handles, scans and sort hundreds of Amazon’s packages. The boxes are then bagged, labelled and given to each delivery person. In the beginning, Differently Abled Employees were even trained by sign language trainers hired by Amazon. Amazon is very happy to engage these employees as they stick to workplaces for longer period and they are more loyal. They had slowly experienced the cost of recruitment and training coming down.(Ananya Bhattacharya,2018)

ACCENTURE AND DIFFERENTLY ABLED EMPLOYEES

Accenture is a company which give lots of importance to diversity and inclusiveness at workplace. Reasonable accommodation is made by incorporating adjustments to workplaces and for the work, So that qualified individuals with disability have rights and privileges at par with their non-disabled counterparts. (“Culture of inclusion sessions”,n.d)

In order to welcome differently abled employees to their workplaces Accenture had taken up various initiatives. (“Inclusion and diversity”,n.d.) An “exclusive checklist” is introduced to recruiters. This led to a comfortable interview process for differently abled candidates. Supervisor training is designed especially for managers to equip them with the skills to handle differently abled employees in various teams. Assistive devices are widely made available for all its talented differently abled employees to help them perform comfortably. The entire workforce is given awareness through various online training program to interact and mix well with differently abled employees. All these steps are taken because Accenture believes that inclusion truly leads to innovation. It is also worth to say that Accenture has realised the importance of providing job skill training for differently abled employees and to support this

the company awards 48 million rupees to its non-profit partners- Dr. Reddy Foundation, Anudip Foundation and Enable India. Accenture had also received the recognition as a “role model company” by NCPEDP (National Centre for Promotion of Employment for Disabled People) (18TH NCPEDP- MINDTREE Helen Keller Awards 2017).

VALEO INDIA AND DIFFERENTLY ABLED EMPLOYEES

Valeo India is recruiting many speech and hearing disabled employees. Because they have understood that these employees are more productive and commits less mistakes. Moreover they stick to the company for longer period and also reduce absenteeism. Here differently abled employees are engaged in packing and stacking products in the shop floor. (Nidhi sharma , 2016).

OTHER FIRMS SUPPORTING DIFFERENTLY ABLED EMPLOYEES

Aachi Masala is yet another business group which give importance to employing differently abled employees. The firm had received Best employer award for empowering differently abled employees (“Awards and Accolades”, n.d). Aegis is technology Services Company which provide equal employment opportunities to differently abled employees and help them attain their career goals.

Cisco Systems India Private Limited is a company which employs large number of differently abled employees and also provide good career option for these people. CISCO’s focus is on 5 areas: People power, Assistive technology, Awareness, External partners and Physical environment. For the promotion of hiring differently abled employees PLC (Project Life Changer) initiative, moreover the differently abled employees working in CISCO was provided with a mentor or buddy to help them in their official performance. This initiative also includes providing soft skill training to the absorbed differently abled employees with a tie up with NGOs. “Global Accessibility Awareness Day” (GAAD) is celebrated in CISCO to make differently abled employees acquainted to tech-gadgets and make technology accessible to them. CISCO have a physical environment which is disable friendly. For that dedicated parking spaces, ramps, audio announcement in elevators, accessible washrooms, wheelchair assistance and braille signage are all provided in physical environment to accommodate differently abled employees.

Today companies are eager to promote disability friendly inclusive environment for various reasons ranging from CSR initiative to tapping the loyal employees. Surveys had shown very clearly that differently abled employees are more productive and hiring differently abled employees help to reduce the attrition rate and bring down the cost of recruitment and training. It is also seen that they are a source of inspiration for other employees and also employing them help to spread a positive word of mouth about the organisation among the customers and stakeholders. The employers of this special category of employees can also enjoy and take advantage of the government incentives tailored for them.

DIFFERENTLY ABLED EMPLOYEES AND SELF EMPLOYMENT

We can see many differently abled people who had opted to be good entrepreneurs as they are more likely to be self-employed. It gives them ample opportunity to show off their aspirations and ideas. Moreover they can make their own adjustments at work and sometimes more flexible

when they choose self-employment. (Deborah Davis, n.d). On the other side we can also see smart, motivated and proud differently abled employees who are happy to experience the work culture and provide unique contributions to some of the top companies of the country.

5. PROBLEMS WITH OTHER INDIAN COMPANIES

We saw that most of the brilliant firms not only in India but worldwide had accepted the ability and talents in differently abled employees. But we know that there are yet many firms to accept them. The main reasons behind this is the ignorance about inclusion, poor infrastructural facility, wrong notion that they are unemployable and the misunderstanding that it is very expensive to employ differently abled employees.

6. ANALYSIS AND FINDINGS OF THE STUDY

Currently the trends have changed. There exist a paradigm shift in the societal trends, workplace design trends, technical trends, legal trends and even in the attitudinal trends. Due to this, corporates and organisations are preferring differently abled employees at par with non-disabled employees. There are even sectors today which prefer differently abled much higher than others. The private sector is revealing a warm welcoming nature towards differently abled. This might be because differently abled employees exhibit more commitment to their work. They also exhibit better Organisation Citizenship Behaviour (OCB). As a result of this these employees stick to the organisations for longer period lowering the training and recruitment cost of the organisation. The attrition rate is getting diminished. Hence, results show that differently abled employees are an asset to the organisation. Moreover it was our inability that we were reluctant to understand their ability.

The following are the detailed findings of the study:

TRENDS IN WORKPLACE DESIGN AND TECHNOLOGY

Advancement in technology and assistive devices and installation of universal design had tremendously changed the world of differently abled employees. Wheelchairs, scooters, walkers, canes, crutches and prosthetic devices are various mobility aids that help differently abled employees with locomotor disability. ("What are some types of assistive devices and how are they used", n.d). Wider doorways and wheelchairs also seems necessity. There are hearing aids available to help differently abled employees with trouble in hearing. In order to help differently abled employees with sensory and mobility impairment screen readers, voice recognition software, text to speech converter, speech to text converters, screen enlargement applications are all available. Smooth-talked is a device which helps people with communication difficulty and speech defect to communicate better. Optelec, had come up with devices to help people with low vision read or hear news. ("eye conditions", n.d).

Voice4U, LetMeTalk, JABtalk, AAC speech buddy, Alexicom AAC(android), ViaOpta Nav and Lifeline are all various assistive Apps designed to help differently abled.

Barrier break is a great firm which is an expert in making assistive devices and apps to support differently abled employees. This great firm had used technology to balance disability and the net product is highly empowered differently abled employees. This great firm is offering various products which includes low vision aids, alternatives for mouse, devices for screen reading and magnification, adaptive keyboards, communication aids and accessible tools for

formatting which helps to convert text into larger prints or braille language or daisy or tactile or even MP3 format. (“Digital Accessibility Consulting”,n.d).

Assistive devices are not always expensive as we think. Some Assistive devices may appear as very simple devices in our eyes but these are very helpful devices in the eyes of differently abled. We can make simple and useful assistive devices even out of cardboard or corrugated plastic. This material is preferred because it is very cheap compared to other alternatives. In order to help deaf people, sounds from the iPhone can be amplified by putting cardboard or corrugated plastic near the 4 speakers so that the sound hit the cardboard and moves forward amplified. Similarly in order to help blind people corrugated plastic was cut out and placed adjacently to hold the iPhone so that it can easily take photos of the page which is fully written. Then phone will read out the entire content of the page. In the same manner in order to help people using wheelchair, a simple snatcher can be made so that so that it can be placed between the two legs on the seat while on wheel chair – so that umbrella can be easily placed. No need for the differently abled to hold the umbrella.

A small cello tape with grip on both side can be made and it is made to stick to the bottom of an apparatus or any surface and could be placed on the lap of the differently abled person on the wheelchair so that it does not fly off or fall down. This type of cello tape can also be used to easily turn off the pages. This reveals the fact that we can make differently abled employees fully self-reliable with the help of simple inexpensive devices. Assistive devices play a major role in providing equal status and equal opportunities to differently abled population compared to non-disabled counterparts.

UNIVERSAL DESIGN TRENDS

Introduction of universal design into workplaces had made life of differently abled employees much more convenient and comfortable. Universal design played a great role in creating barrier free environment for these specially abled people. We need to understand that access to public areas is the fundamental right of every citizen of the country. Availability of ramps and staircases with handrails and of appropriate inclination or slope, lifts, elevators, street furniture, dustbins, drinking fountain, tactile flooring, wheelchair accessible areas and signage help differently abled employees to be self-reliant. Contrast colouring of handrails help visually impaired differently abled employees. Provision for retractable first step manual ramps at the entrance of the bus helps to improve the accessibility of differently abled employees. Providing instructions in Braille language help to empower blind differently abled employees. Installing handrails and supports at appropriate heights especially toilets help differently abled people. Slip resistant flooring protects all employees especially these special category employees from incurring any accidents (“GUIDELINES FOR DIFFERENTLY-ABLED FRIENDLY CONSTRUCTION” ,n.d).

ATTITUDINAL TRENDS

The world had understood that even a deaf person with acute deafness can hear everything almost clearly provided he or she is wearing a hearing aid and also if required training is given before 3 years of age. That means he or she is equivalent to any non-disabled person. This helped a lot to change our attitude towards deaf people. Moreover we have devices which acts as voice to text converters or voice to image converters to help deaf people. So that even if they can't hear they can see things and understand.

Similarly, in order to help blind or visually impaired persons there is text to voice converters. So that blind people can easily hear and understand things. Braille language is a great help to blind people. They can read braille language and understand everything and anything about this world.

In the same manner differently abled employees using wheelchairs can access any place or any parts of the building when buildings are built compactible with universal design. So if lack of accessibility is there barrier, then even that could be surpassed.

All these help to change our attitude towards differently abled employees. Only thing is that they need a little more assistance. That means we need to realise the fact that with little more assistance differently abled employees can outperform their non-disabled counterparts. Earlier the organisations and individuals had a very negative attitude towards disability and differently abled employees. But now they had changed the attitude towards them due to their unique contributions. They are now much more preferred because of their commitment towards work and workplace. Recruiting them also help to bring down attrition rate and the cost of training. In fact they help to attain the return on investment (Divya Shekhan,2018).

Organisations had also understood that employing differently abled employees would help to have positive word of mouth among the stakeholders hence today organisations prefer recruiting them. This is the new trend seen in the attitude of individuals and organisations. Moreover they also realise that technology have made these employees fully abled. So they are no more disabled or handicapped.

LEGAL TRENDS

The Persons with Disability Act (Equal Opportunity Protection of Rights and Full Participation) 1995 was replaced by the Rights of Persons with Disabilities Act, 2016. The Persons with Disability Act, 1995 had put forward only 7 categories of disabilities which was widened to 21 categories by the latter Act. The new law categorises differently abled employees into 3 categories which includes persons with disability, persons with benchmark disability (those with at least 40% of the above disability) and persons with disability having high support needs. The law dictates that all establishments including private establishments to frame out equal opportunity policy.

Moreover the revised Act (The Rights of Persons with Disabilities Act 2016 and Rights of Persons with Disabilities Rule, 2017) emphasise the importance of providing barrier free access in buildings and transport systems of all establishments. Now there is 4% reservation for government jobs and also in higher education for differently abled employees compared to 3% reservation earlier. The law states that the private establishments getting incentives from government should employ at least 5% persons with benchmark disabilities. Even if the law does not compel reservation for physically disabled in private sector, it is made mandatory to find out positions suitable for these employees. The law also states that the private sector should take all the required steps to ensure barrier free access, assistive devices and training to differently abled employees. Preference should be given to them for transfer and in case of special leaves. Every establishments employing 20 or more employees should maintain record of differently abled employees employed there. Moreover these establishments should appoint a liaison officer to see that these differently abled employees are provided with required facilities. ("India's new law on disability extends to private employers",2017).

The revised act defines discrimination as “any distinction, exclusion, restriction on the basis of disability” and enforces that “no person with disability shall be discriminated on the grounds of disability”. Department of Empowerment of Persons with Disabilities under the Ministry of Social Justice and Empowerment, Government of India have introduced accessible India campaign in order to make India accessible to differently abled employees. That means they should be made accessible to information, to transportation, to public buildings, to physical environment, to communication technology and various services.

7. DISCUSSIONS OF THE FINDINGS

When we discuss the workplace design trends we could see that the workplace designs were earlier concerned only about the needs of the majority people but now the workplace designs are sensitive towards the needs of the minority, especially the Differently Abled Employees. Hence it is sure that in the future more products, apps and workplace designs will evolve to support the needs of the Differently Abled Employees. Similarly, Universal design are meant to satisfy the needs of every individual in the society including young and elderly people. So when the total needs are met, the differently Abled employees needs also get satisfied. So there is no need to build anything specially for them. Differently abled employees automatically get accommodated into workplaces.

Moreover, we need to understand that our attitude towards Differently abled employees changed due to their unique skills, unique contributions, higher commitment and lower attrition rate and it is not our sympathy or charity which made them acceptable to workplace.

Legal trends are taking a steep together with non-legal trends (discussed above) in order to create a momentum and accelerate mainstreaming of Differently abled employees into workplace.

There existed a time when workplaces were strange to women community. Slowly things changed and women were encouraged to become a part of the workforce but there existed a glass ceiling. Now, even that attitude towards women shattered and women are now managers, CEOs and directors of organisations, steering the corporate world. Today world respect women for their hard work, their mental strength and will power. Things are not at all different in the case of differently abled employees. There was a time when Differently Abled employees were marginalised and neglected but now the organisations are accommodating and accepting them. Organisations are trying to actively engage these differently abled employees because they are known for their unique contributions. They had shown the world their will power to perform and excel. Hence there is no ambiguity that they will rise up soon to steer the organisations and corporate world.

8. CONCLUSION

This study is focusing on the changing trends in the attitude of corporate world towards differently abled employees. This study has well portrayed the way in which organisations are accommodating and engaging differently abled employees into the workplaces. The pattern of their changing situation in the organisations can be drawn from negligence mode to acceptance mode to engagement mode at present. The study also discusses the legal support, changes in technology and workplace designs which stimulated the engagement of differently abled employees at workplaces.

Attrition is the main problem faced by almost all the companies. Employing differently abled employees is one of the best solutions to overcome this problem as these people are highly loyal

and fully committed to their work and workplaces. We can subjectively conclude that attitudinal trends are the basis for the promotion of inclusiveness of Differently Abled Employees as it will influence the legal trends, universal design trends, workplace design trends and even technological trends. Since positive attitude is in the forefront in promoting inclusion of Differently Abled people into workplaces our aspiration for inclusiveness of Differently Abled People in the workplace can be fully achieved. This is the era of survival of the talents. Today this world is an open floor for anyone with real talents to rule. Whether its men or women or transgender or disabled, it does not matter, the world will accept your talents irrespective of the caste or tribe or race or background.

Differently abled employees don't want our sympathy or empathy but it's our duty to give them a platform to flair. We have seen that assistive devices and assistive apps are the best tools for non-discrimination of differently abled. Moreover this highly potential category of employees should be embraced by the corporate world because of the high belongingness and unique contributions they exhibit. This will help us realize the real fact that they are much better talents than their non-disabled counterparts. Differently Abled Employees add much flavor to the inclusiveness in the workplaces.

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