

SATISFACTION LEVEL OF DIFFERENTLY ABLED PEOPLE IN RESPECT OF BUILDING DESIGN OF UNIVERSITY

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Abstract: The present study was conducted to explore the working environment and infrastructure design of the CCSHAU campus as per differently abled workers' perspective. The findings of the research showed that majority of the respondents (90%) working independently for their routine work and only a few takes partial assistant at working environment from their colleagues and full assistant in their home from their close relatives due to lack of accessibility in building infrastructure. Majority of the respondents (40%) were working in the same building so on the basis of the responses, 40% of the employes were satisfied with ramp and lift. 60% of the respondents were satisfied with stairs and some are unsatisfied because of slippery tread surface as well as lacking of handrail with proper grip. Major missing feature was accessible toilets (90%), ramp and lift in the campus. Hence there will be a need of implementation of accessible toilets and ramp for differently abled people.

Keyword: Differently abled, Accessibility, Satisfaction, Disability, Assessment and infrastructure design

We all faced disability for at least once in our life. For example, if we are going to interact with someone but somehow, we were not able to communicate with him or her due to barrier of the language, it is also considered as disability at some extent. Disability is not only about the health problem; it is the interaction between characteristics of the individual and the environment in which he/she lives. There are many conventional views of disability, such as it consists only wheelchair users or some other common disability like blind and deaf people. Disability affects hundreds of families in the world; around 15% of the world population faces some kind of disability out of which 2-4% population suffered with mobility problem. At present, rate of PWDs increases throughout the world and it associated with some other health problems like mental disorder, cardiovascular diseases, respiratory illness and injuries, cancer etc. Now a days ageing is a common cause of disability because in old age there is higher risk of disability (**World Health Organization 2011**). For these differently abled people special features infrastructure required for the barrier free working environment the facility was solely dependent on the type of disability this will provide an

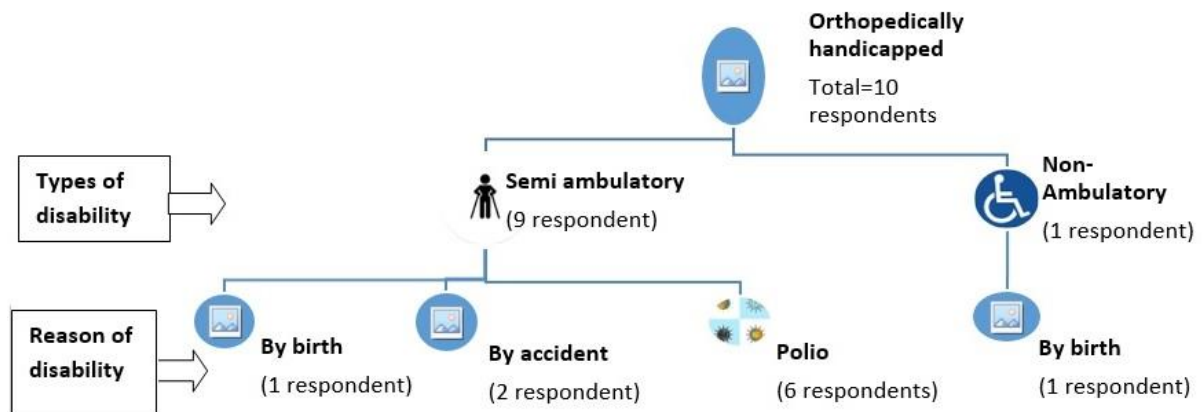
obstruction free environment for them to work more efficiently and with more easiness. Person's working environment plays important role while doing the task, if it is not according to the need of the person it must be change very soon. The environment must be changed to improve the accessibility and health conditions of PWDs. Ramps and kerb for wheelchair user, signages and tactile marking for visually impaired, audio signals for deaf person, accessible doors and windows etc were should be there in-built environment for easy accessibility (**World Report on Disability 2016**). The Indian infrastructure in most of the places is not differently abled friendly. According to a survey, only 11% of the architects are aware about the accessibility design and information used for disabled people in buildings (Aggarwal 2017). In this context Mistry reported in his study that the differently abled student in the University of Gujrat did not have easy accessibility to classrooms, libraries, and academic and administrative buildings of the university. They were also not provided with any kind of learning resources including assistive technology (**Mistry 2012**). Development in educational sector, industrial sector, health and care, employment, removing poverty zero hunger and equality all are interlinked with each other. It is worthless to think about the overall development without providing equal resources and opportunity to all. So, keeping all these points in mind the present study will be conducted to explore the infrastructure barrier in buildings under the following objectives.

Objective

- I.To study the personal profile of the differently abled employs of University.
- II.Study of infrastructure design of University as per differently abled people requirements

MATERIALS AND METHODS

The research was carried out in Chaudhary Charan Singh Haryana Agricultural University, Hisar (Haryana) to find out the accessibility for PWDs in build environment. The respondents were selected purposively, the sample size consist of 10 respondents that were working staff of the university and suffering from disability. The exploratory research design was implemented to carry out the research and the responses were recorded in a structured interview schedule through personal contact. Statistical tool frequency, percentage, arithmetic mean and standard deviation used to analyse the results of the study.



RESULTS AND DISCUSSION

Table-1

A number of profile characteristics were selected as independent variables to find out the profile of employs in the study area. The result obtained given in the table-1. It is obvious from the above table that 40% of the respondents between the age group of 26-33, followed by 33- 40 and 40-47 that was 30%. Majority of respondents (70%) were graduates. Data revealed that all of them were males (100%). Majority of them (70%) were married and 30 % were unmarried, whereas 50% of the respondents having joint family followed by nuclear family (30%). Maximum number of respondents were engaged in non-teaching type of job (80%) and very few (20%) respondents were have teaching as a occupation. As 60% of the respondents did their job as sitting and walking both, while 40% of the respondenst were doing their task as sitting. All of the respondenst were orthopedically handicapped. Majority of the respondents used personal vehicle (90%) as a means of transportation followed by public transport (10%), 50% of the respondents did their work on ground floor, equal number of respondents (20%) works second & third floor, a very few, 10 % have first floor as a working area. In response to their specific working environment, 60% had office work and followed by classroom and fieldwork (20%).

Table-2

Data regarding routine management of the respondents were taken (Table-2) to analyses how they perform their work, at work place as well as at home. At work place majority of the respondents (90%) did their office work as well as practical work independently, only few (10%) take partial assistance from their office staff. All of the respondents manage their lectures and seminar/conference related activities by their own. There was no any respondent who take assistance for toilet activity and majority of the respondents (90%) did field work independently followed by 10% taken partial assistance from their collogue. Further their

home related activities were inspected, so according to findings 100% of the respondents did their eating, bathing and toilet activities by own self. Very less (10%) respondents were totally dependent on family member for cooking where as 90% did independently. Majority of the respondents (90%) were carried out their clothing related activities without any assistance 10% partially dependent on their family member. The entire respondent followed their activity at home like dressing/grooming, oral hygiene and hobbies by self.

Table-3

The quality of accessibility in the buildings of University Campus were assessed from the point of differently abled people. Regarding assessment of satisfaction level within the infrastructure of the building responses was collected from the respondents under table-3 and the result were as follows:

Ramp:

According to findings, 40% of the respondents ensured about the presence of ramp and satisfied with that in their working environment, whereas in rest of the buildings it was absent. Surface of the ramp was non-slippery but lacking from tactile marking at starting as well as at the end. It was facilitated with wooden handrails on the both side of the ramp.

The findings of the present study are inline with the observation of **Soyingbe. A et al. (2011)** who reported that out of 164 buildings only 40 building have provision of ramps.

Drooped kerbs:

Drooped kerb allows easy accessibility for wheel chair user from the pavement, so most of the respondents (70%) certify the existence of drooped kerbs in building design from which 60% and 10% were satisfied and neutral respectively.

Accessible toilets:

Majority of the respondents (90%) revealed that absence of accessible toilets in campus buildings only presence in very few (10%) and they were satisfied with the accessible toilets.

Illumination/lighting:

All of the respondents were stated that sufficient lighting provided at their work place as well as classroom, laboratory, stairs, corridors, toilets etc.

Lift:

Most of the respondents (60%) were facing difficulty due to the absence of lift in most of the buildings, 40% of the respondents who worked in the same building, were ensured the presence of lift and satisfied with the accessible feature provided like handrails, control panel, lift hall signals, sufficient landing space etc.

Stairs:

All the respondents were agreed with the existence of stairs at working buildings, out of them, 60% of the respondents were totally satisfied with the tread surface, provided handrails, sufficient lighting for easy accessibility. 30% respondents were faced difficulty due to absence of non slippery tread surface as well as hand rails with proper grip. Rest of the respondents were unaffected by these building design features.

Entrance:

Majority of the respondents (70%) were satisfied because of easy accessibility, as level difference filled by the detachable wooden ramp at entrance. 20% respondents were neutral with that feature but 10% respondents were unsatisfied due to level difference and faced difficulty in moving.

The findings of the present study are contradictory with the observation of **Bisht, H et al (2018)** who reported that entrance of every building have staircase and no side rails.

Accessible door:

Accessible door feature is important to provide accessibility to all. door should be containing extra pull handles, operable handle etc. Majority of the respondents (90%) were satisfied with all the assessable feature of doors in campus buildings, a smaller number of respondents (10%) were unaffected.

Signages & information panel:

The whole campus buildings were filled with the signages and information panels. All the respondents were satisfied with the signages and information panels provided at the University's building such as at entrance, room number/hall number, etc.

Table- 4

The comparative study carried out between existing building design features and recommended standard dimensions by AICTE for differently abled people. Building of Basic Sciences and Humanities of the Campus selected purposively for the study. The findings are as follows:

Recommended width of the ramp is 1.5m- 2.00m and during the study it was found as 1.714m which is significant. Wooden handrails were provided on the both side whereas tactile marking were absent at the starting and top of the ramp. Surface of the ramp was found non slippery as prescribed for differently abled people. Accessible toilets was absent in that building. Lghting/ Illumination in the lift suggested by AICTE was 100 lux and measured reading by the lux meter found, 185 lux which was more than enough but on the stairs 150-

200 lux was recommended whereas 90 lux was measured which is less than standard. 190 lux found on the reception which was nearer to the prescribed reading (200 lux). Standard dimensions of the lift cabin is 1.3m x 1.00m and existing dimensions was 1.12m x 1.30m, height of lift hall signal 1.80m from the floor and control panel of the lift present on the flank wall which was same as prescribed in the manual of AICTE. Width of the door of the lift also up to the mark (0.85m). Handrails of the stairs was 0.813m from the floor finish almost similar to standard dimension (0.70-0.80m and 0.90-1.00m). Tread and riser of the steps was deep as 0.35m and 0.17 respectively which was inline with the recommended dimensions (tread- 0.28m deep, riser- 0.15 to 0.18). Width of the stairs was found 1.80m and suggested value is 1.50m. At the entrance/exit height of the signages and information panels was measured as 1.70m from the floor which was more than recommended value (1.30m to 1.60m), whereas pictograms was absent. On the reception area height of the reception desk was found 0.82m which was in between prescribed dimension (0.75 to 0.90m) and knee space was absent.

CONCLUSION

The study concluded that majority of the respondents were under the age group of 26 to 33, having education upto graduation and all the respondents were male. Most of the respondents were married, having Joint type of family and were engaged in non-teaching type of occupation. Majority of the respondents were having sitting cum walking types of work at job. Workers were found to be using personal vehicle as a mean of transportation. Most of them were having work place at ground floor, but besides this 20 per cent respondents were found to be working at 3rd floor..

Regarding routine management, majority of the respondents were doing their work independently, due lack of support and resources at work place. There was no special provision of assistance/help was provided by the university. Some time workers were found to be taking help form their colleagues for accomplishment of tasks.

In the respond to the satisfaction level with the building designs majority of the features drooped kerbs, illuminating/lightning, stairs, entrance, accessible doors, signage's and information panels were present in almost buildings except ramp, lift and accessible toilets which is present in only a few buildings of the university campus by which employes faced difficulty in doing their work due to lack of accessible building design feature.

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Table-1

Variables	Category	Frequency	Percentage
Age	26 - 33 years	4	40
	33- 40 years	3	30
	40- 47 years	3	30
Education	Junior high school	1	10
	Graduation	6	60
	Post- graduation	1	10
	Ph.D.	2	20
Gender	Male	10	100
Marital Status	Married	7	70

	Unmarried	3	30
Family types	Nuclear	5	50
	Joint	5	50
Occupation	Teaching	2	20
	Non- teaching	8	80
Type of job	Sitting	4	40
	Sitting and Walking	6	60
Type of disability	OH	10	100
Means of transportation	Personal vehicle	9	90
	Public transport	1	10
Floor on which you work / study	Ground Floor	5	50
	First Floor	1	20
	Second Floor	2	10
	Third Floor	2	20
working area	Office	6	60
	Classroom/laboratory	2	20
	Field work	2	20

*OH- Orthopedically handicapped

Table-2

Activities performed	Management practice		
	Independently	Partial Assistance	Total Assistance
At work place			
Transportation	9	1	-
Office work/ class work	9	1	-
Practical work	9	1	-
Lectures	10	-	-
Seminar/conference	10	-	-
Toilet activities	10		
Field work	9	1	-
Any other			
At home			
Moving within the house	10	-	-

Eating	10	-	-
Bathing	10	-	-
Toilet activities	10	-	-
Cooking	9	-	1
Clothing management	9	1	-
Dressing /grooming	10	-	-
Oral hygiene	10	-	-
Hobbies	10	-	-

Table-3

S. No.	Design features	Present	Absent	Satisfied	Neutral	Unsatisfied
1.	Ramp	4	6	4 (40%)	-	-
2.	Drooped kerb (It enables vehicles to cross the public footway)	7	3	6 (60%)	1 (10%)	-
3.	Accessible Toilets	1	9	1 (10%)	-	-
4.	Illumination	9	1	9 (90%)	-	-
5.	Lift	4	6	4 (40%)	-	-
6.	Stair	10	-	6 (60%)	1 (10%)	3 (30%)
7.	Entrance	10	-	7 (70%)	2 (20%)	1 (10%)
8.	Accessible Door	10	-	9 (90%)	1 (10%)	-
9.	Signages & information panel	10	-	10 (100%)	-	-

Table-4

Building design feature	Dimintions according do AICTE guidelines	Existing dimensions of the building
Ramp	Width 1.5m- 2.00m	1.714 m
Handrail	30mm-40mm	
Tactile marking	0.6m at the top & bottom of the ramp	Absent
Non slip surface		Present
Accessible toilets		Absent
Slip resistant floor		Absent
Side grab bar	Length- 1.05m	Absent

	Height- 0.95m Diameter- 30mm to 40mm	
Rear grab bar	Length- 36inches Height- 0.95m	Absent
Illumination	Lift- 100lux	185 lux
	Stairs- 150 to 200lux	90 lux
	Reception- 200lux	190 lux
Lift		
Lift cabin	1.3m x 1.00m	1.12 x 1.30m
Lift hall signal	1.80m	1.8m
Control panel	On the flank wall	Present
Width of the door	0.80m to 0.85m	0.85m
Stairs		
Handrail of stairs	At the height of 0.70-0.80 m and 0.90-1.00 m from floor finish	0.813m from floor finish
Tread & Riser of steps	Tread- 0.28 m deep Riser- 0.15 to 0.18 m high	Tread- 0.35m deep Riser-0.17m high
Width of the stairs	For two way traffic 1.50m	1.80m
Entrance/Exit		
Signage & information panels	1.30-1.60m	1.70 m
Pictograms	Navy blue with white lettering Symbols and border	Absent
Reception		
Reception desk	Height- 0.75m to 0.90m	Height- 0.82m
Knee space	0.60m to 0.65m underneath	Absent