



# BASELINE ASSESSMENT FOR DISABILITY INCLUSION CAPACITY

## Contents

|                                                                    |           |
|--------------------------------------------------------------------|-----------|
| <b>Executive Summary .....</b>                                     | <b>1</b>  |
| <b>Background and Purpose.....</b>                                 | <b>1</b>  |
| <b>Methodology .....</b>                                           | <b>1</b>  |
| <b>Key Findings .....</b>                                          | <b>1</b>  |
| <b>Key Recommendations .....</b>                                   | <b>3</b>  |
| <b>Accessibility Improvement .....</b>                             | <b>3</b>  |
| <b>Policy Framework Development .....</b>                          | <b>3</b>  |
| <b>Financial Management .....</b>                                  | <b>3</b>  |
| <b>Conclusion .....</b>                                            | <b>3</b>  |
| <b>I. RESEARCH INTRODUCTION.....</b>                               | <b>4</b>  |
| <b>II. RESEARCH OBJECTIVE .....</b>                                | <b>4</b>  |
| <b>III. RESEARCH METHODOLOGY .....</b>                             | <b>5</b>  |
| <b>IV. FINDINGS.....</b>                                           | <b>5</b>  |
| <b>4.1. Respondent Background .....</b>                            | <b>5</b>  |
| <b>4.1.1. Gender identity, Work experience, Job position .....</b> | <b>5</b>  |
| <b>4.1.2. Disability Inclusion Experiences .....</b>               | <b>6</b>  |
| <b>4.1.3. Disability Status.....</b>                               | <b>7</b>  |
| <b>4.2. Organization Background.....</b>                           | <b>9</b>  |
| <b>4.3. Awareness and Knowledge on Disability Inclusion .....</b>  | <b>11</b> |
| <b>4.4. Attitudes and Organizational Culture .....</b>             | <b>12</b> |
| <b>4.5. Accessibility .....</b>                                    | <b>13</b> |
| <b>4.6. Accountability, feedback and complaint mechanism.....</b>  | <b>15</b> |
| <b>4.7. Policies and Practices .....</b>                           | <b>17</b> |
| <b>4.8. Engagement and Advocacy .....</b>                          | <b>18</b> |
| <b>4.9. Overall Assessment.....</b>                                | <b>20</b> |
| <b>V. RECOMMENDATIONS .....</b>                                    | <b>21</b> |
| <b>5.1. Knowledge, Awareness, Attitudes and Capacity.....</b>      | <b>21</b> |
| <b>5.2. Accessibility .....</b>                                    | <b>22</b> |
| <b>5.3. Policies and Practices.....</b>                            | <b>22</b> |
| <b>5.4. Budgeting and Resource Mobilization .....</b>              | <b>23</b> |
| <b>VI. CONCLUSION.....</b>                                         | <b>23</b> |
| <b>Annex .....</b>                                                 | <b>25</b> |

## List of Tables

|                                                                                           |    |
|-------------------------------------------------------------------------------------------|----|
| Table 1: Gender identity, Work experience, Job position (Respondents = 60) .....          | 6  |
| Table 2: Organization background on disability inclusion training (Respondents = 60)..... | 10 |
| Table 3: Awareness and Knowledge on Disability Inclusion (Respondents = 60).....          | 11 |
| Table 4: Attitudes and Organizational Culture (Respondents = 60) .....                    | 13 |
| Table 5: Accessibility (Respondents = 60) .....                                           | 14 |
| Table 6: Accountability, feedback and complaint mechanism (Respondents = 60).....         | 16 |
| Table 7: Policies and Practices (Respondents = 60).....                                   | 18 |
| Table 8: Engagement and Advocacy (Respondents = 60).....                                  | 19 |
| Table 9: Overall Assessment (Respondents = 60).....                                       | 21 |

## List of Figures

|                                                                                                                  |   |
|------------------------------------------------------------------------------------------------------------------|---|
| Figure 1: Respondent Background (Respondents = 60) .....                                                         | 7 |
| Figure 2: Difficulties with respondents' daily activities, communication, concentration (Respondents = 60) ..... | 8 |

## **Abbreviations**

**DI** - Disability Inclusion

**HI** - Humanity and Inclusion

**MILI** - Myanmar Independent Living Initiative

**MHF** - Myanmar Humanitarian Fund

**UNCRPD** - United Nations Convention on the Rights of Persons with Disabilities

**WG-SS** - Washington Group Short Set on Functioning

## Executive Summary

### Background and Purpose

The Myanmar Independent Living Initiative (MILI), in collaboration with Humanity and Inclusion Myanmar (HI), conducted this Baseline Assessment in June 2025 to assess the Disability Inclusion Capacity of MHF's partner organizations.

The primary objective of the assessment was to establish baseline evidence that will inform future capacity-building initiatives.

### Methodology

The assessment applied internationally recognized data collection tools, including the Washington Group Short Set on Functioning (WG-SS)<sup>1</sup>, and employed an online survey methodology.

Data collection focused on assessing staff knowledge, attitudes, and practices related to disability inclusion, as well as reviewing organizational policies, systems, and operational practices across partner organizations.

### Key Findings

#### *Knowledge, Awareness, and Attitudes*

Overall, staff across partner organizations demonstrated generally positive attitudes toward persons with disabilities. However, the assessment identified significant gaps in knowledge and awareness related to the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and the 2015 Law on the Rights of Persons with Disabilities in Myanmar. These gaps may limit the effective mainstreaming of disability inclusion within organizational programming and operations.

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<sup>1</sup> <https://www.washingtongroup-disability.com/question-sets/wg-short-set-on-functioning-wg-ss/>

### *Accessibility*

The assessment identified persistent barriers to accessibility, encompassing both physical infrastructure and information and communication accessibility. Notable gaps were observed in the provision of accessible information formats, including Braille materials and sign language interpretation, which may impede meaningful participation of persons with disabilities.

### *Policies and Practices*

The majority of partner organizations do not have formalized Disability Inclusion (DI) policies or clearly defined inclusive recruitment and employment procedures. The absence of institutionalized policy frameworks limits the systematic integration of disability inclusion across organizational functions.

### *Reasonable Accommodation*

While basic awareness of reasonable accommodation exists among staff, practical implementation remains limited. Mechanisms for identifying, documenting, and providing reasonable accommodation are largely ad hoc and lack standardized procedures, resulting in inconsistent support for persons with disabilities.

## **Key Recommendations**

### *Capacity Building*

- Provide staff with training on disability rights–related legal frameworks and practical application of Disability Inclusion (DI) mainstreaming

### *Accessibility Improvement*

- Upgrade physical infrastructure such as office buildings, meeting venues, and training rooms and digital communication tools, including websites, online forms, and information materials in line with accessibility standards.

### *Policy Framework Development*

- Provide technical support from MILI and organizations of persons with disabilities to enable organizations to develop strong and comprehensive Disability Inclusion (DI) policy frameworks.

### *Financial Management*

- Systematically allocate budget using Disability Inclusion Driver Analysis

## **Conclusion**

The Baseline Assessment findings indicate that while partner organizations demonstrate commitment and willingness to advance disability inclusion, significant gaps remain in technical capacity, institutional frameworks, and operational systems.

The recommendations outlined in this report provide a strategic foundation for strengthening disability inclusion and advancing more inclusive, rights-based, and accountable humanitarian programming in line with international standards.

## I. RESEARCH INTRODUCTION

Myanmar Independent Living Initiative, with the support of Myanmar Humanitarian Fund and Humanity and Inclusion collaboration, is implementing a project of two years from July 2025 to June 2026 to promote the inclusion of persons with disabilities in humanitarian response processes in Myanmar. The overall objective of the project is to strengthen disability inclusion within humanitarian action by enhancing the capacities of MHF partner organizations, humanitarian clusters, working groups, and other humanitarian actors, while fostering systematic collaboration with organizations of persons with disabilities. Through capacity development and partnership-building, the project seeks to ensure the meaningful participation and inclusion of persons with disabilities across humanitarian response processes.

The core activities of the project include the delivery of disability inclusion capacity-building trainings for humanitarian aid organizations; holding workshops; development and dissemination of information, education, and awareness-raising tools; mapping and compilation of information about service provided by the organization of persons with disabilities; collection of disability-related data; and organization of awareness-raising events in commemoration of the International Day of Persons with Disabilities.

This research was conducted as part of the project to assess the disability inclusion capacity of humanitarian actors and to generate evidence to inform targeted capacity-strengthening interventions.

## II. RESEARCH OBJECTIVE

The research's purpose to inquire the strengths and gaps of each partner organization regarding the disability inclusion capacity in order to inform targeted support and corrective actions. Those findings are intended to prepare the design and content of disability inclusion trainings and workshops beforehand, and to enable systematic measurement of changes in partner organizations' capacity and practices both prior to and following the implementation of these capacity-building interventions.

### III. RESEARCH METHODOLOGY

This study was conducted using quantitative research method and included 60 respondents. Regarding respondent selection, the Myanmar Humanitarian Fund (MHF) shared the list of its partner organizations with Humanity and Inclusion (HI), which subsequently shared the list with the Myanmar Independent Living Initiative (MILI). MILI then disseminated the survey questionnaire link via email to the organizations included in the list, requesting that each organization nominate one representative to complete the survey. This study utilized a non-random sampling method, as respondents were selected based on organizational nomination rather than random selection.

The study employed self-administered questionnaire. Therefore, the questionnaire was designed to be as clear and simple as possible for the respondents. Furthermore, it was refined in consultation with an expert specializing in disability-related work. The questionnaire consisted of both closed and open-ended questions, adopting a semi-structured format.

Data collection was conducted using the KoBo toolbox platform. The KoBo toolbox Link was distributed to the partner organizations by MILI, and the data were collected online. The collected data were then examined by the descriptive statistics method.

### IV. FINDINGS

The research findings are presented below, organized into the following thematic sections.

#### 4.1. Respondent Background

##### 4.1.1. Gender identity, Work experience, Job position

More than half of the respondents were female and accounting for approximately 58%. Male participants made up around 38%, while a small number identified as other genders or preferred not to disclose their gender identity.

The majority of respondents (41%) have more than 5 years of work experience in the current organization. Those with 1 to 3 years of work experience are the second largest group with the percentage of approximately 27. Respondents with less than 1 year of work experience make up the third largest group with 22%.

The respondents represented a range of professional roles and positions within their respective organizations.

**Table 1: Gender identity, Work experience, Job position (Respondents = 60)**

| Background information                                  | (%) | Background information                    | (%) |
|---------------------------------------------------------|-----|-------------------------------------------|-----|
| <b>Gender identity</b>                                  |     | <b>Positions</b>                          |     |
| Male                                                    | 38  | Advisors/Experts                          | 7   |
| Female                                                  | 58  | Senior management positions <sup>2</sup>  | 38  |
| Others                                                  | 2   | Middle management positions <sup>3</sup>  | 38  |
| Prefer not to disclose                                  | 2   | Liaison officer                           | 5   |
| <b>Work Experience in current organization in years</b> |     | Finance officer/Assistant finance officer | 7   |
| Less than 1 year                                        | 22  | Others                                    | 5   |
| 1 - 3 years                                             | 27  |                                           |     |
| 3 - 5 years                                             | 10  |                                           |     |
| More than 5 years                                       | 42  |                                           |     |

#### 4.1.2. Disability Inclusion Experiences

According to Fig 1(A), more than half of the respondents have attended disability inclusion trainings but almost half of them have not.

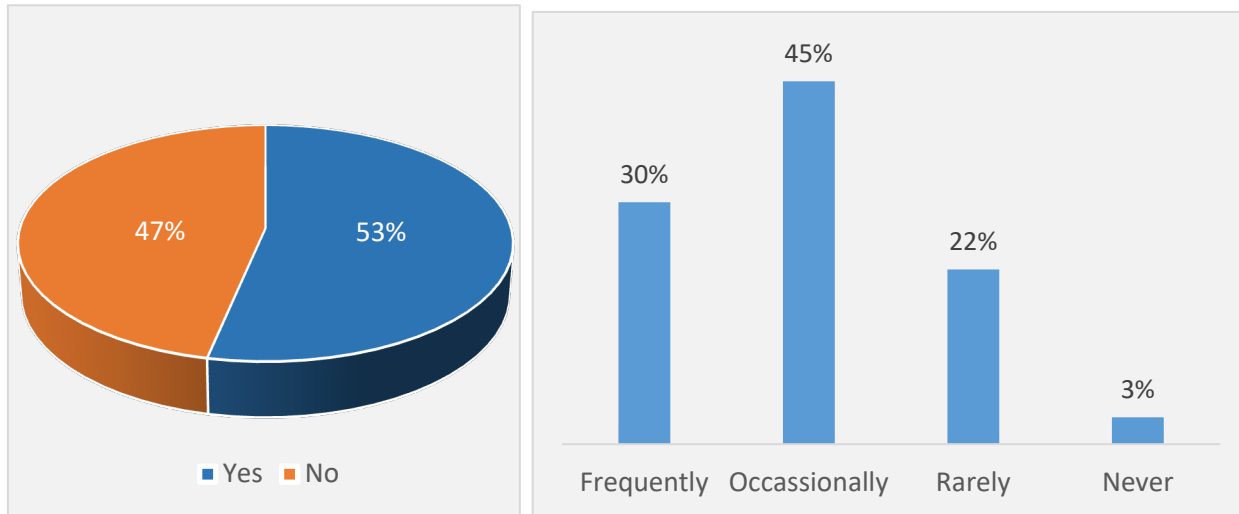
As illustrated in Fig 1(B), almost all respondents have ever interacted with a colleague (in workplace or elsewhere) or stakeholder with a disability. Very few respondents reported having had no interaction with persons with disabilities.

However, it was also found that 22% of respondents said that they had rarely interacted with them.

<sup>2</sup> Director/Chairperson/Founder/Manager/Department Head

<sup>3</sup> Assistant manager/Supervisor/Assistant Supervisor/Coordinator/Organizer

**Figure 1: Respondent Background (Respondents = 60)**



**Fig 1(A) Whether or not previously attended disability inclusion training before**

**Fig 1(B) Whether or not interacted with a colleague (in workplace or elsewhere ) or stakeholder with a disability**

#### 4.1.3. Disability Status

Majority of respondents (approximately 77% to 98%) could communicate and perform daily activities without any difficulties. In particular, there were almost no participants who had difficulties with hearing, self-care such as washing all over or dressing and communication using mother tongue, for example understanding or being understood. However, a small number of participants were observed to have slight visual difficulties even with glasses. Similarly, a few also reported experiencing difficulties with remembering or concentration, and walking or climbing steps. (See Fig 2)

**Figure 2: Difficulties with respondents' daily activities, communication, concentration**  
**(Respondents = 60)**

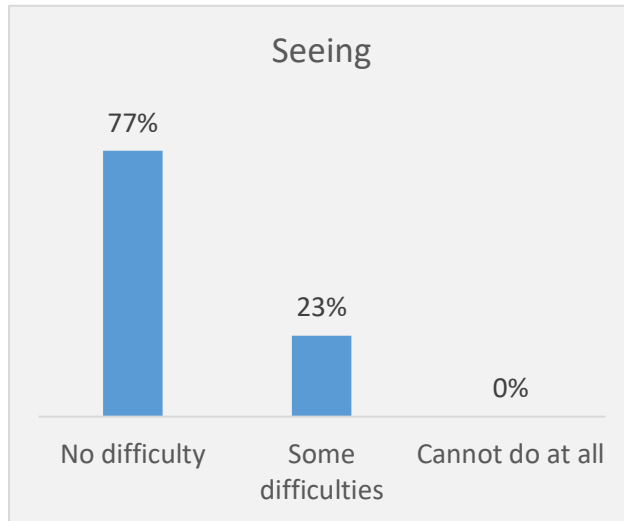


Fig 2(A)

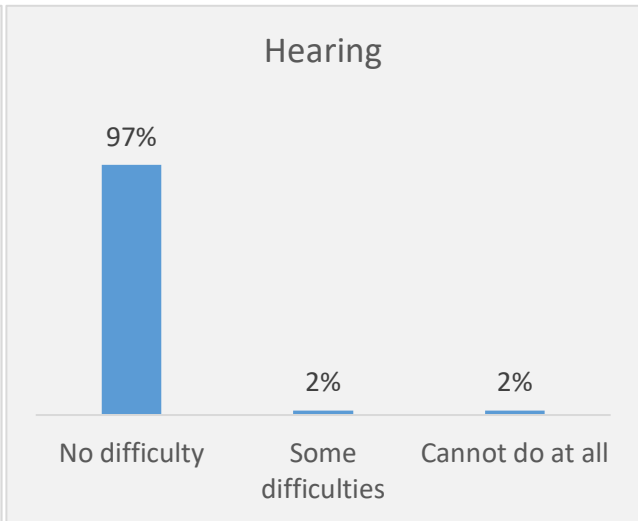


Fig 2(B)

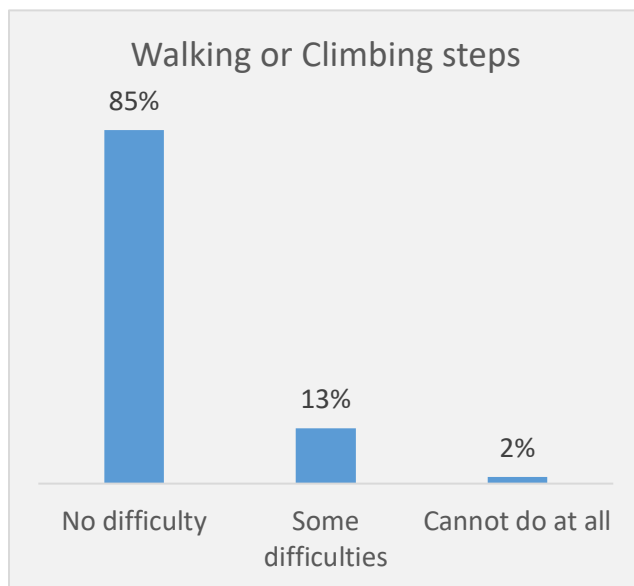


Fig 2(C)

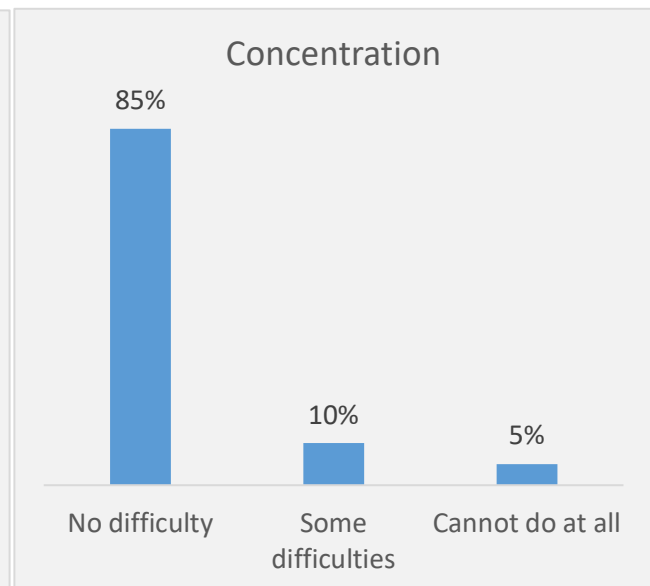


Fig 2(D)

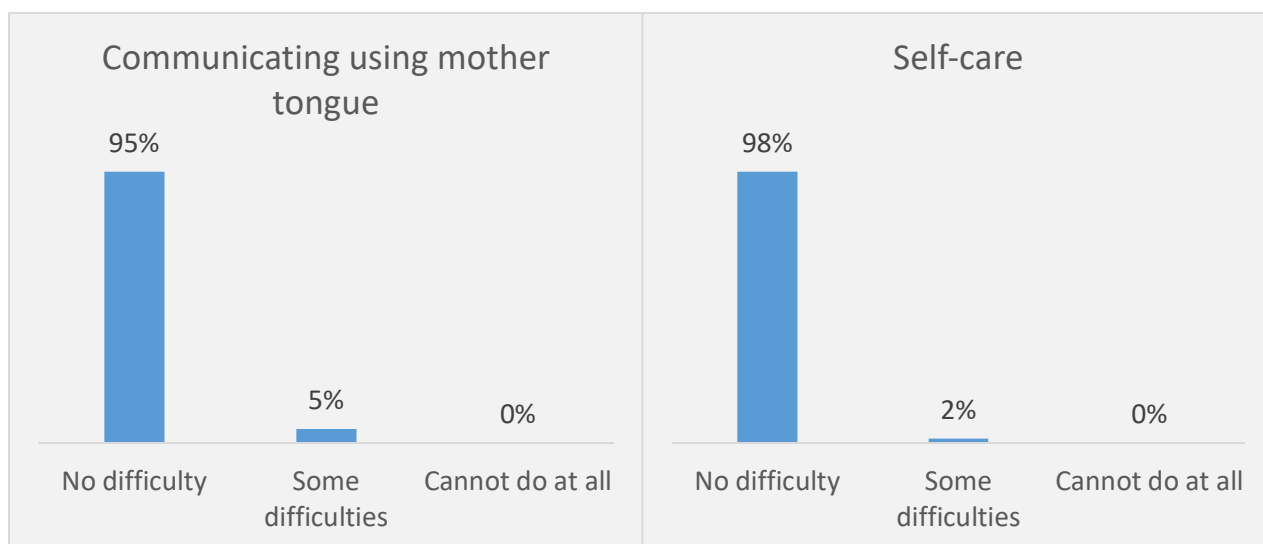


Fig 2(E)

Fig 2(F)

## 4.2. Organization Background

According to Table 2, 77% of respondents stated that their organizations didn't have a designated disability focal point.

More than half (58%) of respondents indicated that their organization had not provided any disability inclusion training to its staff in the past two years.

In addition, 63% of respondents reported that their organization did not invite or consult representatives of organizations of persons with disabilities when designing or delivering staff capacity-building activities.

57% of respondents stated that their staff development plan, program, or measure was considered disability-mainstreaming.

68% of respondents answered that their organization did not have a dedicated budget to make its staff capacity development program disability inclusive.

**Table 2: Organization background on disability inclusion training (Respondents = 60)**

| Background Information                                                                      | %  | Background Information                                                                            | %  |
|---------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------|----|
| <b>Designated disability focal point</b>                                                    |    | <b>The capacity development plan, program, or measure is considered disability-mainstreaming.</b> |    |
| Yes                                                                                         | 23 | Yes                                                                                               | 57 |
| No                                                                                          | 77 | No                                                                                                | 43 |
| <b>Providing disability inclusion trainings</b>                                             |    | <b>Budget</b>                                                                                     |    |
| No                                                                                          | 58 | Yes                                                                                               | 32 |
| 1 to 3 times                                                                                | 33 | No                                                                                                | 8  |
| 4 to 6 times                                                                                | 3  |                                                                                                   |    |
| More than 6 times                                                                           | 5  |                                                                                                   |    |
| <b>Inviting or consulting representatives of organizations of persons with disabilities</b> |    |                                                                                                   |    |
| Yes                                                                                         | 37 |                                                                                                   |    |
| No                                                                                          | 63 |                                                                                                   |    |

### 4.3. Awareness and Knowledge on Disability Inclusion

Staff knowledge and awareness regarding disability inclusion within the organization were assessed using five indicators. It was found that approximately 60% to 75% of respondents selected “Agree” or “Strongly agree” across these five indicators. This suggests that staff in the majority of participating organizations possess a general level of knowledge and awareness regarding disability inclusion.

However, when compared with other indicators, the statement “The staffs are aware of laws and regulations protecting the rights of people with disabilities (e.g., Rights of the Persons with Disability Law (2015) in Myanmar, UNCRPD, etc.).” recorded the highest proportion of “Don’t know” and “Disagree”. Specifically, 12% of respondents selected “Don’t know” while 13% selected “Disagree”. (see Table 3)

Analysis of responses to the open-ended questions indicates that a lack of knowledge was identified as a key barrier and challenge to advancing disability inclusion within organizations. Respondents emphasized the need for awareness-raising and knowledge-building initiatives to address this gap.

**Table 3: Awareness and Knowledge on Disability Inclusion (Respondents = 60)**

| Statements                                                                                                                                                                            | Don’t know (%) | Strongly Disagree (%) | Disagree (%) | Neutral (%) | Agree (%) | Strongly Agree (%) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------|--------------|-------------|-----------|--------------------|
| The staffs understand what disability inclusion means and why it is important.                                                                                                        | 5              | 0                     | 3            | 15          | 60        | 17                 |
| The staffs are aware of laws and regulations protecting the rights of people with disabilities (e.g., Rights of the Persons with Disability Law (2015) in Myanmar, the United Nations | 12             | 2                     | 13           | 23          | 42        | 8                  |

|                                                                                                                               |   |   |   |    |    |    |
|-------------------------------------------------------------------------------------------------------------------------------|---|---|---|----|----|----|
| Convention on the Rights of Persons with Disabilities– UNCRPD, etc.).                                                         |   |   |   |    |    |    |
| The staffs can identify barriers that people with disabilities face in the workplace and work of the organization.            | 2 | 0 | 5 | 15 | 70 | 8  |
| The staffs understand what constitutes reasonable accommodations for beneficiaries, employees and partners with disabilities. | 8 | 0 | 8 | 15 | 57 | 12 |
| Staffs are aware of disability-inclusive practices and know how to implement them in their roles.                             | 8 | 0 | 8 | 15 | 57 | 12 |

#### 4.4. Attitudes and Organizational Culture

Respondents' attitudes toward disability inclusion and the organizational culture of their organization were assessed using six indicators. Among these, one attitudinal statement "People with disabilities are not special; their identity is part of the diversity of people" had relatively responses of "Strongly Disagree", which was only 3% of the respondents. This indicates that respondents generally hold positive attitudes toward disability inclusion.

Across the five indicators used to assess organizational culture, none of the respondents selected "Strongly Disagree" and only 2% to 8% selected "disagree". Therefore, this suggests that a supportive and inclusive culture exists within the organizations with regard to disability inclusion. (see Table 4)

**Table 4: Attitudes and Organizational Culture (Respondents = 60)**

| Statements                                                                                   | Don't know (%) | Strongly Disagree (%) | Disagree (%) | Neutral (%) | Agree (%) | Strongly Agree (%) |
|----------------------------------------------------------------------------------------------|----------------|-----------------------|--------------|-------------|-----------|--------------------|
| People with disabilities are not special; their identity is part of the diversity of people. | 0              | 3                     | 2            | 2           | 48        | 45                 |
| People with disabilities are valued contributors in this organization.                       | 2              | 0                     | 0            | 7           | 48        | 43                 |
| The organization fosters an inclusive environment for people with disabilities.              | 7              | 0                     | 8            | 30          | 47        | 8                  |
| The staffs are comfortable working with or managing colleagues with disabilities.            | 2              | 0                     | 3            | 22          | 62        | 12                 |
| Leaders in the organization actively promote disability inclusion.                           | 0              | 0                     | 3            | 20          | 60        | 17                 |
| The organization prioritizes accessibility and inclusion in its initiatives.                 | 2              | 0                     | 5            | 15          | 62        | 17                 |

#### 4.5. Accessibility

Accessibility for persons with disabilities within the organization was measured using six indicators (see Table 5). Overall, the findings indicate gaps in accessibility. Specifically, 33% of respondents disagreed with the statement that the organization's facilities are physically accessible (e.g., ramps, restrooms, etc.). Additionally, 37% disagreed with two indicators related to accessibility of information, communication devices, tools, and platforms. Furthermore, 42% disagreed with the statement that meetings, trainings, presentations, and events are conducted in an accessible manner (e.g., sign language interpreters, captions). Only 20% disagreed with

the statement that Accessibility is considered in the design of new facilities, equipment, tools, or projects of the organization. Across all the indicators mentioned above, it was also found that 17% to 27% of respondents held neutral views.

On the other hand, when asked whether that the organization is (the staff are) able to record the request and provide the reasonable accommodation to the persons with disabilities, 58% of respondents agreed and 5% strongly agreed.

The presence of a notable proportion of neutral responses (17% to 27%) suggests that many organizations have not yet clearly defined or institutionalized accessibility standards. It also indicates that staff may lack the technical knowledge to accurately assess which aspects of facilities or processes are accessible at their office and which constitute barriers. Consequently, respondents may have selected neutral options instead of clearly agreeing or disagreeing, reflecting gaps in both organizational systems and individual capacity related to accessibility.

**Table 5: Accessibility (Respondents = 60)**

| Statements                                                                                                         | Don't know (%) | Strongly Disagree (%) | Disagree (%) | Neutral (%) | Agree (%) | Strongly Agree (%) |
|--------------------------------------------------------------------------------------------------------------------|----------------|-----------------------|--------------|-------------|-----------|--------------------|
| The organization's facilities are physically accessible (e.g., ramps, restrooms, etc.).                            | 7              | 0                     | 33           | 22          | 28        | 10                 |
| The organization's information are distributed in accessible format (e.g., Braille, large print, easy-read, etc.). | 12             | 5                     | 37           | 17          | 27        | 3                  |
| Information, Communication mechanism, tools and platforms used in                                                  | 8              | 2                     | 37           | 27          | 23        | 3                  |

|                                                                                                                                            |    |   |    |    |    |   |
|--------------------------------------------------------------------------------------------------------------------------------------------|----|---|----|----|----|---|
| the organization are accessible (e.g., prepared with WCAG standards).                                                                      |    |   |    |    |    |   |
| Meetings, trainings, presentations, and events are conducted in an accessible manner (e.g., sign language interpreters, captions).         | 12 | 2 | 42 | 18 | 23 | 3 |
| The organization is (the staffs are) able to record the request and provide the reasonable accommodation to the persons with disabilities. | 5  | 0 | 10 | 22 | 58 | 5 |
| Accessibility is considered in the design of new facilities, equipment, tools, or projects of the organization.                            | 8  | 0 | 20 | 27 | 37 | 8 |

#### 4.6. Accountability, feedback and complaint mechanism

As presented in Table 6, the organization shows a positive attitude towards ensuring that accountability, feedback and complaint mechanism are accessible to persons with disabilities. In detail, 30% of respondents agreed and 8% strongly agreed that “Feedback and complaint mechanism, tools and platforms used in the organization are accessible (e.g., compliant with WCAG standards, multiple formats provided, easy-to-read versions, possible to report in different ways)”. However, 28% of respondents disagreed with this statement. Meanwhile, 50% agreed and 18% strongly agreed with the statement that “Organization has mechanisms to transparently share the results of disaggregated data analysis, needs assessments and results with persons with disabilities, including different genders and ages”.

Similarly, 58% of respondents agreed or strongly agreed with the statement “The organization has mechanisms and measures to ensure that complaints and feedback from persons with disabilities are addressed”.

However, across these three indicators, around 20% remained neutral. The presence of neutral responses (20%) suggests that while standard feedback mechanisms may exist, staff often lack clarity on whether these systems are fully accessible to persons with disabilities—for example, whether persons with visual or hearing impairments can submit complaints or feedback using accessible formats. This highlights the need for more inclusive design of feedback and accountability mechanisms tailored to the needs of persons with disabilities.

**Table 6: Accountability, feedback and complaint mechanism (Respondents = 60)**

| Statements                                                                                                                                                                                                                   | Don't know (%) | Strongly Disagree (%) | Disagree (%) | Neutral (%) | Agree (%) | Strongly Agree (%) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------|--------------|-------------|-----------|--------------------|
| Feedback and complaint mechanism, tools and platforms used in the organization are accessible (e.g., compliant with WCAG standards, multiple formats provided, easy-to-read versions, possible to report in different ways). | 8              | 2                     | 28           | 23          | 30        | 8                  |
| Organization has mechanisms to transparently share the results of disaggregated data analysis, needs assessments and results with persons with disabilities, including different genders and ages.                           | 2              | 0                     | 10           | 20          | 50        | 18                 |
| The organization has mechanisms and measures to ensure that complaints and feedback from persons with disabilities are addressed.                                                                                            | 5              | 0                     | 17           | 20          | 45        | 13                 |

#### 4.7. Policies and Practices

This study assessed disability inclusion policies and procedures within the organization using five indicators (see Table 7). While findings show a generally positive attitude, there are still areas that require further improvement. Regarding the statement “The organization has clear policies promoting disability inclusion”, 32% of respondents agreed and 10% strongly agreed. Conversely, 20% disagreed and 2% strongly disagreed. This suggests that organizations still need to strengthen their disability inclusion policy framework.

Among the five indicators, 28% agreed and 12% strongly agreed to the statement “The organization has a system to track and address complaints or barriers related to accessibility”, while 13% responded with “Don’t know” and 18% disagreed. This also highlights the need for organizations to further improve in this area.

Across all indicators, approximately one-third of respondents held a neutral position. This suggests that disability inclusion policies may exist only on paper, with limited effective dissemination or practical application. The absence of clear Standard Operating Procedures (SOPs) and guidance for staff to implement policies likely contributes to organizations’ limited ability to assess and demonstrate the extent of disability inclusion in practice.

**Table 7: Policies and Practices (Respondents = 60)**

| Statements                                                                                                         | Don't know (%) | Strongly Disagree (%) | Disagree (%) | Neutral (%) | Agree (%) | Strongly Agree (%) |
|--------------------------------------------------------------------------------------------------------------------|----------------|-----------------------|--------------|-------------|-----------|--------------------|
| The organization has clear policies promoting disability inclusion.                                                | 8              | 2                     | 20           | 28          | 32        | 10                 |
| Recruitment and hiring processes are inclusive and accessible to people with disabilities                          | 8              | 0                     | 17           | 28          | 37        | 10                 |
| The organization regularly reviews its policies and practices to ensure inclusivity.                               | 8              | 2                     | 17           | 33          | 30        | 10                 |
| People with disabilities are represented in leadership or decision-making roles of the organization or activities. | 7              | 2                     | 15           | 23          | 45        | 8                  |
| The organization has a system to track and address complaints or barriers related to accessibility.                | 13             | 0                     | 18           | 28          | 28        | 12                 |

#### 4.8. Engagement and Advocacy

Table 8 presents findings on engagement and advocacy for persons with disabilities, assessed using five indicators. Among these indicators, 60% agreed and 10% strongly agreed with the statement “Persons or Employees with disabilities are meaningfully involved in organizational initiatives and activities”. Only 10% disagreed, and none strongly disagreed. This indicates that organizations are clearly giving importance to the inclusion of employees with disabilities.

Similar findings were observed in other indicators, such as “The organization collaborates with external experts or organizations to improve disability inclusion”, “Employees are encouraged to provide feedback and inputs on inclusion efforts”, and “The organization

has the capacity to advocate for the rights and inclusion of people with disabilities” These findings show that the situation regarding “inclusion and advocacy for persons with disabilities” is in a strong position.

However, 22% disagreed with the statement “Awareness campaigns, advocacy events or training sessions on disability inclusion have been conducted in the past two years”, indicating that recent structured efforts in awareness-raising and advocacy remain limited.

**Table 8: Engagement and Advocacy (Respondents = 60)**

| Statements                                                                                                                   | Don't know (%) | Strongly Disagree (%) | Disagree (%) | Neutral (%) | Agree (%) | Strongly Agree (%) |
|------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------|--------------|-------------|-----------|--------------------|
| Persons or Employees with disabilities are meaningfully involved in organizational initiatives and activities.               | 5              | 0                     | 10           | 15          | 60        | 10                 |
| The organization collaborates with external experts or organizations to improve disability inclusion.                        | 12             | 0                     | 10           | 17          | 48        | 13                 |
| Awareness campaigns, advocacy events or training sessions on disability inclusion have been conducted in the past two years. | 13             | 2                     | 22           | 22          | 35        | 7                  |
| Employees are encouraged to provide feedback and inputs on inclusion efforts.                                                | 2              | 0                     | 7            | 25          | 52        | 15                 |
| The organization has the capacity to advocate for the rights and inclusion of people with disabilities.                      | 7              | 0                     | 8            | 23          | 48        | 13                 |

#### 4.9. Overall Assessment

*“The greatest challenge is funding. From 2019 to 2023, since the Access to Health Fund with sufficient budget provided support to MANA for project implementation, we received fund for cross-cutting themes. However, now that MANA has transitioned under the Global Fund, funding for cross-cutting themes is no longer being allocated.”*

According to Table 9, the average score for respondents' feelings regarding how inclusive their organization is toward persons with disabilities is 4.8. Additionally, the average score reflecting respondents' confidence in their organization's capacity to promote the inclusion of persons with disabilities is 5.7. The average scores indicate that respondents have only a moderate level of confidence in inclusion within their organization regarding persons with disabilities.

In addition to structured survey questions, open-ended questions were also included to understand respondents' perspectives. Analysis of these responses indicates that the most commonly identified barriers and challenges to promoting inclusion of persons with disabilities within their organizations are: insufficient funding, limited human resources (including technical experts), gaps in knowledge, limited staff capacity, absence of clear policy, and physical facilities limitations. One respondent said, *“Although considerations for persons with disabilities are being made, there are no strong policies in place.”* Therefore, respondents suggested that awareness-raising programs, capacity-building trainings, clear policies, collaboration with organizations led by persons with disabilities, and budgeting should be undertaken.

Some respondents stated that the organization has the capacity to enhance disability inclusion through collaboration with other organizations, presence of staff who can provide Training of Trainers (TOT) programs, provision of technical advice to other organizations, access to sign language video resources, guidelines, and the presence of technical experts. On the other hand, nearly half of the respondents stated that the organization has no resources at all to support disability inclusion. One respondent explained:

*“The main challenge to increasing disability inclusion in our organization is limited accessibility, both physical and communication-related. This is due to limited resources and the absence of infrastructure that enables full participation for all.”*

The respondents stated that the positive prospects for promoting disability inclusion in future plans and programs of the organization include having staff with positive attitudes and ability to consult and collaborate with organizations working for the rights of persons with disabilities (e.g., MILI, HI).

**Table 9: Overall Assessment (Respondents = 60)**

| Assessment Questions                                                                                                                                             | Average scores |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1. On a scale of 1–10, how inclusive do you feel the organization currently is for people with disabilities?<br>(0 = Not Inclusive at All, 10 = Fully Inclusive) | 4.57           |
| 2. On a scale of 1–10, how confident are you in your own ability to contribute to disability inclusion?<br>(0 = Not Confident at All, 10 = Confident at All)     | 5.73           |

## V. RECOMMENDATIONS

To further strengthen the disability inclusion capacity of MHF partner organizations, the following recommendations are proposed by thematic areas.

### 5.1. Knowledge, Awareness, Attitudes and Capacity

- Although staff attitudes toward disability inclusion are generally positive, significant gaps remain in knowledge. Therefore, disability inclusion mainstreaming should be prioritized across partner organizations.
- Organizations leading disability inclusion efforts should support partner organizations by providing targeted capacity-building trainings in order to fulfill gaps in staff knowledge. In

particular, given the limited understanding of relevant legal and policy frameworks (e.g. Rights of the Persons with Disability Law (2015) in Myanmar, the United Nations Convention on the Rights of Persons with Disabilities– UNCPRD), practical trainings should focus on how these legal and policy frameworks can be operationalized in day-to-day organizational practices.

## 5.2. Accessibility

- To address existing gaps in physical, information, and communication accessibility, partner organizations should be supported with adequate financial support and human resources with disability inclusion expertise. In addition, leading organizations should assist partners in implementing quick, low-cost accessibility solutions (e.g., Braille, large print, easy-read, and etc.). Disability inclusion considerations should also be integrated into the design of new programs and projects, with technical guidance provided by leading organizations.
- To strengthen accountability, feedback, and complaints mechanisms, organizations should adopt accessible communication technologies, such as text-based communication for persons with hearing impairments and voice-based messaging for persons with visual impairments. Leading organizations for persons with disabilities (e.g. MHF, MILI) should play an active role in providing technical support in this area.

## 5.3. Policies and Practices

- The absence of clear disability inclusion policies can affect key organizational areas, including recruitment, accessibility, accountability, reasonable accommodation, disability inclusion integrated programs, capacity development, and awareness-raising. Potential consequences include exclusion of persons with disabilities during recruitment, inaccessible job announcements, omission of disability considerations in measuring Key Performance Indicators (KPI), monitoring and evaluation frameworks, and failure to integrate disability inclusion into broader organizational systems such as human resources, program design, and procurement. Where such integration is lacking, disability

inclusion efforts are unlikely to be sustainable, and equitable access to reasonable accommodation cannot be consistently ensured.

- To address these gaps, MHF should take a lead role in organizing technical workshops to support partner organizations in developing comprehensive Disability Inclusion Policy Frameworks. Trainings should emphasize practical integration of these policy frameworks into human resource and program management, including the development of clear standard operating procedures (SOPs).

#### 5.4. Budgeting and Resource Mobilization

- Proposal writing trainings should be provided to strengthen partners' capacity to mobilize resources for disability inclusion. In addition, MHF partners should receive financial management trainings (e.g., practical financial management skills trainings on disability inclusion) focused on Disability Inclusion Driver Analysis, identifying priority budget areas for disability inclusion, and strategic allocation of existing budgets across key inclusion drivers.

## VI. CONCLUSION

According to the research findings, there are still gaps within organizations that need filling in order to promote disability inclusion.

It was found that there are weaknesses in areas such as staff training opportunities and organizational budgets. Although staff have good awareness regarding disability inclusion, there are gaps in regards of knowledge. Respondents showed positive attitudes toward persons with disabilities and their friends/colleagues with disabilities, and the organizational culture was also found to be supportive.

However, there are limitations in terms of accessibility and reasonable accommodations within the organization. The areas of policies and practices also need further improvement. In particular, it was found that clear policies were needed. It was also found that there is a need for disability experts.

The study has limitations with somewhat proportion of neutral responses recorded across several indicators. Due to these neutral responses, some areas lacked clear answers. Possible reasons for these neutral responses could include unclear questions, a reluctance to express their opinions, or not willing to think deeply about their answers. Although the questionnaire included a “Don’t know” option to accommodate respondents who were unfamiliar with specific indicators, it is also possible that some respondents selected neutral responses due to a lack of confidence in articulating their opinions.

At the same time, neutral responses may indicate a broader systemic issue within partner organizations, namely the absence of practical guidance for disability inclusion. This includes a lack of clear operational guidelines, standard operating procedures (SOPs), and practical checklists that staff can apply in their day-to-day work. In the absence of such policy and technical guidance, staff may find it difficult to critically assess and clearly articulate the level of disability inclusion within their organizations.

This study collected data through an online self-administered questionnaire. As no interviewer was present during data collection, respondents did not have the opportunity to seek clarification on unclear questions, which may have affected the quality and consistency of responses. Therefore, future studies should conduct a pilot test of the questionnaire and revise the survey instrument based on feedback received prior to full-scale data collection.

## **Baseline Assessment Survey Questionnaire**

### **Disability Inclusion Capacity**

Mingalarbar....

This survey is being conducted by the Myanmar Independent Living Initiative (MILI) and Humanity & Inclusion Myanmar (HI) to assess the Disability Inclusion Capacity of partner organizations. The objectives of the survey are to identify the strengths and gaps of individual partner organizations in relation to disability inclusion, to inform targeted follow-up support, to support the development of relevant content for disability inclusion trainings and workshops, and to assess changes in partners' capacities before and after such trainings and workshops.

All data collected through this survey will be securely stored and will be used solely for the purposes of this assessment. The survey will not collect any information that could identify individual respondents. Findings will be analyzed and reported in aggregate form only, ensuring that no individual respondent can be identified. Participants may therefore respond freely and confidently. Participation is voluntary, and respondents may discontinue the survey at any time. Should respondents wish to withdraw or request the deletion of their submitted information, they may contact the MILI project focal person to do so.

The survey is expected to take no more than 20 minutes to complete. If respondents have any questions or require clarification regarding the survey, they may contact Mr Aung Zaw Lin, Project Manager, at +95 9 2500 30164 or via email at [aungzawlwin@miliOPD.org](mailto:aungzawlwin@miliOPD.org).

As this survey is an organization-wide assessment, respondents are kindly requested to complete the questionnaire on behalf of your organization. Where necessary, respondents are encouraged to consult with relevant departments or responsible staff within their organization to ensure that the responses accurately reflect organizational practices and policies.

If your organization agrees to participate in this survey, please proceed to answer the following questions.

## **Section 1: General Information**

### **A: Respondent Background**

1. What is your role in the organization?
2. How long have you been with the organization?
  - ☐ Less than 1 year
  - ☐ 1–3 years
  - ☐ 3–5 years
  - ☐ More than 5 years
3. What is your gender identity?
  - ☐ Male
  - ☐ Female
  - ☐ Other (if other, please specify).....
  - ☐ Prefer not to say
4. Do you have difficulty in seeing, even if wearing glasses?
  - ☐ No difficulty
  - ☐ Some difficulty
  - ☐ A lot of difficulty
  - ☐ Cannot do at all
5. Do you have difficulty in hearing, even if using hearing aids?
  - ☐ No difficulty
  - ☐ Some difficulty
  - ☐ A lot of difficulty
  - ☐ Cannot do at all
6. Do you have difficulty in walking or climbing steps?
  - ☐ No difficulty
  - ☐ Some difficulty
  - ☐ A lot of difficulty
  - ☐ Cannot do at all
7. Do you have difficulty in remembering or concentration?
  - ☐ No difficulty
  - ☐ Some difficulty
  - ☐ A lot of difficulty
  - ☐ Cannot do at all

8. Do you have difficulty in self-care, such as washing all over or dressing?
- ☐ No difficulty
  - ☐ Some difficulty
  - ☐ A lot of difficulty
  - ☐ Cannot do at all
9. Do you have difficulty in communication using mother tongue, for example understanding or being understood?
- ☐ No difficulty
  - ☐ Some difficulty
  - ☐ A lot of difficulty
  - ☐ Cannot do at all
10. Have you interacted with a colleague (in workplace or whatever) or stakeholder with a disability?
- ☐ Frequently
  - ☐ Occasionally
  - ☐ Rarely
  - ☐ Never
11. Have you previously attended disability inclusion training before?
- ☐ Yes
  - ☐ No

**B: Organization Background**

1. Does your organization have a designated disability focal point?
- ☐ Yes
  - ☐ No
2. How often has your organization ?
- ☐ Never
  - ☐ 1–3 times
  - ☐ 3–5 times
  - ☐ More than 5 times
3. Does your organization invite or consult representatives of organizations of persons with disabilities when designing or delivering staff capacity-building activities?
- ☐ Yes
  - ☐ No
4. Is your organization's staff capacity development plan, program or measure disability-mainstreaming?
- ☐ Yes
  - ☐ No
5. Does your organization have a budget to make its staff capacity development program disability inclusive?
- ☐ Yes

- No

## **Section 2: Awareness and Knowledge (Rate on a scale of 0–5)**

0 = Don't know, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

1. The staffs understand what disability inclusion means and why it is important.
2. The staffs are aware of laws and regulations protecting the rights of people with disabilities (e.g., Rights of the Persons with Disability Law (2015) in Myanmar, UNCRPD, etc.).
3. The staffs can identify barriers that people with disabilities face in the workplace and work of the organization.
4. The staffs understand what constitutes reasonable accommodations for beneficiaries, employees and partners with disabilities.
5. Staffs are aware of disability-inclusive practices and know how to implement them in their roles.

## **Section 3: Attitudes and Organizational Culture (Rate on a scale of 0–5)**

0 = Don't know, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

1. People with disabilities are not special; their identity is part of the diversity of people.
2. People with disabilities are valued contributors in this organization.
3. The organization fosters an inclusive environment for people with disabilities.
4. The staffs are comfortable working with or managing colleagues with disabilities.
5. Leaders in the organization actively promote disability inclusion.
6. The organization prioritizes accessibility and inclusion in its initiatives.

## **Section 4: Accessibility (Rate on a scale of 0–5)**

0 = Don't know, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

1. The organization's facilities are physically accessible (e.g., ramps, restrooms, etc.).
2. The organization's information are distributed in accessible format (e.g., Braille, large print, easy-read, etc.).
3. Information, Communication mechanism, tools and platforms used in the organization are accessible (e.g., prepared with WCAG standards).
4. Meetings, trainings, presentations, and events are conducted in an accessible manner (e.g., sign language interpreters, captions).
5. The organization is (the staff are) able to record the request and provide the reasonable accommodation to the persons with disabilities.
6. Accessibility is considered in the design of new facilities, equipment, tools, or projects of the organization.

## **Section 5: Accountability, feedback and complaint mechanism (Rate on a scale of 0–5)**

0 = Don't know, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

1. Feedback and complaint mechanism, tools and platforms used in the organization are accessible (e.g., compliant with WCAG standards, multiple formats provided, easy-to-read versions, possible to report in different ways).

2. Organization has mechanisms to transparently share the results of disaggregated data analysis, needs assessments and results with persons with disabilities, including different genders and ages.
3. The organization has mechanisms and measures to ensure that complaints and feedback from persons with disabilities are addressed.

**Section 6: Policies and Practices (Rate on a scale of 0–5)**

0 = Don't know, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

1. The organization has clear policies promoting disability inclusion.
2. Recruitment and hiring processes are inclusive and accessible to people with disabilities.
3. The organization regularly reviews its policies and practices to ensure inclusivity.
4. People with disabilities are represented in leadership or decision-making roles of the organization or activities.
5. The organization has a system to track and address complaints or barriers related to accessibility.

**Section 7: Engagement and Advocacy (Rate on a scale of 0–5)**

0 = Don't know, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

1. Persons or Employees with disabilities are meaningfully involved in organizational initiatives and activities.
2. The organization collaborates with external experts or organizations to improve disability inclusion.
3. Awareness campaigns, advocacy events or training sessions on disability inclusion have been conducted in the past two years.
4. Employees are encouraged to provide feedback and inputs on inclusion efforts.
5. The organization has the capacity to advocate for the rights and inclusion of people with disabilities.

**Section 8: Program Management and Operations (Rate on a scale of 0–5)**

0 = Don't know, 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree

1. The organization includes disability as a cross-cutting issue when planning programs and projects in the organization.
2. Disability inclusion is usually considered in budgeting and resource allocation.
3. The staffs in the organization have a good understanding of the human rights approach to disability when developing the programs and projects as reflected in the UN Convention on the Rights of People with Disabilities (UNCRPD).
4. The staffs in the organization practice using person-first language consistent with UNCRPD when writing programs and projects of organization, or communicating with stakeholders with disabilities (For example, person with disability instead of 'disabled person', etc.
5. The staffs in the organization are confident to consult or work with representative organizations of persons with disabilities in designing, implementing and evaluating the programs and projects of your organization.

6. The staffs in the organization are aware and practice MEAL indicators/Report to include disability inclusion sense/perspective.

#### **Section 9: Overall Assessment**

1. On a scale of 1–10, how inclusive do you feel the organization currently is for people with disabilities?

(0 = Not Inclusive at All, 10 = Fully Inclusive)

2. On a scale of 1–10, how confident are you in your own ability to contribute to disability inclusion?

(0 = Not Confident at All, 10 = Confident at All)

#### **Section 10: Open-Ended Questions**

1. What do you think are the biggest challenges/barriers to disability inclusion in your organization?
2. What steps do you believe the organization should take to improve inclusion for people with disabilities?
3. Are there any resources, tools, or support you feel would help promote inclusion? If yes, please describe.
4. In your view in general, what opportunities do you see as available/potential in strengthening disability inclusion for future initiatives and programs?