



Disability Inclusion @ Work 2024: A Global Outlook

Kenya

Executive Summary

- Deloitte's Disability Inclusion @ Work 2024: A Global Outlook examines some of the critical workplace factors that have a profound impact on the lives of people with disabilities (PWD) or chronic health conditions (CHC), or who are neurodivergent (ND)*. Representing the views of 10,000 respondents from organizations across 20 countries, the report seeks to understand their experiences in the workplace. The report also provides recommendations for business leaders on how to make meaningful progress on disability inclusion in the workplace.
- The following deck examines **how survey respondents in Kenya stand out from their global counterparts** on key global themes including:

KEY GLOBAL FINDINGS:



While respondents report experiencing a range of difficulties performing certain activities at work, **they do not always self-identify as being a person with a disability, chronic health condition, or as someone who is neurodivergent.**



Nearly nine in 10 respondents have disclosed having a disability or chronic health condition or being neurodivergent to someone at work (mostly to HR). Of those who have chosen not to disclose to their employer, one fifth cite concerns about discrimination as a key reason. The same proportion say they have been discriminated against at a previous employer after disclosing.



Only one-quarter of survey respondents who have disclosed their disability, neurodivergence or health condition at work **have requested workplace accommodations to help them manage difficulties.**



Almost three-quarters (74%) of those respondents who have requested workplace accommodations have had at least one request rejected; two in 10 had all their requests rejected.



Just over two in 10 (22%) of those respondents who are officially given the option to work from home do not do so because their supervisor has told them they would prefer them to work in the office.



Six in 10 respondents say they have been unable to attend some kind of work event because it wasn't accessible.



Forty-one percent of respondents say they have experienced either microaggressions, harassment and/or bullying at work over the past 12 months. Only half of these respondents say they have formally reported the experience to their employer.



More than a quarter of respondents say they have been passed over for promotion in the last year.



Respondents cite improving the physical accessibility of their workplace and making disability inclusion a board-level agenda as the **top things that employers could do to make meaningful progress on disability inclusion.**

**For clarity, this report and its appendices use the terms "people with disabilities, chronic health conditions, and who are neurodivergent" and specifies where people have self-identified as belonging to one or more of these groups when completing the survey along with any associated noteworthy findings. As per the [Washington Group Short Set](#), where relevant some findings are also set out according to difficulties respondents report that they experience (e.g., difficulty seeing, concentrating or with self-care). When we use the term "respondents" alone, it collectively refers to all individuals who participated in the survey.*

Kenya respondent profile

We surveyed **500** respondents in Kenya.

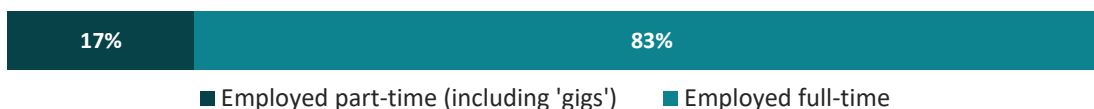
Gender



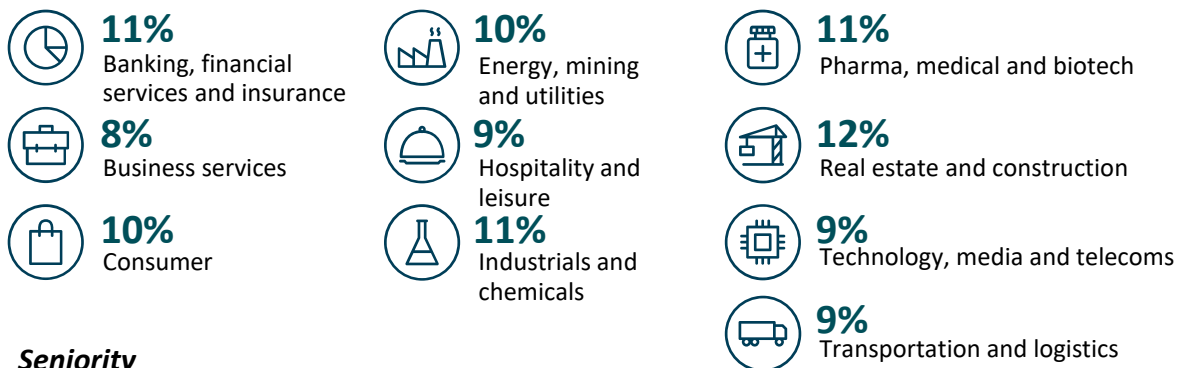
Age



Employment Status



Sector of organization



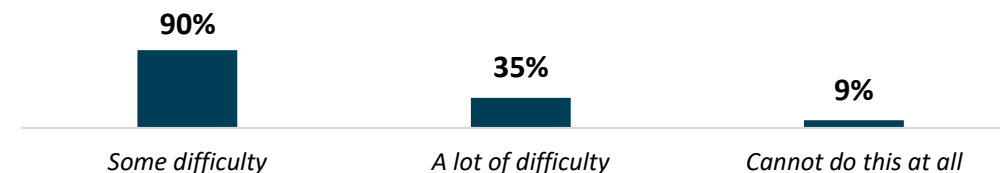
Seniority



Difficulties experienced by activity*



Difficulty summary (level in at least one activity)*



Identity summary (PWD, CHC, ND)*

Identifies as a person with a disability or chronic health condition, or as neurodivergent



Does not identify as a person with a disability or chronic health condition, nor as neurodivergent

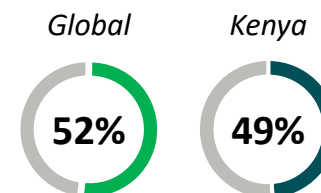
*Respondents were included either if a) they self-identified as a person with a disability (PWD) or chronic health condition (CHC), or as someone who is neurodivergent (ND), or b) if they report experiencing at least "some difficulty" in one domain of an adapted version of [The Washington Group Short Set](#) (WG-SS), a widely-used set of questions designed to measure disability in public surveys.

Attitudes around self-identification and disclosure of conditions at work vary

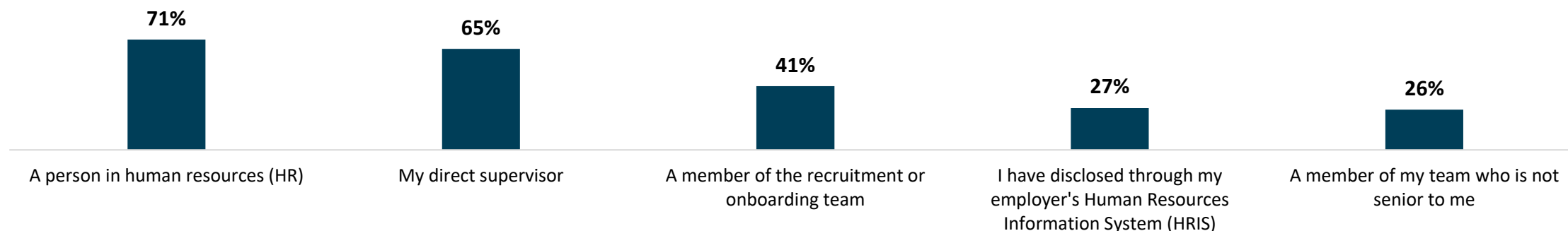
- Respondents in Kenya are most likely to say they have disclosed their disability, neurodivergence, or chronic health condition to a person in human resources (HR).
- Of those who have chosen not to disclose to their employer, 41% of respondents in Kenya cite not believing that disclosing at work is important as a key reason. This contrasts to only 30% of global respondents.



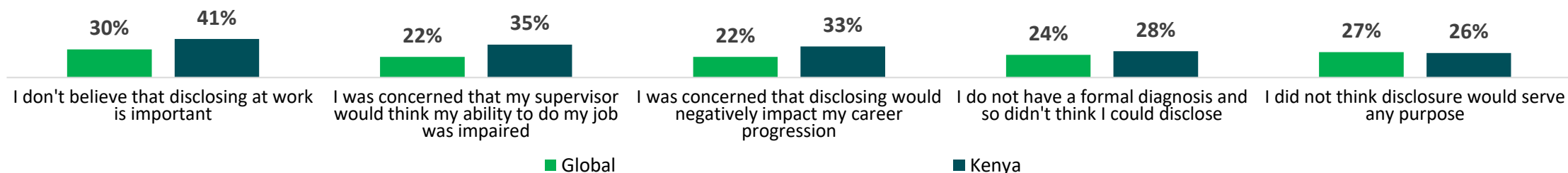
Proportion of respondents who experience difficulty in carrying out at least one activity and do not identify as a person with a disability, or chronic health condition, or as neurodivergent



Who of the following (if any) have you disclosed your disability/neurodivergence/chronic condition to at work?
(Top 5 selected by Kenya respondents)

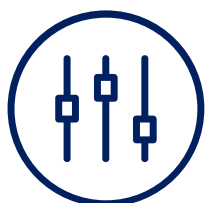


Why have you not disclosed this information? (Top 5 reasons selected by Kenya respondents)

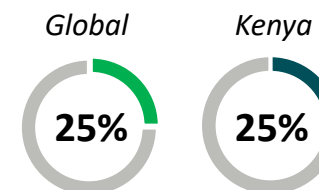


Despite high workplace disclosure rates, requesting workplace accommodations is not yet the norm

- A quarter of global respondents who disclosed at work have requested workplace accommodations; this was consistent among respondents in Kenya.
- Respondents in Kenya who have not requested such accommodations are somewhat less likely than their global counterparts to say this is due to not thinking they needed them.



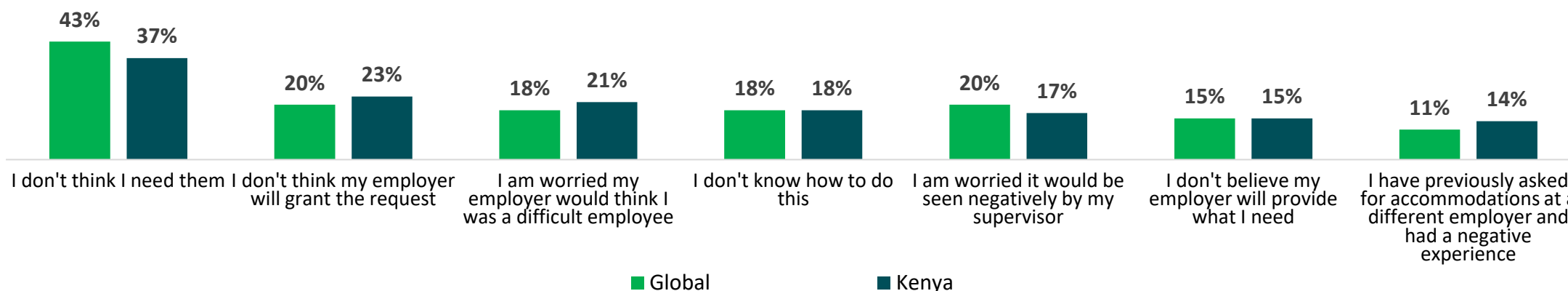
Have you requested any workplace accommodations at your current employer?
(Proportion responding “yes”, out of those who have disclosed at work)



Global base = 8849, Kenya base = 454



Why have you not requested workplace accommodations?



Global base = 6643, Kenya base = 340

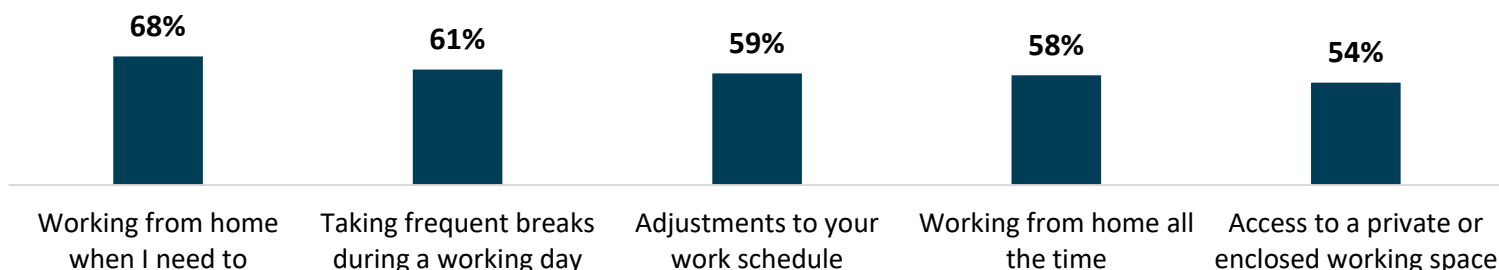
A large proportion of respondents who requested workplace accommodations have had at least one workplace accommodation rejected

- Globally, almost three quarters of respondents who have requested a workplace accommodation have had at least one rejected by their employer. The same is true of 83% of respondents in Kenya.
- 27% of respondents in Kenya whose requested accommodations were rejected were told this was due to it being judged as too difficult to implement (vs. 30% globally).



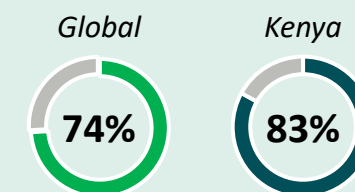
You previously answered that you have requested a workplace accommodation at your current employer. Please review the following examples of workplace accommodations and indicate which you have requested.

I have requested this workplace accommodation (Top 5 selected by Kenya respondents)



Kenya base = 114

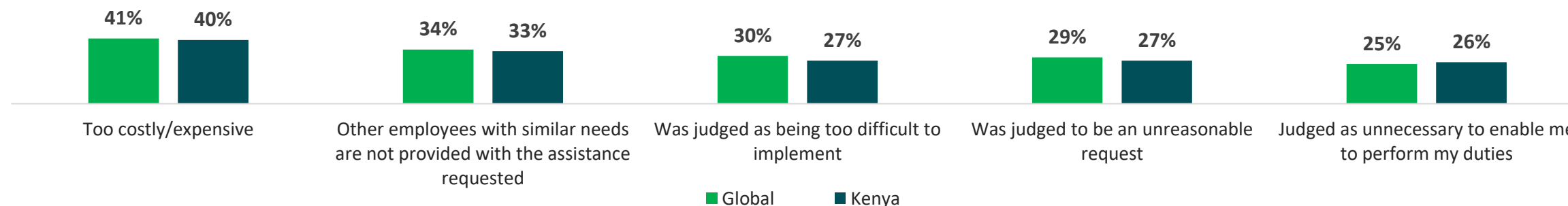
% who have had at least one workplace accommodation rejected by their employer



Global base = 2206, Kenya base = 114



What reasons were you given for not receiving workplace accommodations you requested?
(Top 5 selected by Kenya respondents)

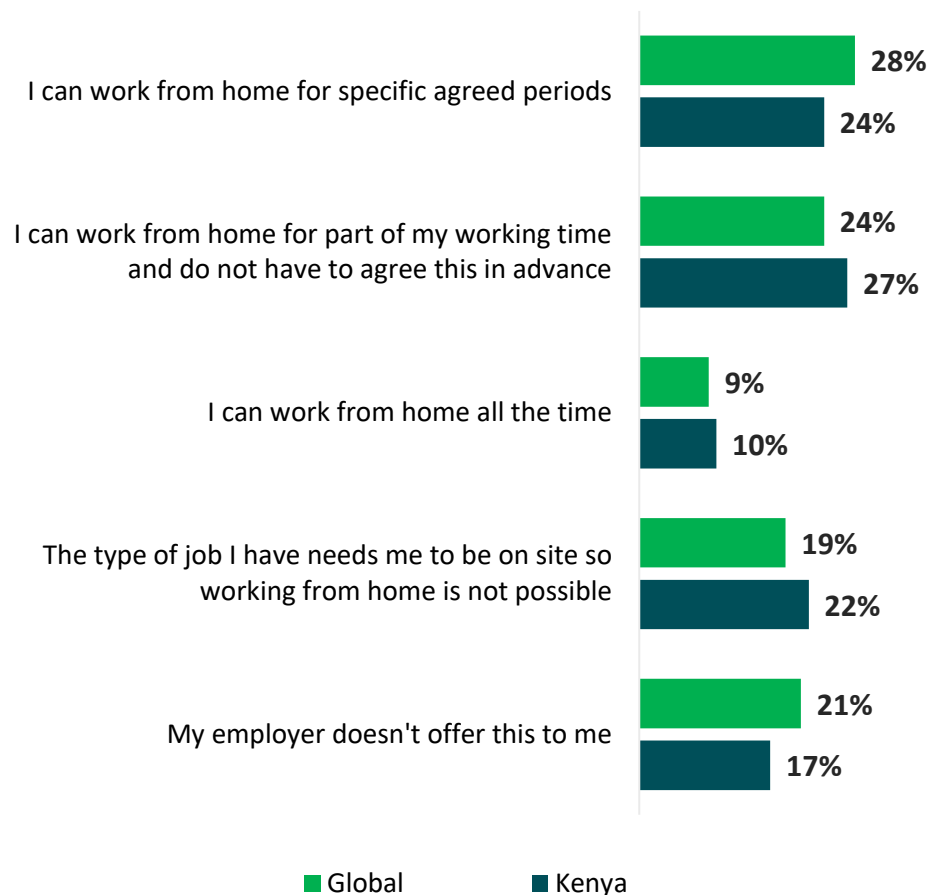


Needs and expectations around workplace accessibility are not always met

- 21% of global respondents are not offered the option of working from home (though it would be possible for their job), compared to 17% of respondents in Kenya.
- Globally, 38% of respondents say they were unable to attend work events held outside their workplace due to a lack of accessibility. This was consistent among respondents in Kenya.



Does your employer offer you the option to work from home – either all of the time or some of it?



Consider the following statements regarding accessibility when it comes to your workplace and events related to work, and indicate whether you agree or disagree that each statement accurately describes your experience with your current employer.



What made the event inaccessible? (Top 5 selected by Kenya respondents)

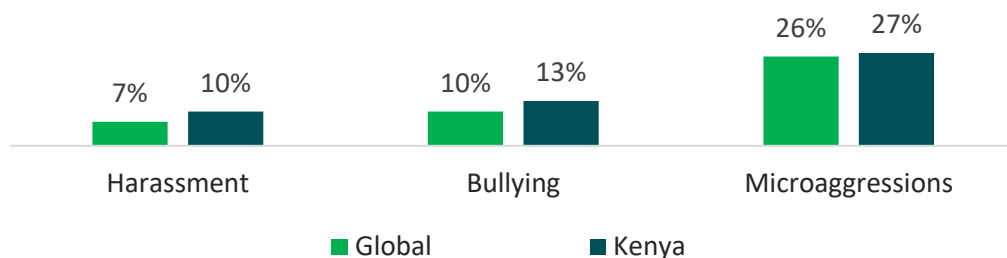
- 34%** No accessible restrooms/bathroom facilities at the venue or workplace location
- 30%** Regular breaks were not included in the agenda
- 29%** Accommodations to reduce risk of sensory overload were not available
- 27%** My employer did not provide accessible transportation to the venue
- 24%** There was no quiet or private space should I need one

Non-inclusive behaviors are impacting the workplace experience of many

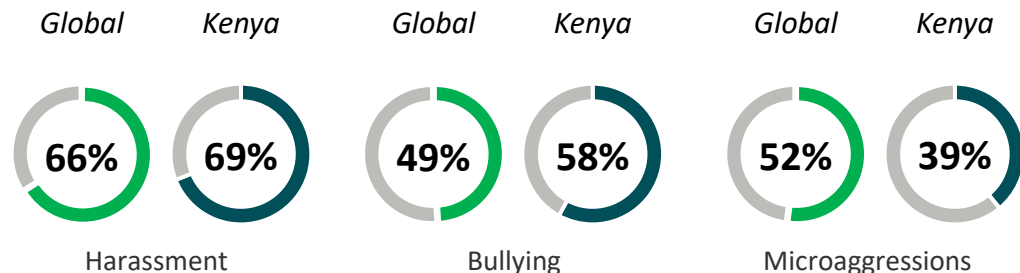
- Respondents in Kenya who say they have experienced microaggressions are notably less likely to say they have formally reported these (vs. global respondents).
- 16% of global respondents who have not reported non-inclusive behaviors say the main reason is concern that their supervisor would perceive them as a nuisance / troublemaker, vs. 24% of respondents in Kenya.



Which of the following non-inclusive behaviors, if any, have you experienced at work over the past 12 months (whether at a current or former employer)?



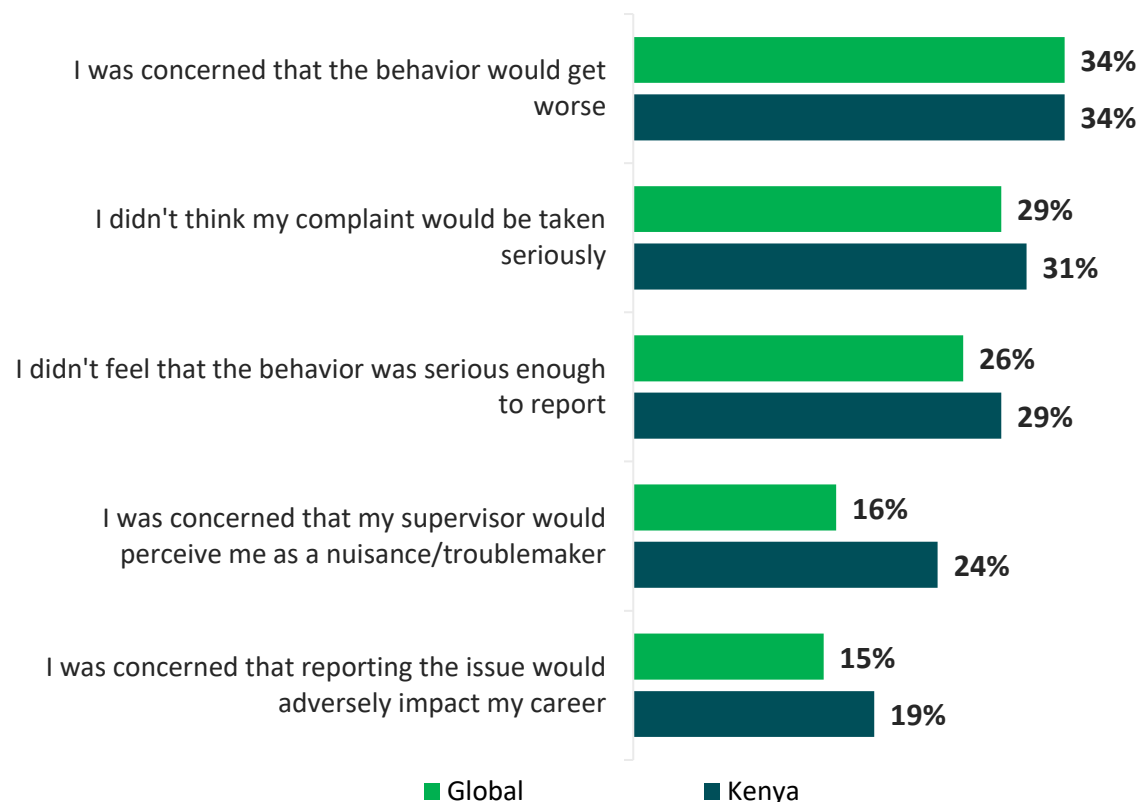
Did you formally report any of these behaviors to someone in a position of authority in your employer (for example, your supervisor or HR)?



Harassment - Global base = 732, Kenya base = 48
 Bullying - Global base = 958, Kenya base = 65
 Microaggressions - Global base = 2607, Kenya base = 136



Which of the following is the main reason why you decided not to report the behavior(s)? (Top 5 reasons selected by Kenya respondents)



Multiple factors can help enable and accelerate disability inclusion at work

- Global respondents most commonly said that making their workplace more physically accessible is the top thing they think their employer could do to make progress on disability inclusion. The same is true of respondents in Kenya.
- 49% of respondents in Kenya who indicated they have access to role models who are persons with disabilities and/or chronic conditions say this made them feel more confident that theirs is an employer where they can succeed and achieve their professional goals—slightly more than their global counterparts (47%).



What is the top thing you think your employer could do to make meaningful progress on disability inclusion?
(Top 5 reasons selected by Kenya respondents)



You previously indicated that you have access to role models who are persons with disabilities and/or chronic conditions are your employer. How have these role model(s) impacted your experience at your employer?



Global base = 3573, Kenya base = 206



A regression analysis identified seven key factors that may have the greatest impact on how likely people with disabilities or chronic health conditions and neurodivergent people are to recommend their organization to others.

- Leadership commitment**
- Roles that are aligned to strengths**
- Inclusive culture**
- Potential for progression**
- Workplace accessibility, accommodations, and comfort to self-disclose**
- Workplace behavior**
- Culture of fairness**



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