

**Employability of Disabled Persons in the Private Sector of Astana City
with a focus on the Department of Employment and Social Protection
in the Akimat of Astana**

by

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EXECUTIVE SUMMARY

Problem and Purpose

The Department of Employment and Social Protection of Astana city's Akimat (Mayor's Office) is accountable for the development and implementation of support measures aimed at improving the employability of persons with disabilities in the private sector of Astana.

The current situation endures two major problems:

1. 55% (or 10,464) of all persons with disabilities in Astana deemed to be able for employment are unable to find a permanent job;
2. In 2023, there were a total of 1,694 persons with disabilities successfully employed. However, so far, in 2024, only 240 persons with disabilities have been employed.

This negative pattern in the employment levels of persons with disabilities highlights the inefficiencies of current public policies and state mechanisms. The purpose of this research project is to:

1. Assess the current support measures implemented to assist the unemployed persons with disabilities;
2. Suggest practical developments to improve the employability of persons with disabilities.

Methods

A survey questionnaire and semi-structured interviews were conducted to evaluate the impact of current support measures provided by the Department of Employment and Social Protection. A total of 38 respondents were analyzed. These included 3 different stakeholder groups:

1. Representatives of state bodies responsible for creating the right incentives for employment;
2. Private companies that receive financial incentive to employ persons with disabilities;
3. Persons with disabilities themselves, both employed and unemployed.

Findings and Results

The main support measure used by the Department of Employment and Social Protection is the provision of subsidies for private companies to employ persons with disabilities:

- To create a comfortable work environment by building proper infrastructure inclusive enough for persons with disabilities at the workplace;
- To finance assistive technologies required for persons with disabilities to effectively perform their job functions at work.

Considering the activities performed by employers above, 59% of persons with disabilities indicated infrastructural barriers as the main challenge witnessed at work, and 62% have a hard time navigating at their workplace. Even though private companies highlighted their financing of necessary technologies, 73% of persons with disabilities have a difficulty in accessing equipment and technology vital for them to work comfortably.

The discussions with the Department of Employment and Social Protection led to an overarching revelation. Public managers do not know how to properly incentivize the private companies to fulfill the employment quotas of persons with disabilities. Furthermore, the subsidies provided are being misused by the private companies towards other activities unrelated to the creation of an inclusive environment for persons with disabilities.

Recommendations

The aim is to achieve short-term wins rather than propose long-term reforms that will need far more careful consideration and extensive research. The study showed that cost-effective and practical recommendations are needed to improve the employability of persons with disabilities:

- Transfer the subsidization of employer's cost to vocational training specializing in disability skills development;
- Develop a marketplace for all employed and unemployed persons with disabilities, as well as HR departments and agencies;
- Launch a pilot project on establishing a mentorship program based on specific industry knowledge that is overseen by ministries of different sectors of economy.

TABLE OF CONTENTS

| | |
|--|-----------|
| EXECUTIVE SUMMARY | 1 |
| ABSTRACT | 7 |
| ABBREVIATIONS | 8 |
| CHAPTER I: INTRODUCTION | 9 |
| 1.1. Background and problem statement | 9 |
| 1.2. Purpose of the Study and Research Gap | 10 |
| 1.3. Significance and Contribution | 10 |
| 1.4. Scope of the Study | 10 |
| CHAPTER II: LITERATURE REVIEW | 11 |
| 2.1. Historical overview | 11 |
| 2.2. Policy and Legislative Approaches for PWD Employment | 12 |
| 2.3. Global and National Initiatives to Support the Employment of Persons with Disabilities | 13 |
| 2.4. Modern approaches and programme support | 14 |
| 2.5. Challenges and barriers to employment | 15 |
| 2.6. Theoretical Framework | 16 |
| CHAPTER III: RESEARCH METHODOLOGY | 16 |
| 3.1. Data and Sample | 16 |
| 3.2. Research Design | 16 |
| 3.3. Operational Implementation | 17 |
| 3.4. Data Collection | 17 |
| 3.5. Data Analysis Methods | 19 |
| 3.6. Ethical considerations | 19 |
| 3.7. Limitations | 19 |
| CHAPTER IV: FINDINGS AND RESULTS | 20 |
| 4.1. Program design for sustainable employment of PWDs: Current approaches and future directions for development | 20 |
| 4.2. Perception of Private Companies about PWD Employment and Challenges | 22 |
| 4.3. Perception of PWDs about employment support and challenges | 23 |
| CHAPTER V: DISCUSSION | 27 |
| 5.1. Application of Conceptual Framework - Logic Model to the Findings | 27 |
| 5.2. Challenges in Enhancing Employment Opportunities for PWDs | 27 |
| Challenge 1: The Efficacy of Subsidy Programs in Facilitating PWD Employment | 27 |
| Challenge 2: The Risks of Privatizing PWD Training in a Developing Context | 28 |
| Challenge 3: The Positive Impact of Inclusive Practices and Cultural Mindset on PWD Employment | 28 |

| | |
|---|-----------|
| Challenge 4: Leveraging Technology to Match PWDs with Suitable Jobs | 29 |
| CHAPTER VI: CONCLUSIONS | 30 |
| 6.1. Policy Recommendations | 30 |
| 6.2. Application of Conceptual Framework - Logic Model to the Policy Recommendations | 31 |
| REFERENCES | 34 |
| APPENDICES | 38 |
| Appendix 1 | 38 |
| Quantitative Methods Description | 38 |
| Qualitative Methods Description | 38 |
| Appendix 2 | 40 |
| Survey Questionnaire for Employed and Unemployed PWDs | 40 |
| Appendix 3 | 48 |
| Interview Questions: State Agencies | 48 |
| Interview Questions: Employers | 49 |
| Interview Questions: Employed PWDs | 50 |
| Appendix 4 | 52 |
| Consent Forms for Online Survey of PWDs | 52 |
| In English | 52 |
| In Kazakh | 53 |
| In Russian | 56 |
| Appendix 5 | 59 |
| Consent Forms for the Interview | 59 |
| In English | 59 |
| In Kazakh | 61 |
| In Russian | 63 |

LIST OF TABLES AND FIGURES

| | |
|----------|-------|
| Table 1 | 18-19 |
| Figure 1 | 23 |
| Figure 2 | 24 |
| Figure 3 | 24 |
| Figure 4 | 25 |
| Figure 5 | 25 |
| Figure 6 | 26 |
| Figure 7 | 27 |
| Figure 8 | 32 |

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ABSTRACT

This study examines the employment challenges faced by persons with disabilities (PWDs) in the private sector in Astana, focusing on issues related to job accessibility, workplace inclusivity, and retention. Despite government subsidies and policies aimed at increasing employability, significant barriers remain. Participants in this study included PWDs seeking employment, representatives of the Department of Employment and Social Protection, private sector employers, and NGO stakeholders. Using a mixed methods approach, data were collected through surveys, interviews, and document reviews. Quantitative data were collected and analyzed via survey of PWDs, while qualitative data were thematically analyzed to identify prevailing challenges and patterns in the employment of PWDs. The results indicate that while financial incentives motivate initial hiring, they are insufficient to promote sustainable employment due to inadequate workplace conditions and limited retention efforts. The results highlight the need for more comprehensive policies that emphasize accessibility and long-term support systems in private organizations. This study contributes to the policy debate by providing evidence-based recommendations aimed at creating a more inclusive labor market for persons with disabilities in Astana, ultimately promoting both economic and social inclusion.

Key Words: People with Disabilities, Employment, Private Sector

ABBREVIATIONS

Akimat / the Department – the Department of Employment and Social Protection of the Akimat of Astana City

Atlas - the “Atlas of Recommended Professions for Disabled Persons”

MCI – Monthly Calculation Index

PWDs – Person(s) with disabilities

(Research) Group – Master’s project group conducting the research

ILO - International Labour Organization

CRPD - The United Nations Convention on the Rights of Persons with Disabilities

UN Enable - United Nations Disability Program

WHO DR - the World Health Organization on Disability and Rehabilitation

IDA - International Disability Alliance

EDF - European Disability Forum

DPI - Disabled People's International

CHAPTER I: INTRODUCTION

1.1. Background and problem statement

In 2015, Kazakhstan ratified the Convention on the Rights of Persons with Disabilities, which “promotes, protects and ensures the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities” (United Nations Human Rights Office of the High Commissioner, 2006). Furthermore, the Convention concerns itself with the advocacy for the employment of persons with disabilities (hereinafter - PWDs) in the private sector through strong incentives from the government, creation of favorable working conditions, and promotion of career advancement amongst the PWDs.

On September 2, 2023, Svetlana Zhakupova was appointed as the new Minister of Labor and Social Protection of the Population by the Decree of the President of the Republic of Kazakhstan. In addition to improving the legislative and institutional framework towards increasing the living standards of the people, one of the Minister’s main objectives is to work closely with the Akimats (Mayor's offices) across the country, as well as civil society institutions, to protect the interests of socially vulnerable segments of the population (Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan website, n.d.). More specifically, there is a need to strictly comply with the rights of the PWDs by implementing and enforcing domestic policies in order to develop a comfortable working environment and provide opportunities for employment in the private sector.

Currently, there are over 700,000 citizens of Kazakhstan with disabilities, which is about 3.7% of the total population of the country. Astana has 34,754 persons with disabilities, of which 25,462 are adults (Akimat of the City of Astana, n.d.). Out of these adults, 19,184 are deemed to be able for employment. Since the implementation of a state program “On establishing a quota of jobs for the employment of PWDs in the city of Astana,” 7,026 persons were employed by the end of 2022. Furthermore, 2023 marked a record high of most PWDs employed – 1,694. Unfortunately, from the beginning of 2024 till the end of the 3rd quarter, highlighted a decline in the employment of PWDs – only 240 employed. The support mechanisms are not showing a positive trend.

Therefore, in total, there are 8,720 disabled employees across the private sector in Astana. Out of 19,184 employable PWDs, 10,464 are still looking for a job. In other words, only 45% of PWDs that are able to work have permanent jobs. These statistics include PWDs with both physical and mental disabilities. The Department needs to find better solutions to employ the rest of 55% of PWDs.

1.2. Purpose of the Study and Research Gap

According to the introductory interviews with the management of the Department of Employment and Social Protection within the Akimat of Astana City (hereinafter - the Department) that develops incentives to promote sustainable employment of PWDs in the private sector revealed that despite existing subsidies and quota-based incentives, barriers such as inadequate infrastructure, discrimination, and limited access to training continue to hinder the employment and retention of PWDs. This study addresses these issues by assessing the effectiveness of current policies and exploring practical improvements. The guiding research questions are: How can the Department better address the employment problems of PWDs, and what measures can stimulate their recruitment and retention in the public sector at present?

1.3. Significance and Contribution

This study has policy relevance by providing evidence-based insights and recommendations to strengthen the Department's PWD employment initiatives. By identifying systemic challenges faced by both PWDs and employers, the results will contribute to improving incentive structures and support measures for sustainable employment. In addition, the study's findings on employer attitudes and PWDs' experiences in the workplace can inform private sector policies, leading to a more inclusive workplace in Astana and potentially across Kazakhstan.

1.4. Scope of the Study

The study focuses on the employment of PWDs in the private sector in Astana, with a particular focus on the role of the Department. It examines both public sector initiatives and private employer responses, aiming to cover a broad range of challenges and solutions in the area of PWD employment. Although the study focuses on Astana, its findings may be applicable more broadly to urban regions of Kazakhstan. For these purposes, Chapter II reviews the relevant literature, establishing the global and local context of PWD

employment and identifying existing research gaps. Chapter III details the research methodology, including data collection methods, sampling strategies, and analysis approaches. Chapter IV presents the findings of the study, followed by a discussion in Chapter V, which explores the key ideas and implications. Finally, Chapter VI offers conclusions and policy recommendations to enhance PWD employment in the private sector in Astana.

CHAPTER II: LITERATURE REVIEW

2.1. Historical overview

Before the 20th century the fate of PWDs was predetermined due to feudal and industrial economies that were largely based on intensive human physical labor. PWDs were largely excluded from public life and work, relying heavily on family support if they could not adapt to or overcome their environment. A few exceptional individuals, such as Helen Keller, who became deaf and blind as an infant, overcame significant barriers by advocating for inclusive education and inspiring countless children with disabilities (Waxman & Aneja, 2020). Haben Girma, remarkably the first deafblind graduate of Harvard Law school, and Black disability rights lawyer, noted that only emphasizing childhood achievements like Keller's can lead society to infantilize adults with disabilities, undermining their aspirations for quality education, employment, and respectful treatment (Waxman & Aneja, 2020).

The Industrial Revolution brought advances in mass production at high cost to worker welfare, intensifying after World War I and II when the return of disabled veterans highlighted the need for social accommodation. Although rehabilitation and job training programs emerged, social discrimination persisted, affecting not only the disabled but also those who cared for them, often forcing caregivers to take unpaid leave or reduce their work hours (Stone & Farley, 1990).

The 1960s civil rights movement marked a turning point when disabled people joined other marginalized groups in demanding equal opportunity and inclusion in the workplace, leading to the passage of the Rehabilitation Act of 1973, which prohibited discrimination against PWDs in federal employment programs and federally funded programs (ADL Education, 2017).

In the 1980s, disability rights advocates lobbied for broader protections, culminating in the Americans with Disabilities Act (ADA) of 1990. The ADA mandated accessible employment, public services, and housing by requiring private and public institutions to make necessary adjustments, including restructuring roles, modifying equipment, and improving physical accessibility in the workplace and public services (ADL Education, 2017). This shift laid the foundation for inclusive employment practices, pushing organizations to prioritize equal opportunity for individuals with disabilities across sectors.

2.2. Policy and Legislative Approaches for PWD Employment

The International Labour Organization (ILO) emphasizes the importance of comprehensive legislation as a fundamental factor in creating an inclusive employment environment for PWDs (Stone & Colella, 1996). Effective national organizational laws influence policies by promoting accountability for creating an inclusive workplace. Many studies agree that structuring job descriptions to encourage interaction and mentoring between workers without and those with disabilities can promote inclusivity. Industries that employ PWDs should assess various characteristics, such as interpersonal skills and adaptability to the job, to better integrate PWDs into their workforce.

The United Nations Convention on the Rights of Persons with Disabilities (CRPD) obliges member countries to enact non-discrimination laws and promote the employment of PWDs. Currently, 119 of the 193 UN Member States have specific anti-discrimination policies regarding the employment of PWDs (Heymann et al., 2022). More than half of these countries also offer “reasonable accommodation”, which includes ramps, toilets, accessible furniture and flexible working hours. Across European countries, having employment protection legislation has a profound impact on PWDs that are already employed. However, there are no positive influences on those who are trying to get employed (van der Zwan and de Beer, 2021). To close this gap social policies should focus on skills development, assistive technology training, wage subsidies and tax incentives.

Evidence shows that vocational and workplace-based rehabilitation significantly improves the employment outcomes of PWDs (Dibben et al., 2018). Consistent training is important as PWDs may require continuous skill strengthening. Effective return-to-work programmes can help PWDs reintegrate and reduce long-term absences by reducing

recruitment costs and retaining experienced staff. Wage subsidy programmes are particularly effective in improving the retention of PWDs and work motivation (Waghorn et al., 2019). However, not all employers are motivated solely by financial incentives. In some cases, subsidies do not fully cover the costs associated with inclusive hiring practices (Baert, 2016).

For example, *Kazakhstan* focuses its subsidies on infrastructure improvements rather than direct wage support, funding job accessibility instead of increasing wages for PWDs. A review of legislation shows that many countries use employment quotas to encourage the hiring of PWDs. However, in *China* research shows that this quota system has not successfully contributed to the development of an inclusive work culture since employers often manipulate data to meet requirements (Liao, 2020). To address such issues research suggests that inclusive education should be introduced early to change public perceptions of disability. The “Two Ticks” campaign in *the United Kingdom* aimed to encourage the hiring of PWDs, but was ultimately ineffective due to the prohibitive cost of accommodations (Hoque et al., 2014). Meanwhile, in *India* NGOs have played an active role in advocating for the employment of PWDs. However, their efforts have been limited, raising questions about the potential benefits of delegating employment initiatives to more flexible organizations (Benshoff et al., 2014). In *Germany*, employing PWDs is economically beneficial for companies due to the tax incentives. Employers who do not meet quotas for hiring PWDs pay tax penalties, with these funds earmarked specifically for disability employment initiatives (Taspenova & Satkaliyeva, 2016). German companies that train and subsequently hire people with severe disabilities can receive subsidies for both training costs and wages, encouraging a long-term commitment to disability inclusion (Bundesministerium des Innern, für Bau und Heimat, n.d.). Overall, effective legislative frameworks, supportive policies and financial incentives are essential components in promoting the employment of PWDs and fostering inclusive workplaces worldwide.

2.3. Global and National Initiatives to Support the Employment of Persons with Disabilities

Efforts to expand employment opportunities and protect the rights of PWDs are supported by various international organizations and bodies. Key organizations such as the International Labor Organization (ILO), the United Nations Disability Program (UN

Enable), the World Health Organization (WHO) on Disability and Rehabilitation, the World Bank on Disability, and the International Disability Alliance (IDA) lead the advocacy of inclusion policies and provide significant support to related initiatives. In addition, private sector-focused organizations such as Leonard Cheshire and regional networks such as the European Disability Forum (EDF) and Disabled People's International (DPI) contribute to local and global efforts to improve access to employment for PWDs.

These organizations approach the employment of persons with disabilities from two angles: advocacy and practical support. For example, the ILO provides educational guidance that highlights eight key components that are critical to creating equal workplaces for PWDs: equal opportunity, non-discrimination, reasonable accommodation, an inclusive workplace culture, access to training, adaptability, awareness, policy advocacy and legal protection (ILO, 2011). By focusing on each component they aim to create an enabling environment that empowers both workers and employers.

Despite such initiatives, national contexts can present challenges. In Kazakhstan, research by Abdisheva and Yerbolatova (2018) shows that social benefits sometimes deter PWDs from entering the labor market, with a significant proportion choosing not to work. Alayev (2016) further highlights a survey conducted by the NGO Namis in Almaty that found that 30% of PWDs do not want to work, with 10% citing medical reasons. Of those interested, 60% could take on less physically demanding roles, 20% could work in vocational training, and another 20% could pursue higher education for career-oriented roles. However, the lack of detailed information about the sample limits the validity of the survey.

2.4. Modern approaches and programme support

Innovative approaches are now becoming increasingly valuable in facilitating the employment of PWDs, turning disabilities into assets. Companies such as *Auticon* leverage the strengths of autism consultants in data analysis, who excel at identifying patterns and maintaining focus, giving a competitive advantage in quality assurance and cybersecurity (Alemany, 2023). Similarly, the *UK's Government Communications Headquarters unit of the British Intelligence Service (GCHQ)* benefits from a large number of dyslexics skilled at spotting data anomalies, demonstrating the potential of neurodiverse talent in specialist tasks.

Other companies are adapting the work environment to improve the lives of PWDs. For example, *C&W Services Singapore* has launched *the LEAD initiative* to create barrier-free offices and provide tailored training, resulting in a more inclusive work environment (Kalra, 2023). Career development programmes such as *Zain's graduate training* and *Unilever's disability inclusion programme* take these norms and accessible workplaces into account, fostering a supportive culture for PWDs (ILO, 2023). Despite these achievements, current barriers include strict working conditions that often limit the ability of PWDs to contribute fully. Research shows the need for geographic support opportunities and resources to unlock the potential of PWDs (Sehnbruch et al., 2004). While these examples mostly reflect developed economies, some inclusive models require resources that smaller companies may not have. In such cases, funding from government or international grants may be a viable solution.

2.5. Challenges and barriers to employment

Despite support being provided PWDs in Kazakhstan continue facing numerous barriers to employment. Public awareness of PWD issues has improved through media and social platforms, with more emphasis on removing barriers rather than charity. Government initiatives such as referring PWDs to social jobs and aiding organizations created by associations for PWDs support the employment of PWDs (Taspenova and Satkaliyeva, 2016).

The Social Code of the Republic of Kazakhstan (2023) establishes employment rights for PWDs, setting a job quota of 2–4% in organizations with more than 50 employees. Recent reports indicate that over 34,000 PWDs have benefited from employment measures, although only 25% are currently employed, highlighting the inclusiveness gap (OHCHR, 2024). To bridge this gap, programs such as *Damu-Komek*, aimed at promoting entrepreneurship among PWDs, and other short-term training initiatives under the National Entrepreneurship Development Project have been introduced.

In addition, the government provides jobs by offering subsidies of up to 300 MCI to employers for necessary adjustments. Wages in these allocated jobs are subsidized for three years. However, financial constraints for employers and limited benefits for organizations hiring PWDs remain. These factors, coupled with the low employment rates of PWDs,

highlight the challenges in translating policy measures into sustainable employment outcomes (Electronic Government of Kazakhstan, n.d.; Aukenov, 2022).

2.6. Theoretical Framework

The study employs the logic model since it enables systematic examination of how resources from the Department, such as subsidies and training programs, stimulate specific activities, such as inclusive hiring practices and workplace accommodations. The model allows for the assessment of the immediate outcomes of these activities (e.g. employment growth) and their broader outcomes, such as improved job retention for persons with disabilities, thereby offering insights into the creation of a sustainable inclusive employment environment. The logic model framework has been successfully applied in various fields, including employment research. For example, Alwell and Cobb used the logic model to analyze and develop policy recommendations for transition programmes for youth with disabilities (2009).

CHAPTER III: RESEARCH METHODOLOGY

3.1. Data and Sample

This study focuses on understanding the employment challenges faced by PWDs in the private sector in Astana. The primary respondents are PWDs actively seeking employment, representatives of the Department, and private sector employers. Additional participants include representatives of the Center for Labor Mobility. The main goals of the Center is to provide labor mediation and services for citizens and employers, implement active measures to promote employment, and organize social protection against unemployment. These diverse perspectives provide both structural and experiential insights into the factors that influence the employment and retention of PWDs in the workplace.

3.2. Research Design

To effectively address these challenges, the research adopts a mixed-methods design combining both quantitative and qualitative research methods (Appendix 1). This combination allows the study to capture the scope of employment challenges, patterns and trends through surveys, as well as gather nuanced insights and understand the underlying causes of these challenges from interviews. By combining these approaches, the study

provides a deeper understanding of the barriers to employment for PWDs and highlights areas for improvement in current policies and practices.

3.3. Operational Implementation

The study examines the key concepts of employability, workplace accessibility, and job retention for individuals with disabilities. Employment was measured by assessing employment levels, retention, and support systems in the private sector. Workplace accessibility and adaptation practices were assessed based on the availability of infrastructure, necessary tools, and supportive policies identified by both employers and individuals with disabilities. Job retention and inclusion were analyzed through feedback on satisfaction with the work environment, job security, and the quality of available support systems.

3.4. Data Collection

A combination of surveys, interviews, and document analysis were used to collect data to ensure a thorough examination of the topic. *Quantitative data* was collected through survey questionnaires (Appendix 2) distributed to PWDs to gain insight into hiring practices, workplace changes, and job satisfaction. These data were analyzed to identify key trends and relationships. Table 1 shows key demographic characteristics of the PWD respondents. The ‘Disability Group’ variable refers to the disability that hinders PWD’s ability to work. While ‘Group 1’ signifies the inability to work due to heavy disability, ‘Groups 2 and 3’ signify the ability to work differing in the extent of the disability itself. The decision to categorize a PWD into a numbered ‘Group’ is made by the medical institutions.

Qualitative data collection included semi-structured interviews (Appendix 3) with employed PWDs, private employers and public sector managers to gather detailed information on the personal experiences and structural barriers to the employment of PWDs. The interviews were conducted with 5 different private companies (working in financial, retail, IT, pharmaceutical, and light industries), and 2 state agencies (Department of Employment and Social Protection, and Center for Labor Mobility). In addition, a *document review* of government reports, annual publications and NGO reports was conducted to provide context on existing policies and initiatives.

Table 1

Demographic Characteristics of Unemployed and Employed PWDs.

| Variable | Frequency (n = 26) | Percentage (%) |
|-------------------------------|---------------------------|-----------------------|
| <u>Gender</u> | | |
| Female | 10 | 38.46 |
| Male | 16 | 61.54 |
| <u>Age Range</u> | | |
| 19-29 | 4 | 15.38 |
| 30-39 | 6 | 23.08 |
| 40-49 | 11 | 42.31 |
| 50-59 | 5 | 19.23 |
| <u>Marital Status</u> | | |
| Single | 12 | 46.15 |
| Married | 9 | 34.62 |
| Widowed/Widower | 5 | 19.23 |
| <u>Housing Status</u> | | |
| Renting Apartment | 12 | 46.15 |
| Living with Parents/Relatives | 9 | 34.62 |
| Owning Apartment | 5 | 19.23 |
| <u>Education Level</u> | | |
| Primary | 3 | 11.54 |
| Secondary | 14 | 53.85 |
| Higher | 8 | 30.77 |

| | | |
|-------------------------|----|-------|
| Other | 1 | 3.85 |
| <u>Disability Group</u> | | |
| Group 1 | 3 | 11.54 |
| Group 2 | 7 | 26.92 |
| Group 3 | 16 | 61.54 |

3.5. Data Analysis Methods

The data analysis combined quantitative and qualitative approaches. *Quantitative data* were analyzed to assess the effectiveness of employment outcome subsidies and to examine patterns in the retention of people with disabilities in employment. For *qualitative data*, a thematic analysis of interview transcripts was conducted to identify recurring themes, challenges and attitudes regarding the employment of PWDs and workplace inclusion. This approach provided context for interpreting the quantitative results and helped develop targeted recommendations.

3.6. Ethical considerations

The study adhered to strict ethical standards throughout data collection and analysis. Prior to participation, all respondents were provided with an information sheet explaining the purpose of the study, the voluntary nature of participation, and their right to withdraw at any time. Consent (Appendix 4 and 5) from participants were obtained and all identifying information was anonymised during data analysis. Data was stored securely and was only accessible to authorized members of the research team. Additional protocols were followed when interviewing persons with disabilities to ensure a respectful and supportive environment for sharing experiences, and sensitive topics were handled with care to prioritize the comfort and well-being of participants.

3.7. Limitations

A potential limitation of this study is its reliance on data provided by the Department, which may impact the sample and background. However, one of the Group’s members was fortunate enough to have a family relationship with the Deputy Director of the Department. This allowed the Group to get a broader perspective on the employment

challenges of PWDs and identify potential solutions to improve their employability. Additional limitation includes a limited sample size of the employed and unemployed PWDs due to many of them refusing to participate in the research. Lastly, another limitation is self-report bias of the employers because they receive subsidies from the Department and therefore would potentially deny any flaws in the state's support mechanism.

CHAPTER IV: FINDINGS AND RESULTS

4.1. Program design for sustainable employment of PWDs: Current approaches and future directions for development

Two interviews with the state body representatives provided an in-depth understanding of Akimat's performance in achieving the employability of PWDs in the private sector. The use of a quota system, subsidization of companies to build infrastructure, and involvement of PWDs within the national program of Bastau Business are the three main mechanisms used to tackle the issue. In addition, recently the Department of Akimat launched an online platform, "Atlas of Recommended Professions for Disabled Persons" (hereinafter - Atlas), that recommends different professions for the unemployed PWDs. In Akimat's view, these mechanisms will be able to address the lack of qualifications among disabled people and of availability in workplaces, unpreparedness of employers as well as failure to fulfill the quota of workplaces for disabled people. Akimat has offered solutions to tackle these issues and grouped them into **4 main objectives**, each having its own effect.

Objective 1. Train PWDs into qualified personnel for the labor market. Atlas will be updated on a constant basis with current trends in the market, new professions available, and disabilities present within the population. In addition, the Akimat aims to provide access to higher education by increasing the quota for educational grants for PWDs to 2% (from 880 to 1,760 places) and adapting educational institutions to the needs of PWDs. The effect of this prepares PWDs for the labor market through the increase of the share of universities that have created conditions for inclusive education.

Objective 2. Increase the number of effectively adapted workspaces for PWDs in accordance with modern trends. Akimat will continue subsidizing employers' costs for

equipping the workplace and building the infrastructure for disabled people. However, the improvement will be made in simplifying the bureaucratic procedures to create a faster and more efficient process in financing private companies. In addition, the Akimat aims to force construction companies to build accessible buildings from the start. Once a construction project starts, the Akimat will have the authority to halt the construction if accessible infrastructure for PWDs is not considered. This will eventually decrease subsidization of private companies over time. The effect of this will influence private companies and construction companies to start being aware and mindful of adapting the environment, and workspaces in particular, for the vulnerable segments of the population.

Objective 3. Improve the selection and retention strategies of employers exerted upon the employees. The Akimat believes a state social order must be changed in terms of training. The government wants to slowly relieve itself from the provision of public services. As the new trend of New Public Management becomes apparent amongst developed nations, a lot of public services are now being provided by private companies without the intervention of the government. Even though the employability of PWDs is a sensitive subject, and carries a lot of accountability to handle it, the Akimat believes training of PWDs should eventually rest on the shoulders of private companies. This can be done by increasing payment for services of private HR agencies from KZT 100,000 and above. HR agencies should become more practical and hold more value in training their employees including PWDs for further development. The effect of this will change the approach of employers to PWDs, and have a positive influence upon the PWDs to become more competitive.

Objective 4. Reform of job quotas due to the lack of influence exerted upon employers to hire PWDs apart from the subsidies. The representative of the Akimat said that only 30% of quotas were fulfilled in employing PWDs in the private sector last year in 2023. The reform should consider the creation of a fund that will have its shareholders to finance small-to-medium sized enterprises for business development. One of the requirements will be to fulfill the quota of employing PWDs. This means that a start-up venture that will get financing for its growth and development must have PWDs working as employees. The effect of this will increase the employment of PWDs by several tens of thousands in various sectors of the economy, and have them learn the characteristics of

doing business from ground zero. They will have more valuable experience in establishing a new small business as well as growing it into a bigger organization.

4.2. Perception of Private Companies about PWD Employment and Challenges

The five interviews with Private Companies provided valuable insight into the employers' understanding of handling employability of PWDs. It is clear that companies are making use of the subsidies provided by the Akimat to buy assistive technologies and build comfortable infrastructure for their employees. Businesses are concerned with making the most profit out of their products and services. Therefore, the employers want their employees to be as efficient and effective as possible. The interviews highlighted **two important patterns**, which are employers' perception of PWD employability (listed in bullet points) and tools bought for assistance (numbered below). The overarching factors that employers believe are most important to generate effective performance from PWDs are:

- Creation of accessible and inclusive work environment;
- Constant surveying to measure employee satisfaction for understanding what needs to be improved;
- Training of line managers to mentor and teach PWDs on work processes;
- Diversity and positive engagement of the collective to support PWDs;
- Value of motivation that brings out retention in keeping PWDs employed.

Employers share a general understanding of shifting the mindset of society. The hardest part is taking a chance on PWDs, which might bring the risk to the success of their business development. In order for PWDs to be most useful at work, employers provided the following:

1. Separate office space to freely complete online training courses without distraction from other employees;
2. Special headphones and an ergonomic vertical optical mouse;
3. Height-adjustable work tables;
4. Wide doorways and ramps;
5. High-quality hearing aid of Vibration system.

All of the employers agreed that the toughest part for them was not knowing how to communicate with PWDs. At the beginning, it was hard for them to balance their own

emotions in either hiring or firing PWDs. The uncertainty of PWDs' reactions to the way colleagues might speak to them brought lack of confidence to the employers. This would disbalance the working environment between different groups and eventually affect the work function. However, an important thing that every employer highlighted is the passion for doing an ethical action.

4.3. Perception of PWDs about employment support and challenges

The survey is divided into three different sections. The purpose of the first section is to collect general information about the PWDs. The second section is designed for the ones who are not employed. The third section is designed for the ones that are employed. The survey consists of 26 respondents and exerts some trends.

In general, the biggest majority response (17 out of 26) to a question was the need for vocational training as shown in Figure 1.



Figure 1. Survey response from PWDs if they would like to undergo vocational training.

Most of them either want a hybrid work week with a part-time workday, or a completely remote type of job. This shows that the employer must be aware of the stress the PWDs undergo during their job duties. Just like people with no disabilities, PWDs also advocate for a flexible work schedule to enjoy a healthy work-life balance. These issues affect all of the employees around the world.

It is pleasing to see that PWDs actually know what type of profession they want. All of them provided specific answers about the kind of occupation they see themselves working in. Most of them also want a salary worth more than KZT 250,000. This shows

that PWDs are optimistic about the opportunities they can get from an employer and do the job that brings in a good amount of income. Most of the PWDs are willing to improve qualifications in their professions. Figure 2 depicts that infrastructural barriers are the biggest challenge faced during their job search.

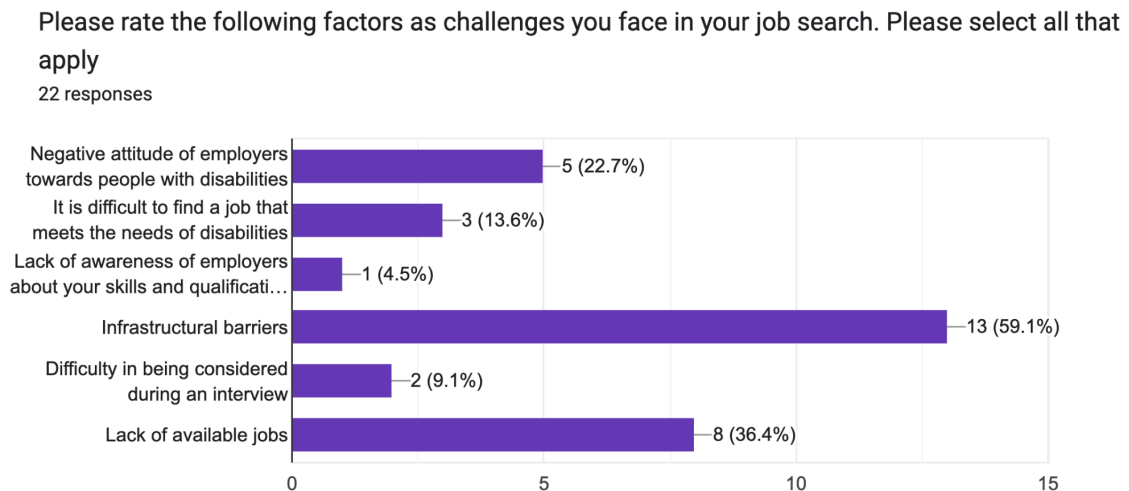


Figure 2. Survey response from PWDs with rating of challenges during the job search.

Even though there are subsidies for private companies to build infrastructure for PWDs to feel comfortable at the workplace, barriers are still present affecting the attitude towards the work environment they strive towards. Figure 3 proves this pattern even further.

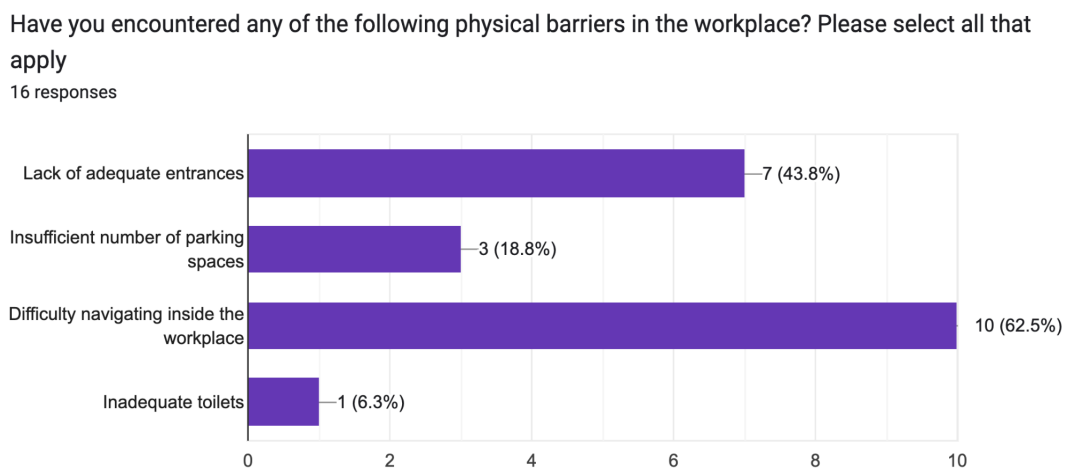


Figure 3. Survey response from PWDs on physical barriers they face(d) at work.

Another important factor that is failing employers in achieving a positive response from previously employed PWDs is the fact that assistive technologies are not always being bought for them to perform effectively as shown in Figure 4.

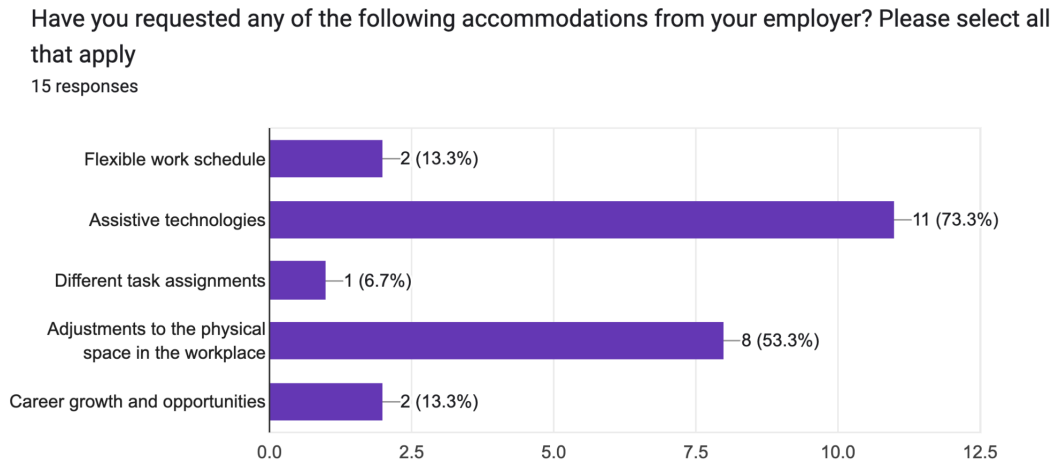


Figure 4. Survey response from PWDs on accommodation request to employer.

Figure 5 reiterates this perception.

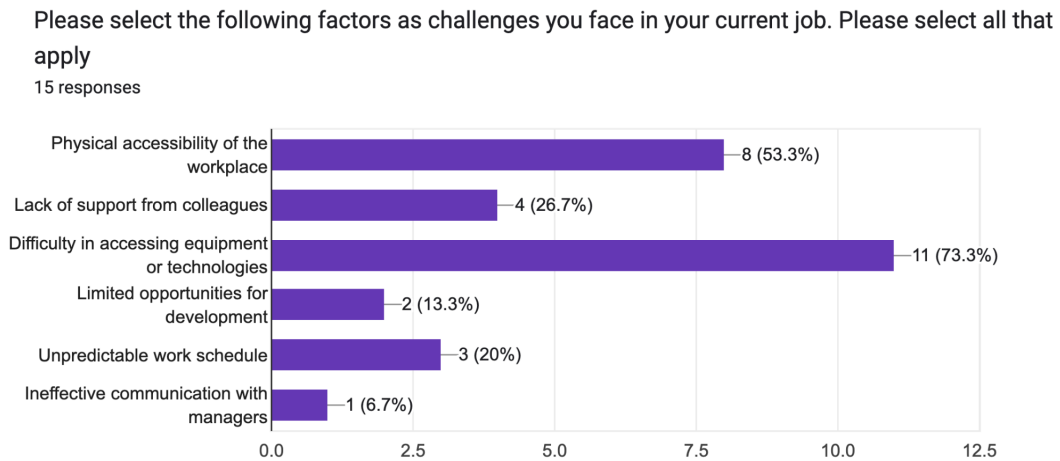


Figure 5. Survey response from PWDs on challenges they face at work.

Apart from the need to have professional training on the job, PWDs also require mentoring programs as illustrated in Figure 6.

Have you had access to any of the following training and development opportunities? Please select all that apply

16 responses

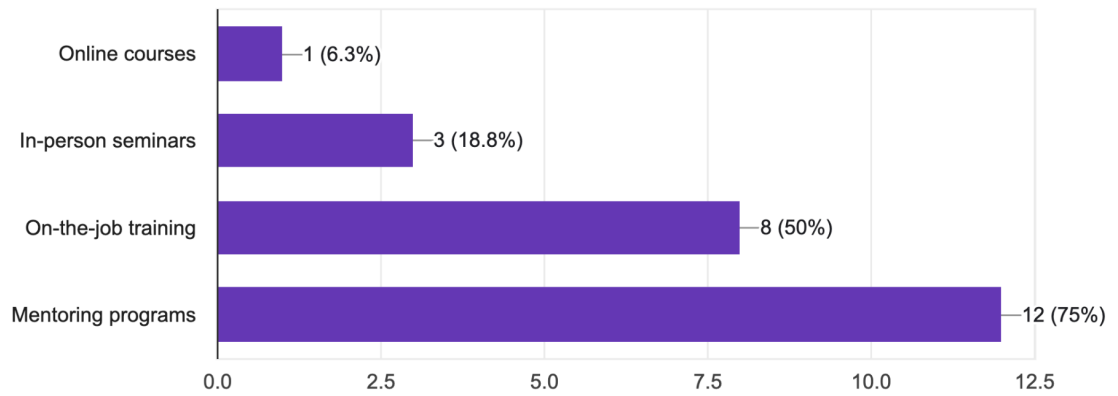


Figure 6. Survey response from PWDs on accommodation request to employer.

Studying for a specific program and obtaining a professional certificate will improve their working abilities. So, they feel more confident in doing their job. Most of the PWDs also expect the government to find a suitable work position for them. They understand that constant financial support is not enough. They expect that the government can analyze their job possibilities by making a critical assessment of their skills and abilities to perform a certain job.

The employed PWDs all agree that they need good infrastructure built at the company for them to be able to do their job. They also prefer flexible working hours, and urgently want education/training seminars at their workplace to help them learn more and gain additional skills for positive job performance. It is interesting to see that the employed PWDs keep some opinions to themselves and perhaps refuse to say the whole truth about their workplaces. Perhaps, they do not want to say some negative aspects about their employment because they want to keep a good relationship with their employers and colleagues. During the interviews it seemed they were afraid to notify any wrongdoings at their workplace. However, on the other hand, unemployed PWDs who had worked previously and are jobless right now are much more open. They freely express their negative feelings towards their ex-employers and are not afraid to admit negative truths.

CHAPTER V: DISCUSSION

5.1. Application of Conceptual Framework - Logic Model to the Findings

The findings from interviews and surveys showed general patterns and disparities between the stakeholders of the research. Figure 7 represents the application of conceptual framework - logic model to the initiatives and activities developed and implemented by the Akimat. The thematic analysis of the interviews with the representatives of three groups of stakeholders - the state bodies, the employers, and the PWDs indicated that activities and outputs do not lead to the expected outcomes. As findings show, the primary reason is failure to retain the PWDs employed. In other words, all activities employed lead to short-term results only but are not effective to observe long-term positive impact. Therefore, the Group highlighted three challenges that target omissions in the objectives suggested by the Akimat.

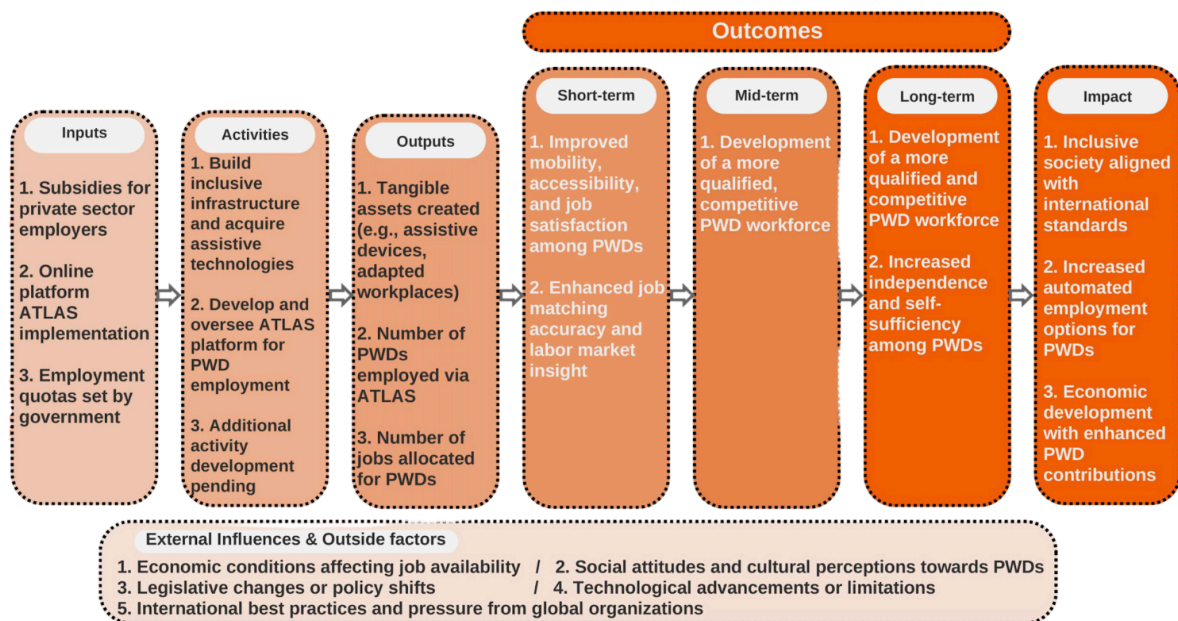


Figure 7. Logic model of inputs and activities developed and implemented by the Akimat.

5.2. Challenges in Enhancing Employment Opportunities for PWDs

Challenge 1: The Efficacy of Subsidy Programs in Facilitating PWD Employment

The subsidies provided by the Akimat to cover employers' costs in buying assistive technologies and building the infrastructure is the most used mechanism to employ PWDs. As witnessed from the interviews with private companies, employers are generally concerned with the creation of an accessible and inclusive environment for its employees.

However, this scheme does not satisfy PWDs as seen by the survey. They still feel uncomfortable at work due to negative attitudes from colleagues and do not attain satisfaction from their work. Employed PWDs mention that private companies use these subsidies at a bare minimum because they are more concerned with having additional money from the Akimat to finance infrastructure that is not directly affecting the comfortable environment of PWDs. In 2024, only 62 subsidized jobs were created for PWDs to significantly expand their employment opportunities. It can be speculated that private companies use the money from Akimat in other ways rather than fully spending it on the PWDs themselves. Eventually, PWDs leave their work because they don't get the advantage from built infrastructure. Simplifying the bureaucratic process for private companies to obtain subsidies quicker might be a misstep for the Akimat. The subsidies might get misused by the employers for personal benefit of their own companies rather than the PWDs.

Challenge 2: The Risks of Privatizing PWD Training in a Developing Context

Furthermore, Akimat's vision to allow the privatization of PWD training and let go of that responsibility in the future might be the wrong direction for a developing country. It seems hard to believe that private companies are ready to take the accountability upon themselves to properly train and develop the skills of PWDs. There still has to be strong supervision and enforcement on private companies to genuinely take care of their employees, especially PWDs. The survey shows that there is a weak network of PWDs. They do not have any form of contact between themselves, which can have negative consequences if the Akimat chooses to let go of the provision of training to the private sector. The voices of PWDs will be even more silenced. On top of that, the HR departments are not fully qualified to train their own employees. Relying on HR agencies to develop training and mentorship programs might be too early without the adoption of international standards and expertise. Vocational training is the most desired need for PWDs in order to increase competitiveness in the labor market and self-development.

Challenge 3: The Positive Impact of Inclusive Practices and Cultural Mindset on PWD Employment

On the other hand, there are positive consequences that arise from the findings. The inclusive culture at work must be at the forefront of every private company's corporate

responsibility. One colleague even learned sign language to help the PWD feel more comfortable and inclusive. Such positive gestures have to be motivated by the employers by promoting the company's guidelines and ethical rules. Motivating employees to be more aware of the disabilities that their colleagues have will have a positive impact on the well-being of PWDs. The employers have to force line managers to think differently. Line managers are in charge of their subordinates. They are there not only to control their job performance, but they are also to guide and mentor them. That is why they have higher salaries and more control over their departments. They must be held accountable to properly teach PWDs on how to properly fulfill an assignment. As one employer mentioned that it is all about mentoring and teaching. PWDs are capable of working at the level of an average employee if they get such opportunities.

Challenge 4: Leveraging Technology to Match PWDs with Suitable Jobs

Another positive aspect of the survey is that unemployed PWDs know exactly in which profession they want to work in. They know exactly in which position they see themselves working in. PWDs also have a preference in working part-time or remotely. Flexible working hours can be very beneficial for their performance. Part-time business day or week are the two most preferable options chosen. Also, unemployed PWDs wish to have an adequate salary and are willing to be paid minimum wage. These criterias are integrated into the Atlas. The platform suggests different professions for PWDs based on their disabilities showing the working schedule and salary wage. The awareness of PWDs to dictate their terms and conditions makes it easier for the platform to succeed.

According to official data, the measures of quota, grant and training support programs show mixed results. Local executive bodies set quotas at the level of 2% to 4% of the total number of jobs in organizations depending on their size and number of employees. However, only 30% of all quotas were fulfilled in 2023. Grants of up to 400 MCI have been introduced for PWDs, their spouses as well as for those who are raising a child with a disability. Receiving grants is accompanied by mandatory training on entrepreneurship under the Bastau Business project. The training takes place in a digital format on a specialized online platform. It covers the disciplines on the basics of business management, financial literacy, marketing and legal regulation. In 2024, 195 PWDs participated in these trainings, and 741 grants were issued to PWDs so far.

CHAPTER VI: CONCLUSIONS

6.1. Policy Recommendations

The discussion allows us to offer policy recommendations for the Akimat to improve already established solutions. The aim of three policy recommendations is to achieve short-term impact upon the already established initiatives of the government rather than achieving long-term changes that are costly and take time to realize. The idea is that these **short-term wins** for the different stakeholders will eventually influence the long-term reforms and changes in education, labor unions, and HR developments.

Policy recommendation 1: Transfer the subsidization of employer’s cost from building the infrastructure to vocational training conducted by experts specializing in disability developments. The research findings showed that private companies heavily rely on money provided by the Akimat to build infrastructure for their workplace. External audits have to be conducted to check the appropriateness of such financing. There is skepticism that the money is being misused for other purposes. Interviews with Akimat and survey of PWDs show the urgent need to train and develop PWDs into competitive laborers.

It is very promising to finally witness developments in the national legislature that will allow the Akimat to finally supervise the construction of business centers and enforce the rules concerning infrastructure for PWDs through feasibility studies of any project. Additionally, since education is an important prerequisite for every human being to be successful in their careers, the Group suggests focusing on specific industry based vocational learning rather than reforming primary, secondary and higher education. Such educational reform that will provide specific type curriculums for PWDs is a much longer and costly process. It would be logical to test vocational training first, before improving the education system as a whole in the long-term.

Policy recommendation 2: Develop the platform Atlas by implementing a marketplace in which a network of all employed and unemployed PWDs can connect with HR departments of all private companies. Currently, Atlas offers a good basis for the PWDs to register, and identify a profession most suitable for them that is filtered by their disability. The next stage allows them to get informed with the job description, and

suggests the required training certificate needed for a stronger application. Finally, Atlas redirects the PWD applicant to the webpage of the company to apply.

The Group suggests this platform to be developed into a marketplace that will provide additional benefits. First of all, each PWD will have the ability to create his/her own profile. The profile will consist of a resume, and social aspects. It can mimic the characteristics of Facebook and LinkedIn, in which they will have a more social outlook of their profile (their interests, hobbies, photos, videos, likes and comments). Apart from the main page of their work experiences and education, PWDs will have the ability to connect with HR managers directly. Each private company will have one HR manager that will create his/her own profile to be aware of all potential employees. The marketplace can accept voluntary donations from private companies, as well as generate money from advertisements on the website, for the financing of various PWD events. These events can take the form of workshops, seminars, and social gatherings for PWDs to come together and develop valuable relationships. The marketplace can also implement machine learning and generative AI tools to establish a chatbot that can guide PWDs with any issue raised by them. This chatbot can automate HR services that can offer online training and surveys to understand the general perception and attitudes of PWDs about work, life, and if any of their concerns are not being addressed.

Policy recommendation 3: Launching a pilot project on establishing a mentorship program based on specific industry knowledge that is overseen by ministries of different economic sectors. This program will develop future employees towards smoother integration into the workplace and maximize productivity. Since the government regularly intervenes in the private sector to adjust economic growth and development, mentorship programs from the public sector will benefit the competitiveness of PWDs. The effect of this is to shift a common cultural mindset that the government will always be able to help you even if you are unemployed. PWDs must eventually change their perception of this and strive to achieve a better standard of living by themselves.

6.2. Application of Conceptual Framework - Logic Model to the Policy Recommendations

To check the applicability of the proposed Policy Recommendation the Group filtered them through the conceptual framework - logic model. As shown in Figure 8, in the Inputs

section, in addition to infrastructural and procedural measures, training and workshops were added for both PWDs and their employers, since both groups of stakeholders face communication barriers and prejudices that hinder objective perception of each other and effective work. If established and implemented, we, therefore, can expect that more PWDs will be able to keep their jobs and become part of the workforce for the long term. In the long term, reallocating budgets, directing tax funds from companies that cannot employ PWDs, to vocational trainings as well as to transform the Atlas into a means of community building, will help lay the foundation for more long-term and fundamental changes such as changing cultural perception, mindset, education and labor code reform, for example.

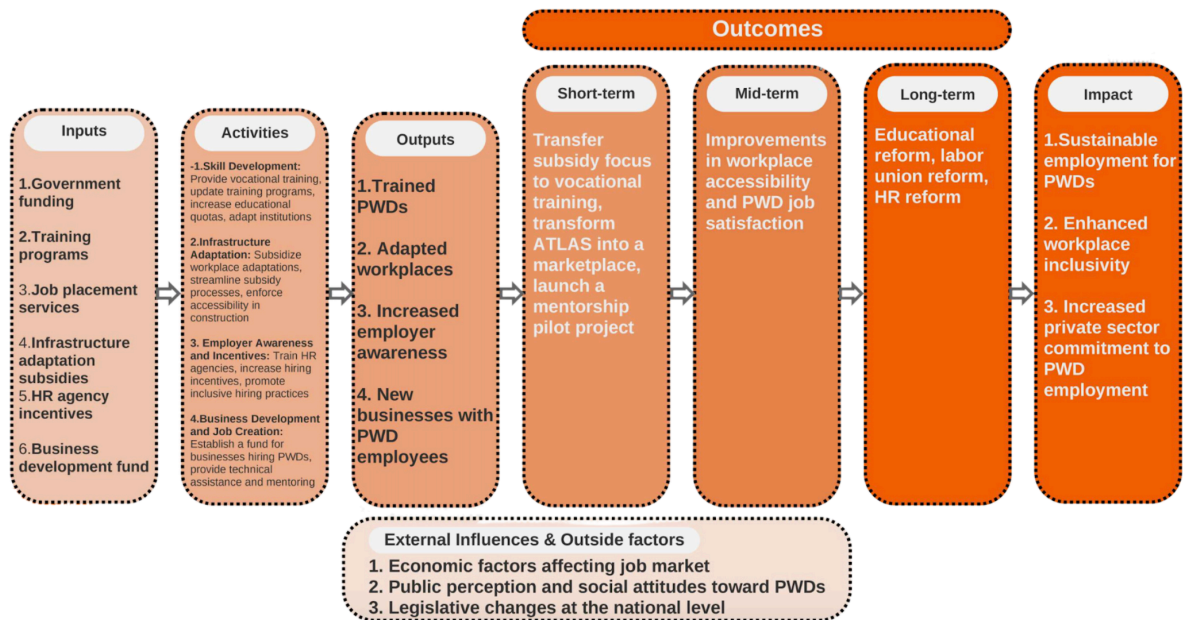


Figure 8. Logic model including policy recommendation of the Research.

This cultural shift will have a long-term effect on the next generation of PWDs. With the constant aid of legal reform and change in social norms, eventually employers will move away from perceiving PWDs as disruptive to operations and time-consuming. Strong disability rights and potential labor unions will advocate for training and enforcement of strict regulations that will promote the improved skills of PWDs. Eventual educational reform and developments in the field of HR will transform the government to be more confident in the capabilities of PWDs and strengthen the ethical obligation of private companies to employ them.

The current dominant policy is two-fold. On the one hand, the government subsidizes private companies to build special infrastructure at their workplace for PWDs, and on the other hand, the government provides monthly loans for the unemployed PWDs. Such financial support measures clearly lack efficiency, and are not monitored well enough. Private companies promise to hire more PWD just to obtain additional funding from the government. Unemployed disabled persons refuse to actively search for jobs because they receive financial relief. The reality of the current system forces us to offer new solutions that will effectively make use of financial measures towards the improvement of employability of disabled persons. Achieving a better quality of life for the socially vulnerable segments of the population has to be a priority if we want to reach the aim of democratic future and reduce the challenges faced in establishing an equitable environment for all.

The notion of ‘disabled’ must be changed. PWDs are ‘able’. They have potential to contribute towards the labor force and generate national income. Unfortunately, their inclusion in our society is overlooked. They work in shadow economies and aren’t considered to be valuable enough for the country’s progress. Such prejudice restricts their merit and doesn’t provide a single chance of being considered. By changing the access to financing, and focusing towards knowledge as well as skills development, we can collectively improve public perception and global socioeconomic performance. Overtime, the Group shifted its notion of victimizing PWDs into believing that their disabilities are mere distractions from achieving success. The spark that began such thinking came from one interviewed CEO who told us to stop calling them ‘People with Disabilities’. He kindly asked us to refer to them as ‘People with Defined Abilities’.

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APPENDICES

Appendix 1

Quantitative Methods Description

Quantitative method: Survey of employers in Astana's private sector.

- Target population: Businesses of various sizes and industries within Astana.
- Sampling: Aim for a representative sample using either:
 - Random sampling: Every business has an equal chance of being selected.
 - Stratified sampling: Divide the businesses into subgroups (e.g., industry size) and ensure proportional representation from each subgroup in the sample.
- Data collection: Online survey tool (Google Forms and paper-based form).
- Survey content: The survey will gather information about:
 - Number of PWDs currently hired;
 - Employer attitudes towards hiring PWDs;
 - Barriers faced by employers.

Qualitative Methods Description

Qualitative method: Interviews

- Participants:
 - Disabled job seekers in Astana;
 - Human resources staff from private companies;
 - Representatives from the Department supporting PWDs.
- Data collection: Semi-structured interviews conducted in-person or online separately from each other.

Qualitative Data Analysis

- Data from interviews will use thematic analysis to identify recurring themes and patterns across the interview transcripts.
- Transcription: Transcribe all recorded interviews to create a text-based dataset.
- Coding: Read through the transcripts and assign codes to segments of text that capture key concepts or ideas.
- Theme Development: Group similar codes together to develop broader themes that

represent the core findings from the interviews.

- Data Interpretation: Analyze the identified themes and how they relate to the research.

Survey Questionnaire for Employed and Unemployed PWDs

Interviewer: Ainur Yesbossynova

| Questions | Answers |
|--|---------|
| SECTION 1 – For All PWDs | |
| <u>Gender</u> 1 = Male 2 = Female | |
| <u>Age</u> 1 = up to 18 years old 2 = from 19 to 29 years old 3 = from 30 to 39 years old 4 = from 40 to 49 years old 5 = from 50 to 59 years old 6 = over 60 years old | |
| <u>Marital status</u> 1 = Married 2 = Single 3 = Widower/widow | |
| <u>Living situation</u> 1 = Separately, I have my own apartment/house 2 = Separately, I rent an apartment/house 3 = I live with my parents/relatives 4 = I live in a social institution 5 = Other, please specify | |
| <u>Disability category</u> 1 = Group 1 2 = Group 2 3 = Group 3 | |

| | |
|--|--|
| <u>Please specify the type of disability</u> | |
| <u>Are you disabled since childhood?</u> 1 = Yes 2 = No | |
| <u>Education</u> 1 = Pre-school education and training 2 = Primary education 3 = Secondary education 4 = Higher education 5 = Postgraduate education 6 = Other, please specify | |
| <u>Are you currently studying?</u> 1 = At an institute 2 = Professional certification 3 = No | |
| <u>Do you have work experience?</u> 1 = Yes 2 = No | |
| <u>If you had to change jobs, what was the reason?</u> | |
| <u>Are you currently employed?</u> 1 = Yes 2 = No | |
| <u>Do you require employment/change of job?</u> 1 = Yes, I need a job 2 = Yes, I need a change of job 3 = No | |
| SECTION 2 – For Unemployed PWDs | |
| <u>What are the main reasons for searching for a job?</u> | |

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| <u>In which profession would you want to work?</u> | |
| <u>Length of time you searched for a job</u> 1 = Less than 6 months 2 = From 6 months to 1 year 3 = More than 1 year 4 = More than 2 years 5 = Not searching for a job | |
| <u>What monthly salary do you expect?</u> 1 = Up to 50 thousand tenge 2 = Up to 100 thousand tenge 3 = Up to 150 thousand tenge 4 = Up to 200 thousand tenge 5 = Over 200 thousand tenge | |
| <u>Would you like to work? Please select all that apply</u> 1 = Full-time day, full workweek 2 = Full-time day, part-time workweek 3 = Part-time day, full workweek 4 = Part-time day, part-time workweek 5 = Remote 6 = In shifts 7 = Other, please specify | |
| <u>Would you like to undergo vocational training?</u> 1 = Yes 2 = No | |
| <u>For what purpose would you like to undergo professional training or retraining?</u> <u>Please select all that apply</u> 1 = For the purpose of employment 2 = To obtain a new profession/specialty 3 = To improve qualifications in your profession | |

| | |
|---|--|
| <p>4 = To increase the level of education 5 = For personal development 6 = Other, please specify</p> | |
| <p><u>What kind of help would you like to receive from the government first?</u> <u>Please select all that apply</u> 1 = Selection of a workplace 2 = Professional training 3 = Assistance in opening own business 4 = Professional guidance 5 = Professional guidance 6 = Other, please specify</p> | |
| <p><u>Please rate the following factors as challenges you face in your job search</u> <u>Please select all that apply</u> 1 = Negative attitude of employers towards people with disabilities 2 = It is difficult to find a job that meets the needs of disabilities 3 = Lack of awareness of employers about your skills and qualifications 4 = Infrastructural barriers 5 = Difficulty in being considered during an interview 6 = Lack of available jobs 7 = Other, please specify</p> | |
| <p><u>Did you receive any help in finding a job?</u> <u>Please select all that apply</u> 1 = Vocational training or advanced training programs 2 = Assistance in writing a resume and cover letter 3 = Seminars on preparing for interviews 4 = Assistance in finding employment opportunities 5 = Connection to employer support programs 6 = Other, please specify</p> | |
| <p><u>Please describe in your own words the biggest challenges you face when looking for a job</u></p> | |

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| <u>Do you believe that job application and interview processes are accessible to individuals with disabilities?</u> | |
| <u>Have you encountered any negative assumptions or stereotypes about your abilities based on your disability?</u> | |
| <u>Do you feel that your skills and qualifications are adequately considered by potential employers?</u> | |
| <u>Have you had opportunities to network with other people with disabilities who are looking for work?</u> | |
| <u>What recommendations would you offer to improve the job search experience for unemployed people with disabilities?</u> | |
| <u>Is there anything else you would like to share about your experience?</u> | |
| SECTION 3 – For Employed PWDs | |
| <u>What is your position?</u> | |
| <u>What industry do you work in?</u> | |
| <u>If you want, please state the name of the company you work for (if you don't want, you can skip the question)</u> | |
| <u>How long have you been working in your current position?</u> 1 = up to 6 months 2 = up to 1 year 3 = up to 2 years 4 = up to 3 years 5 = more than 3 years | |
| <u>Have you encountered any of the following physical barriers in the workplace?</u> <u>Please select all that apply</u> 1 = Lack of adequate entrances 2 = Insufficient number of parking spaces 3 = Difficulty navigating inside the workplace 4 = Inadequate toilets | |

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| 5 = Other, please specify | |
| <u>Have you requested any of the following accommodations from your employer?</u> <u>Please select all that apply</u> 1 = Flexible work schedule 2 = Assistive technologies 3 = Different task assignments 4 = Adjustments to the physical space in the workplace 5 = Career growth and opportunities 6 = Other, please specify | |
| <u>Have you had access to any of the following training and development opportunities?</u> <u>Please select all that apply</u> 1 = Online courses 2 = In-person seminars 3 = On-the-job training 4 = Mentoring programs 5 = Other, please specify | |
| <u>Have you encountered any of the following barriers to advancement or career growth?</u> <u>Please select all that apply</u> 1 = Lack of awareness of my abilities 2 = Assumptions about my limitations 3 = Unreasonable expectations 4 = Job satisfaction and well-being 5 = Other, please specify | |
| <u>How satisfied are you with your current job?</u> 1 = Very satisfied 2 = Somewhat satisfied 3 = Neutral 4 = Somewhat dissatisfied | |

| | |
|--|--|
| 5 = Very dissatisfied | |
| <u>Do you feel that your employer promotes a healthy work-life balance?</u> 1 = Completely agree 2 = Somewhat agree 3 = Neutral 4 = Somewhat disagree 5 = Completely disagree | |
| <u>Please select the following factors as challenges you face in your current job.</u> <u>Please select all that apply</u> 1 = Physical accessibility of the workplace 2 = Lack of support from colleagues 3 = Difficulty in accessing equipment or technologies 4 = Limited opportunities for development 5 = Unpredictable work schedule 6 = Ineffective communication with managers 7 = Other, please specify | |
| <u>Do you feel your employer provides adequate support and resources for employees with disabilities?</u> | |
| <u>Do you feel like your workplace has a positive and inclusive culture towards people with disabilities?</u> | |
| <u>Did you have access to mentors or role models in your organization who supported your career growth?</u> | |
| <u>What suggestions do you have for how your workplace could better support and include employees with disabilities?</u> | |
| <u>Please describe in your own words a positive experience you have had with your disability in the workplace</u> | |
| <u>If you could change one thing about your current work environment to make it more inclusive for employees with disabilities, what would it be?</u> | |

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| <u>Is there anything else you would like to share about your experience as an employee with a disability?</u> | |
|---|--|

Interview Questions: State Agencies

Interviewer: Ainur Yesbossynova

Questions to the Department of Employment and Social Protection within the Akimat of Astana City (the Akimat):

1. Does the Department have any policies and procedures to assist disabled people in finding jobs in the city?
2. Did the Department face any challenges in achieving its goals to support disabled persons to get jobs in the private sector? What are the main challenges?
3. How often does the Department interact with private sector employers to improve working conditions for disabled people? What format of communication is held usually?
4. Does the Department offer any incentives to private sector employers in order to hire disabled persons?
5. How does the Department measure the effectiveness of its programmes (if any) and policies to help disabled people find work in the private sector?
6. Does the Department identify and prioritize job demands of disabled people in the private sector?
7. What are the main criterias used by the Department to understand the eligibility of disabled persons for any social benefits related to employment?
8. How does the Department ensure that private sector companies follow regulations about employment of disabled persons?
9. Can you describe a specific case where the Department successfully supported hiring of a disabled persons in private companies?
10. Can you describe a specific case where a private sector company created favorable work conditions for people with disabilities?

Questions to the Center for Labor Mobility (the Center) :

1. What is the role of the Center in supporting the employability of disabled persons in the private sector of Astana city?

2. Did the Center face any challenges in achieving its goals to support disabled persons to get jobs in the private sector? What are the main challenges?
3. How does the Center work with the Department of Employment and Social Protection of Akimat of Astana city and private sector companies to analyze and collect statistics on employability of disabled persons?
4. What are the Center's main employability statistics and reports related to disabled people in Astana city? Is it possible to share the data with us for research purposes?
5. How does the Center measure the impact of its programs and work results on the employability of disabled persons in the private sector?
6. How does the Center identify and prioritize job demands of disabled people in the private sector?
7. How does the Center measure the impact of Akimat's programs and policies on the employability of disabled persons in the private sector? What are the main indicators and metrics?
8. How does the Center ensure that the rights and dignity of disabled persons are respected in the workplace? What are the main challenges and opportunities?

Interview Questions: Employers

Interviewer: Ainur Yesbossynova

Questions to the private sector companies (employers):

1. Does your company currently employ any disabled persons? If so, what kind of disabilities do they have and what kind of accommodations do you provide to support their performance?
2. Does your company actively seek to hire disabled persons? If so, what kind of challenges or barriers have you faced in doing so?
3. What kind of job positions do your disabled employees hold, and what kind of skills and qualifications do they have?
4. What kind of benefits or incentives do you offer to disabled employees to support their work performance and retention?
5. How do you measure the success of your efforts to create a more inclusive and diverse workplace, and what kind of metrics do you use?

6. What kind of feedback have you received from disabled employees about their experience working for your company, and how have you addressed their concerns?
7. What kind of training or support do you provide to managers and supervisors to ensure that they are able to manage disabled employees effectively?
8. What kind of public policies or regulations related to the employability of disabled persons in the private sector do you think would be helpful, and why?
9. What kind of advice would you give to other companies who are interested in hiring disabled persons but are unsure of how to do so effectively?
10. Is your company interested in participating in any future initiatives or programs aimed at promoting the employability of disabled persons in the private sector of Astana City?

Interview Questions: Employed PWDs

Interviewer: Ainur Yesbossynova

Questions to the the disabled persons (PWDs):

1. What is the education level needed for your desired job? What are the main skills and competencies that you have?
2. How do you rate your level of confidence and motivation during job search and hiring processes? What are the main factors you pay attention to about possible employers?
3. Can you describe your experience of discrimination (if any) during job search as a disabled person?
4. How would you rate your satisfaction with the working conditions and benefits offered by your current or previous employer in the private sector?
5. Can you describe your experience of receiving support or assistance from the Akimat's Department of Employment and Social Protection as a disabled person?
6. Do you know the government policies and regulations related to the employability of people with disabilities in Kazakhstan?
7. Have you ever managed to get information or advice from public awareness and advocacy campaigns related to the rights of disabled people in the workplace? What are the main channels?

8. How do you rate your level of access and use of assistive technologies or accommodations in the workplace as a disabled person in Astana?
9. Did your employer provide feedback or evaluation from your employer or supervisor about your work as a disabled person?
10. How would you rate your level of participation and engagement in decision-making processes relating to disabled people's employability in Astana? What are the most significant opportunities and challenges?

Consent Forms for Online Survey of PWDs

In English

Introduction. You are invited to participate in a research study entitled “Employability of Disabled Persons in the Private Sector of Astana City with a focus on the Department of Employment and Social Protection”.

Procedures. The purpose of the research is to provide better policy reform for the Department of Employment and Social Protection of the Mayor's Office (Akimat) in Astana city. The aim of the policy reform is to improve the employability of disabled persons in the private sector of Astana city. It is believed that the outcomes of this study will inform the formulation of innovative policy interventions, fostering an environment conducive to the equitable employment of People with Disabilities (PWD). Participant selection criteria includes various demographic and socio-economic factors, ensuring a diverse representation reflective of the broader disabled populace. By consenting to participate in this research, participants affirm their understanding of the provided information and express their voluntary willingness to contribute to the study. Participants retain the prerogative to withdraw from the study at any juncture, without incurring any penalties or consequences. This survey will take approximately [number] minutes to complete.

Risks. Participation in this study poses no foreseeable risks beyond those inherent to everyday experiences. Conversely, participants stand to contribute invaluable insights that may engender tangible improvements in policies aimed at enhancing the employability prospects of disabled individuals within Astana city's private sector.

Benefits. This study can enhance the Nazarbayev University's reputation and underscore its commitment to societal engagement and scholarly inquiry. It may also inform future academic initiatives and collaborations, enriching the university's academic profile. The findings of this study may lead to paradigm shifts in disability inclusion and workforce integration in the private sector of Astana city. By sharing their experiences, perspectives, and insights, participants contribute to a deeper understanding of the challenges and opportunities surrounding disability employment within Astana city's private sector.

Furthermore, participants may derive a sense of empowerment from their involvement in research activities aimed at effecting positive societal change.

Compensation. No compensation will be given. If research participants will be interested in study findings the research group per agreement with Nazarbayev University Institutional Research Ethics Committee can share or present study results upon request.

Confidentiality & Privacy. Any information that is obtained during this study will be kept confidential to the full extent possible. All efforts, within reason, will be made to keep your personal information in your research record confidential but total confidentiality cannot be guaranteed. All records and data/specimens collected during this study will be securely stored and maintained in accordance with established protocols. Electronic records will be encrypted and stored on password-protected devices or secure servers with restricted access. Physical records and specimens will be stored in locked cabinets or secure storage facilities to prevent unauthorized access. Access to research records and data/specimens will be limited to authorized personnel directly involved in the study, including the principal investigator and designated research team members.

Voluntary Nature of the Study. Participation in this study is strictly voluntary, and if agreement to participation is given, it can be withdrawn at any time without prejudice.

Points of Contact. It is understood that should any questions or comments arise regarding this project, or a research related injury is received, the Principal Investigator, Ainur Yesbossynova, +77055001993, ayebossynova@nu.edu.kz should be contacted. Any other questions or concerns may be addressed to Nazarbayev University Graduate School of Public Policy IREC Secretariat via gspp_irec@nu.edu.kz and Nazarbayev University Institutional Research Ethics Committee via resethics@nu.edu.kz.

Statement of Consent.

By clicking “I agree” below you are indicating that you are at least 18 years old, have read and understood this consent form and agree to participate in this research study.

I Agree

I Disagree

In Kazakh

Интернет-сауалнамаларға арналған ақпараттандырылған келісім нысаны үлгісі

Кіріспе. Сіздерді «Жұмыспен қамту және әлеуметтік қорғау департаментіне баса назар аудара отырып, Астана қаласының жеке секторындағы мүгедектердің жұмысқа орналасуы» атты зерттеуге қатысуға шақырамыз.

Процедуралар. Зерттеудің мақсаты – Астана қаласы әкімдігінің Жұмыспен қамту және әлеуметтік қорғау басқармасының (әкімдігінің) саясатын реформалауды қамтамасыз ету. Саяси реформаның мақсаты – Астана қаласының жеке секторында мүгедектердің жұмысқа орналасуын жақсарту. Бұл зерттеудің нәтижелері инновациялық саясат араласуларын тұжырымдауға, мүгедектерді (МВД) әділ жұмысқа орналастыруға қолайлы ортаны қалыптастыруға мүмкіндік береді деп саналады. Қатысушыларды іріктеу критерийлері әртүрлі демографиялық және әлеуметтік-экономикалық факторларды қамтиды, бұл кеңірек мүгедектер тобын көрсететін әртүрлі өкілдіктерді қамтамасыз етеді. Осы зерттеуге қатысуға келісім бере отырып, қатысушылар берілген ақпаратты түсінетінін растайды және зерттеуге өз еркімен үлес қосуға дайын екендіктерін білдіреді. Қатысушылар кез келген уақытта, ешқандай жазалау немесе салдарларсыз зерттеуден бас тарту құқығын сақтайды. Бұл сауалнаманы толтыруға шамамен [сан] минут кетеді.

Тәуекелдер. Бұл зерттеуге қатысу күнделікті тәжірибеге тән қауіптерден басқа болжанатын қауіптерді тудырмайды. Керісінше, қатысушылар Астана қаласының жеке секторындағы мүгедектердің жұмысқа орналасу мүмкіндіктерін арттыруға бағытталған саясатты айтарлықтай жақсартуға әкелетін баға жетпес түсініктерге үлес қосады.

Артықшылықтары. Бұл зерттеу Назарбаев Университетінің беделін арттырып, оның қоғаммен араласу мен ғылыми зерттеулерге деген ұмтылысын баса көрсете алады. Ол сондай-ақ университеттің академиялық профилін байыта отырып, болашақ академиялық бастамалар мен ынтымақтастықтар туралы хабардар етуі мүмкін. Бұл зерттеудің нәтижелері мүгедектерді қосу және Астана қаласының жеке секторында жұмыс күшін біріктіру парадигмасының өзгеруіне әкелуі мүмкін. Қатысушылар өз тәжірибелерімен, перспективаларымен және түсініктерімен бөлісе отырып, Астана қаласының жеке секторындағы мүгедектерді жұмысқа орналастыруға қатысты қиындықтар мен мүмкіндіктерді тереңірек түсінуге ықпал етеді. Сонымен қатар,

қатысушылар қоғамдағы оң өзгерістерге бағытталған ғылыми-зерттеу іс-шараларына қатысу арқылы күш-қуат сезімін ала алады.

Өтемақы. Ешқандай өтемақы берілмейді. Зерттеуге қатысушылар зерттеу нәтижелеріне қызығушылық танытса, Назарбаев Университетінің Институционалдық зерттеу этика комитетімен келісім бойынша зерттеу тобы сұрау бойынша зерттеу нәтижелерімен бөлісе алады немесе ұсына алады.

Құпиялылық және құпиялылық. Осы зерттеу барысында алынған кез келген ақпарат мүмкіндігінше құпия сақталады. Зерттеу жазбаңыздағы жеке ақпаратыңызды құпия сақтау үшін барлық күш-жігер жұмсалады, бірақ толық құпиялылыққа кепілдік берілмейді. Осы зерттеу барысында жиналған барлық жазбалар мен деректер/үлгілер бекітілген хаттамаларға сәйкес қауіпсіз сақталады және сақталады. Электрондық жазбалар шифрланады және құпия сөзбен қорғалған құрылғыларда немесе рұқсаты шектеулі қауіпсіз серверлерде сақталады. Физикалық жазбалар мен үлгілер рұқсатсыз кіруді болдырмау үшін құлыпталған шкафтарда немесе қауіпсіз сақтау орындарында сақталады. Зерттеу жазбаларына және деректерге/үлгілерге қол жеткізу зерттеуге тікелей қатысатын уәкілетті персоналмен, соның ішінде негізгі зерттеуші мен тағайындалған зерттеу тобының мүшелерімен шектеледі.

Зерттеудің ерікті сипаты. Бұл зерттеуге қатысу қатаң түрде ерікті болып табылады және егер қатысуға келісім берілсе, оны кез келген уақытта зиянсыз кері қайтарып алуға болады.

Байланыс. Осы жобаға қатысты сұрақтар немесе түсініктемелер туындаған жағдайда немесе зерттеуге байланысты жарақат алған жағдайда бас тергеуші Айнұр Есбосыноваға, +77055001993, ayesbossynova@nu.edu.kz хабарласу керек екені түсінікті. Кез келген басқа сұрақтар немесе алаңдаушылықтар бойынша Назарбаев Университетінің Жоғары мемлекеттік саясат мектебінің IREC хатшылығына gspp_irec@nu.edu.kz және Назарбаев Университетінің Институционалдық зерттеу этикасы комитетіне gesethics@nu.edu.kz мекенжайы бойынша жүгінуге болады.

Келісім туралы мәлімдеме.

Төмендегі «Келісемін» түймесін басу арқылы сіз кем дегенде 18 жаста екеніңізді, осы келісім формасын оқып, түсінгеніңізді және осы зерттеуге қатысуға келісесіз.

 Мен келісемін

Шаблон формы информированного согласия для интернет-опросов

Введение. Приглашаем вас принять участие в научно-исследовательском исследовании «Трудоустройство инвалидов в частном секторе города Астаны с акцентом на Департамент занятости и социальной защиты».

Процедуры. Целью исследования является обеспечение более эффективной реформы политики Департамента занятости и социальной защиты акимата (акимата) города Астаны. Целью реформы политики является улучшение возможностей трудоустройства инвалидов в частном секторе города Астаны. Считается, что результаты этого исследования послужат основой для разработки инновационных политических мер, способствующих созданию условий, способствующих справедливому трудоустройству людей с ограниченными возможностями (инвалидов). Критерии отбора участников включают различные демографические и социально-экономические факторы, обеспечивая разнообразное представительство, отражающее более широкую группу населения с ограниченными возможностями. Соглашаясь на участие в этом исследовании, участники подтверждают свое понимание предоставленной информации и выражают добровольную готовность внести свой вклад в исследование. Участники сохраняют за собой право выйти из исследования в любой момент без каких-либо штрафов или последствий. Заполнение этого опроса займет примерно [число] минут.

Риски. Участие в этом исследовании не представляет никаких предсказуемых рисков, кроме тех, которые присущи повседневному опыту. И наоборот, участники могут внести неоценимый вклад, который может привести к ощутимым улучшениям в политике, направленной на улучшение перспектив трудоустройства людей с ограниченными возможностями в частном секторе города Астаны.

Преимущества. Это исследование может повысить репутацию Назарбаев Университета и подчеркнуть его приверженность участию общества и научным исследованиям. Это также может стать основой для будущих академических инициатив и сотрудничества, обогащая академический профиль университета. Результаты данного исследования могут привести к смене парадигмы в интеграции

людей с ограниченными возможностями и интеграции рабочей силы в частном секторе города Астаны. Делясь своим опытом, перспективами и знаниями, участники способствуют более глубокому пониманию проблем и возможностей, связанных с трудоустройством инвалидов в частном секторе города Астаны. Кроме того, участники могут получить чувство расширения своих возможностей от участия в исследовательской деятельности, направленной на позитивные социальные изменения.

Компенсация. Никакой компенсации не будет. Если участники исследования будут заинтересованы в результатах исследования, исследовательская группа по согласованию с Институциональным комитетом по этике исследований Назарбаев Университета может поделиться или представить результаты исследования по запросу.

Конфиденциальность и конфиденциальность. Любая информация, полученная в ходе данного исследования, будет храниться в максимальной степени конфиденциальной. В разумных пределах будут предприняты все усилия для сохранения конфиденциальности вашей личной информации в протоколе вашего исследования, однако полная конфиденциальность не может быть гарантирована. Все записи и данные/образцы, собранные в ходе этого исследования, будут надежно храниться и поддерживаться в соответствии с установленными протоколами. Электронные записи будут зашифрованы и сохранены на защищенных паролем устройствах или защищенных серверах с ограниченным доступом. Физические записи и образцы будут храниться в запертых шкафах или безопасных хранилищах для предотвращения несанкционированного доступа. Доступ к записям исследования и данным/образцам будет ограничен уполномоченным персоналом, непосредственно участвующим в исследовании, включая главного исследователя и назначенных членов исследовательской группы.

Добровольный характер исследования. Участие в этом исследовании является строго добровольным, и если дано согласие на участие, оно может быть отозвано в любое время без ущерба.

Контакты. В случае возникновения каких-либо вопросов или комментариев относительно этого проекта или получения ущерба, связанной с исследованием,

следует связаться с главным исследователем Айнур Есбосыновой, +77055001993, ayesbossynova@nu.edu.kz. С любыми другими вопросами или проблемами можно обращаться в Секретариат ИРЭЦ Высшей школы государственной политики Назарбаев Университета по адресу gspp_irec@nu.edu.kz и в Комитет по этике институциональных исследований Назарбаев Университета по адресу rethics@nu.edu.kz.

Заявление о согласии.

Нажимая «Я согласен» ниже, вы подтверждаете, что вам уже исполнилось 18 лет, что вы прочитали и поняли данную форму согласия и соглашаетесь участвовать в этом исследовании.

Я согласен

Я не согласен

Consent Forms for the Interview

In English

Dear, Participant [/ Name of the interviewee]

My name is Ainur Yesbossynova. I represent our Research group consisting of MPA-2023 students of the Master of Public Administration Program at Nazarbayev University's Graduate School of Public Policy. We are conducting research about the Employability of disabled persons in the private sector of Astana city with a focus on the Department of Employment and Social Protection in the Mayor's Office (Akimat) of Astana. I'm conducting this as part of research for the

I have reached out to you based on a recommendation from the Department of Employment and Social Protection within the Akimat of Astana City (hereinafter - Department), which aims to develop stimulus packages for the private sector to create comfortable working conditions, and provide social benefits for PWDs to compete in the labor market.

Study procedures: What will happen during the study?

I'm inviting you to participate in an interview that will take about 30-40 minutes. The interview will ask you questions about employability of PWDs in the private sector in Astana.

Risks: Are there any risks to doing this study?

It is important to note that participation in this study does not pose any direct risks to you. However, there may be a slight inconvenience or discomfort associated with answering questions related to sensitive topics such as disability and employment.

You do not need to answer questions that you do not want to answer or that make you feel uncomfortable. And you can withdraw (stop taking part) at any time.

Protection of respondent's privacy.

Rest assured, all responses will be kept confidential to the fullest extent possible. Any identifiable information will be anonymized to protect your privacy. If you have any concerns or questions about your participation in this study, please feel free to raise them, and I will address them to the best of my ability.

I will keep the information you tell me during the interview confidential. Information I put in my report that could identify you will not be published or shared beyond the research team unless we have your permission. Any data from this research which will be shared or published will be the combined data of all participants. That means it will be reported for the whole group, not for individual persons. Furthermore, any data shared or published from this research will be presented in aggregate form, ensuring anonymity and confidentiality for all participants.

Benefits

The findings of this study may lead to paradigm shifts in disability inclusion and workforce integration in the private sector of Astana city. By sharing their experiences, perspectives, and insights, you will contribute to a deeper understanding of the challenges and opportunities surrounding disability employment within Astana city's private sector. Your willingness to share your experiences, perspectives, and insights will significantly contribute to a nuanced understanding of the challenges and opportunities surrounding disability employment in Astana's private sector. Furthermore, you may derive a sense of empowerment from involvement in research activities aimed at effecting positive societal change.

Approval for conducting the study:

This study has been reviewed and cleared by the Nazarbayev University Institutional Research Ethics Committee. If you have concerns or questions about your rights as a participant or about the way the study is conducted, you may contact:

- Nazarbayev University Institutional Research Ethics Committee
- E-mail: resethics@nu.edu.kz

Summary:

- Your participation in this study is voluntary.
- You can decide to stop at any time, even part-way through the questionnaire for whatever reason.
- If you decide to stop participating, there will be no consequences to you.
- If you decide to stop we will ask you how you would like us to handle the data collected up to that point.

- This could include returning it to you, destroying it or using the data collected up to that point.
- If you do not want to answer some of the questions you do not have to, but you can still be in the study.
- If you have any questions about this study or would like more information you can call or email Ainur Yesbossynova at +77055001993 / ayebossynova@nu.edu.kz.

Consent questions:

- Do you have any questions or would like any additional details?
- Do you agree to participate in this study knowing that you can withdraw at any point with no consequences to you?

In Kazakh

Құрметті қатысушы [/ сұхбат алушының аты-жөні],

Менің атым - Айнұр Есбосынова. Мен Назарбаев Университетінің Мемлекеттік саясат жоғары мектебіндегі Мемлекеттік басқару магистратурасы бағдарламасының МРА-2023 студенттерінен құралған зерттеу тобының атынан хабарласып отырмын. Біз Астана қаласы әкімдігі жанындағы Жұмыспен қамту және әлеуметтік қорғау басқармасына назар аудара отырып, Астана қаласының жеке секторында мүгедектігі бар адамдардың еңбекке қабілеттілігі туралы зерттеу жүргізудеміз.

Мен сізге Астана қаласы әкімдігі жанындағы Жұмыспен қамту және әлеуметтік қорғау басқармасының (бұдан әрі - Басқарма) ұсынымына сәйкес хабарласып отырмын. Бұл басқарма жеке сектордың мүгедектігі бар адамдарға қолайлы жұмыс жағдайларын жасау үшін ынталандыру пакеттерін әзірлеуге және оларды еңбек нарығында бәсекеге қабілетті ету үшін әлеуметтік төлемдер ұсынуға бағытталған.

Зерттеу процедурасы: зерттеу барысында не болады?

Мен сізді шамамен 30-40 минутқа созылатын сұхбатқа қатысуға шақырамын. Сұхбат Астана қаласының жеке секторында мүгедектігі бар адамдардың еңбекке қабілеттілігіне қатысты сұрақтарды қамтиды.

Қатерлер: бұл зерттеуге қандай да бір тәуекел бар ма?

Зерттеуге қатысу сізге тікелей қауіп төндірмейтінін атап өткен жөн. Алайда, мүгедектік және жұмыспен қамту сияқты сезімтал тақырыптарға қатысты сұрақтарға жауап беру кезінде аздап ыңғайсыздық немесе қолайсыздық туындауы мүмкін.

Сіз жауап бергіңіз келмейтін немесе сізді ыңғайсыз сезіндіретін сұрақтарға жауап бермеуге құқылысыз. Сондай-ақ, кез келген уақытта зерттеуден бас тарта аласыз.

Қатысушының жеке деректерінің құпиялылығы.

Сіздің барлық жауаптарыңыз барынша құпия сақталатынына сендіргім келеді. Сіздің жеке басыңызды анықтай алатын кез келген ақпарат анонимдендіріледі. Егер сіздің осы зерттеуге қатысуыңызға қатысты қандай да бір алаңдаушылық немесе сұрақтарыңыз болса, маған хабарлаңыз, мен сіздің мәселелеріңізді шешуге бар күшімді саламын.

Мен сұхбат барысында айтқан барлық ақпаратты құпия түрде сақтаймын. Сіздің жеке басыңызды анықтайтын ақпарат зерттеу тобының шеңберінен тыс жарияланбайды және бөліспейді, егер сіздің рұқсатыңыз болмаса. Зерттеудің нәтижелері тек топтық мәліметтер түрінде ұсынылады, жеке тұлғаларға қатысты ақпарат берілмейді.

Пайдасы

Бұл зерттеудің нәтижелері Астана қаласының жеке секторында мүгедектерді жұмысқа тарту және оларды интеграциялау мәселелеріне жаңа көзқарас қалыптастыруы мүмкін. Сіздің тәжірибеңізбен және пікірлеріңізбен бөлісуіңіз мүгедектерді жұмысқа орналастыру мәселелері бойынша тереңірек түсінік қалыптастыруға ықпал етеді. Сондай-ақ, сіз қоғамда оң өзгерістер жасауға бағытталған зерттеу жұмыстарына қатысу арқылы белгілі бір күш-қуат сезімін сезінесіз.

Зерттеуді өткізуге рұқсат:

Бұл зерттеу Назарбаев Университетінің Институционалдық зерттеу этикасы комитетінің қарауынан өтіп, мақұлданды. Егер сіздің қатысушы ретіндегі құқықтарыңыз немесе зерттеу процесі туралы сұрақтарыңыз болса, төмендегі мекенжайға хабарласуыңызға болады:

- Назарбаев Университеті Институционалдық зерттеу этикасы комитеті
- Электрондық пошта: resethics@nu.edu.kz

Қысқаша мазмұны:

- Бұл зерттеуге қатысу өз еркіңізбен болады.
- Сіз кез келген уақытта зерттеуге қатысудан бас тарта аласыз. Егер қатысудан бас тартсаңыз, бұл сізге ешқандай салдар әкелмейді.

- Егер зерттеуге қатысудан бас тартсаңыз, біз жиналған деректерді қалай өңдеу керектігін өзіңіз шешуіңізді сұраймыз. Бұл деректерді сізге қайтару, оларды жою немесе жинақталған деректерді пайдалану сияқты опцияларды қамтуы мүмкін.
- Егер сіздің осы зерттеуге немесе қосымша ақпаратқа қатысты сұрақтарыңыз болса, маған хабарласыңыз: +77055001993 / ayesbossynova@nu.edu.kz.

Келісім сұрақтары:

- Сізде сұрақтарыңыз бар ма немесе қосымша мәліметтер қажет пе?
- Сіз кез келген уақытта салдарсыз бас тарта алатыныңызды біле отырып, осы зерттеуге қатысуға келісесіз бе?

In Russian

Уважаемый(ая) участник [/ Имя респондента],

Меня зовут Айнур Есбосынова. Я представляю исследовательскую группу из студентов программы МРА-2023 Магистратуры государственного управления Назарбаев Университета. Мы проводим исследование на тему трудоустройства лиц с инвалидностью в частном секторе города Астаны с акцентом на деятельность Управления занятости и социальной защиты при акимате города Астаны

Процедуры исследования: что будет происходить в рамках исследования?

Я приглашаю вас принять участие в интервью, которое займет около 30–40 минут. В ходе интервью вам будут заданы вопросы о трудоустройстве лиц с инвалидностью в частном секторе города Астаны.

Риски: существуют ли риски участия в данном исследовании?

Участие в исследовании не несет прямых рисков для вас. Однако возможен небольшой дискомфорт при ответе на вопросы, касающиеся таких чувствительных тем, как инвалидность и занятость.

Вы не обязаны отвечать на вопросы, которые вам некомфортны, и можете в любой момент отказаться от участия в исследовании.

Конфиденциальность данных респондента

Все ваши ответы будут строго конфиденциальны. Любая информация, которая может вас идентифицировать, будет анонимизирована. Если у вас возникнут вопросы или

опасения по поводу участия в исследовании, пожалуйста, дайте мне знать, и я постараюсь их решить.

Я гарантирую, что информация, предоставленная вами в ходе интервью, останется конфиденциальной. Данные, которые будут использоваться в отчетах, не будут содержать вашей идентифицирующей информации.

Выгоды

Результаты исследования могут способствовать улучшению политики трудовой интеграции лиц с инвалидностью в частный сектор города Астаны. Ваши мнения и опыт будут важным вкладом в изучение возможностей и вызовов в этой области.

Разрешение на проведение исследования

Данное исследование было одобрено Институциональным комитетом по исследовательской этике Назарбаев Университета. В случае возникновения вопросов или опасений вы можете связаться с комитетом по следующему адресу:

- Институциональный комитет по исследовательской этике Назарбаев Университета
- Электронная почта: resethics@nu.edu.kz

Краткое содержание:

- Ваше участие является добровольным.
- Вы можете прекратить участие в любой момент без каких-либо последствий.

Если у вас есть дополнительные вопросы, вы можете связаться со мной: +77055001993 / ayesbossynova@nu.edu.kz.

Вопросы на согласие:

- У вас есть вопросы или требуется дополнительная информация?
- Согласны ли вы принять участие в исследовании, зная, что можете в любой момент отказаться без последствий?