CONFLICT PREVENTION AND MANAGEMENT FOR SELECTED DISABILITY ORGANIZATIONS IN ZAMBIA: VOICES OF STAKEHOLDERS ON THE SLOGAN NOTHING ABOUT US WITHOUT US:

A STUDY OF SELECTED DISABLED PEOPLE'S ORGANISATIONS IN LUSAKA AND COPPERBELT PROVINCES OF ZAMBIA

BY

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A dissertation submitted to Zimbabwe Open University in partial fulfillment of the requirements for the award of the degree of Master of Science in Peace Leadership and Conflict Resolution

Zimbabwe Open University in association with the University of Zambia

DECLARATION

I, **Charles Mwape** do hereby, declare that the work presented in this study for the award of the degree of Master of Science in Peace Leadership and Conflict Resolution:-

a) Represents my work

b) Has not been presented either wholly or partially for any other degree at this or any other University; and

c) Does not incorporate any published work or material from another dissertation, where possible appropriate citations have been provided.

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Date: ....

CERTIFICATE OF APPROVAL

This dissertation of **Charles Mwape** is approved as fulfilling part of the requirements for the award of the degree of Master of Master of Science in Peace Leadership and Conflict Resolution by the Zimbabwe Open University in Association with the University of Zambia.

Examiners' Signatures

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LIST OF ACRONMYS

DRM	Disability Rights Movement
NGOs	Non-Governmental organizations
DPOs	Disability Peoples Organizations
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
ICT	Information and Communication Technology
IYDP	International Year of Disabled Persons
UN	United Nations
WPACDP	World Programme of Action Concerning Disabled Person
IDDP	International Decade for Disabled Persons
DPI	Disabled People’s International
RI	Rehabilitation International
WPACDP	World Programme of Action Concerning Disabled Person
IDDP	International Decade for Disabled Persons
DRM	Disability Rights Movement
WPACDP	World Programme of Action Concerning Disabled Person
MDAC	Mental Disability Advocacy Centre
ZAFOD	Zambian Federation of the Disabled
MCDMCH	Ministry of Community Development and Mother and Child Health
ZAPD	Zambia Agency for Persons with Disabilities
IMU	Independent Monitoring Unit
EC	European Commission
PI	Power International
ICF	International Classification of Functioning
UPIAS	Union of the Physically Impaired Against Segregation
SMD	Social Model of Disability
CSDH	Commission on Social Determinants of Health
OP	Optional Protocol
SDRC	Scotland and Disability Rights Commission

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ABSTRACT

This study examined challenges Persons with disabilities face through the use of the slogan *nothing about us without us* in Lusaka and Copperbelt Provinces. The aim was to explore the particular factors which appeared to determine views of stakeholders on the use of the slogan in addressing disability issues in Zambia. The study inquired into the perceptions of conflicts created by the use of the slogan *nothing about us without us* by stakeholders in disability movement in Zambia.

The objectives for this study were to establish conflicts created by the use of the slogan "nothing about us without us, and to determine views of stakeholders on the use of the slogan in addressing disability issues in Zambia, establish challenges persons with disabilities face through the use of the slogan *nothing about us without us* and determine questions put or plan in the prevention of management of conflicts in disability organizations.

A mixed study methodology was adopted (that is involving both qualitative and quantitative analysis), interviews, focus group discussions and or analysis of relevant documents with 36 participants from selected DPOs, Government agencies, Ministries and other organisations working in the area of Disability Management drawn from two provinces namely Copperbelt and Lusaka Provinces.

The data were collected from 36 participants, distributed as follows: 10 head of departments in Government ministries working with disability stakeholders, 6 chairpersons in disability Organizations, 10 Women with Disabilities, 5 youths with disabilities and 5 managers in Zambia Agencies for persons with disabilities or Government Ministry/National Rehabilitation Centre/National Fund for Persons with Disabilities. The participants in the study were obtained using purposive sampling procedure.

The data were collected using questionnaires on disability focal point persons, focus group discussions with managers and interview schedules on head of departments and chairpersons of disabled peoples Organizations. Other research instruments used were the observation schedules and Centre's official documents which gathered information on the Centre's rehabilitation facilities and activities among others. The qualitative data were analyzed thematically by comparing and categorizing participants' responses. The data collected using interview guides was analyzed using qualitative methods while data collected using questionnaires was quantitatively analyzed by use of Statistical Package for Social Sciences (SPSS) and excel.

The findings of the study revealed that failure to prevent and manage conflicts has resulted in increased conflicts among selected stakeholders to clearly distinguish the role of disability Government Agencies and that of disabled peoples Organisations as a result it has affected effective management of Government institutions charged with the responsibility to address the welfare of persons with disabilities in Zambia. It also revealed that there has been considerable attempts by selected stakeholders to raise awareness on the role of Government disability agencies and that of Disabled People's Organisation since 1996 but because of conflicts caused by selected leaders of disabled peoples Organisations these attempted have failed to prevent and manage conflicts and this research intend to investigate causes.

It is clear that failure to prevent and manage conflicts has resulted in persons with disabilities in Zambia face a lot of problems in accessing quality service delivery despite Government efforts to change from Zambia Council for the Handicapped to Zambia Agency for Persons with Disabilities in 1996.

The findings of the study also revealed that the perceptions of conflicts created by the use of *nothing about us without us* slogan were diverse, but mostly influenced by the centres prevailing circumstances. Many considered it in terms of promoting self-representation on issues to do with the welfare of persons with disabilities. However, some defined it in terms of having person with a disability to run and manage centres activities and programmes. In terms of distinctive features, the more effective use of the slogan *nothing about us without us* was characterized by moderately large conflicts among disabled people themselves.

CHAPTER ONE

INTRODUCTION

1.0 Overview

This chapter presents the background of the study, statement of the problem, purpose of the study, general objective of the study, specific objectives of the study, research questions, limitations of the study, significance of the study and operational definitions.

1.1 Background of the study

Over one billion people, or 15% of the world's population, experience some form of disability, and disability prevalence is higher for developing countries. It is imperative to assert that, one-fifth of the estimated global total, or between 110 million and 190 million people experience significant disabilities. Persons with disabilities, on average as a group, are more likely to experience adverse socioeconomic outcomes than persons without disabilities, such as less education, poorer health outcomes, lower levels of employment, and higher poverty rates. A country's economic, legislative, physical, and social environment may create or maintain barriers to the participation of people with disabilities in economic, civic, and community life. Barriers include inaccessible buildings, lack of transport, lower access to information and communication technology (ICT), inadequate standards, lower level of services and funding for those services, as well as too little data and analysis for evidence-based, efficient, and effective policies (United Nations, n. d).

Due to various barriers and some as mentioned above, the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) was adopted in 2006, opened for signatures in 2007 and came into force in 2008; since then it has been ratified by 173 countries. This Convention covers a wide range of areas and aspects of life that affect the rights of disabled persons, including the right to life through to the right to education, employment, health and rehabilitation, an adequate standard of living and social protection, family life, independent living, and participation in cultural and in political and public life. These are areas in which disabled persons have a right to equal opportunities and non-discrimination on the ground of disability. It is worth mentioning that, the UNCRPD does not only determine the rights that disabled persons have in these areas. It also puts a lot of weight on the importance of disabled people's autonomy, choice and control over their own lives, and participation in decision-making processes that affect them. It is their viewpoints which matter most and it is they who must ultimately decide whether the implementation of the UNCRPD is translating into tangible positive changes in their lives (United Nations, 2006).

In about over the past five or six decades, disabled people and their partners have organized themselves into a political and social force to challenge the oppression and exclusion experienced by disabled people (Campbell and Oliver, 1996). The disability rights movement is very often viewed as the last civil rights movement in a long series of liberation movements, namely the workers' movement, the Black-American civil rights movement and the women's movement. These movements all engaged in the long historical struggle for human and civil rights. Moreover, even in places where some groups of persons with disabilities are considered to have organized themselves relatively early, such as Sweden, other groups mentioned above had already organized themselves before them (Driedger, 1989). Driedger adds that, Roberts one of the leading pioneers of the international Disability Rights Movement claims that a number of lessons were learnt from previous movements particularly from the Black-Americans civil rights movement: "If we have learned one thing from the civil rights movement in the U.S., it's that when others speak for you, you lose". Furthermore, it is in this sense that slogans such as "Our bodies, ourselves" and "Power to the people" are often recognized as precedents to the slogan used by persons with disabilities, "Nothing about us without us" (Charlton, 1998).

It is worth mentioning that, disability has traditionally been generally viewed as a failing on the part of the individual, as a personal tragedy and as a burden on the rest of society. On a global perspective, most countries and societies, for a long time, disability has mostly been described in terms of medical or biological deficits, with a focus on abnormality, disorders and conditions and how these were the cause of functional limitation and 'disability' (Barnes, Colin and Mercer, 2010). However, French and Swain (2008) states that disabilities are based on the general assumption that the difficulties experienced by disabled people are a direct result of their physical, sensory or intellectual impairment. Such descriptions of disability only lead to the interpretation of disabled people as individuals who are helpless, dependent, and incapable of making their own decisions. In addition, the opinions of persons with disabilities on the subject of disability are often not awarded with the same credibility and validity as the opinions of 'experts', particularly those of medical and health and social care professionals.

As a result of these views and assumptions, disabled people are often considered to be one of the most oppressed groups in society with non-disabled people and organisations, including professionals and charities, as being the cause of this oppression (Shakespeare, 2013).

It is important to mention that, following the oppression experienced by disabled people in all aspects of their lives, a disability rights movement was formed. The movement stemmed from disabled people's realization that their needs were not being met and that they did not have access to the same rights as the rest of society. Disabled people also realized that societies were built without their input and active participation (Driedger, 1989). In addition, disabled people came to realize that civil rights, rather than charity or pity, was the answer to solving their problems. It was in the 1980s that disabled people all over the world took up the fight for equality and participation on an equal basis with others. A result of this realization was one of the biggest gatherings, of over four hundred disabled people, from fifty-three countries, in Singapore, in 1981 to form what is now known as Disabled People's International (DPI) (DPI, 1982). According to Driedger (1989:48), disabled people gathered for one of the largest meetings with the aim "to proclaim they would no longer be silent". The formation of DPI came after a landmark event, the walking out of disabled people from the Rehabilitation International (RI) conference in Winnipeg, Canada in 1980. This was a historical move which saw disabled people standing up to and challenging the dominance of health professionals who till then tended to control the disability agenda.

DPI's mandate is to be the direct voice of disabled people across the world. It is considered to be the first international organization which successfully brings together people of different impairments with the aim of creating a united voice. It firmly believes in and was set up on the premise that disabled people are to be included in all aspects of society and to participate with the same rights as everyone else. DPI is a holder of the belief that there is strength in numbers and that speaking unitedly disabled people's voices can have a greater impact than when speaking on their own (Mji et al, 2009). DPI is an activist-oriented organisation and has since lobbied both governments and the United Nations and has more recently been largely instrumental in the drafting of the UNCRPD. However, the establishment of DPI has also led to other previous important events and initiatives which have certainly paved the way for the development of the UNCRPD, namely: the declaration by the UN of 1981 as the International Year of the Disabled Persons (IYPD); the World Programme of Action Concerning Disabled Persons; the proclamation by the UN of the Decade of Disabled Persons (1982-1992) which resulted in the drawing up of the Standard Rules on Equalisation of Opportunities for People with Disabilities; and the creation of a large number of disabled persons-led organisations (Howell, Chalklen and Alberts, 2006).

According to both Zambia Federation of Disability Organization (ZAFOD) and 2000 Population and Housing Census, it was estimated that 2.7 percent of the population was living with a disability about two million of the population. The Disability Inclusion and the Sustainable Development Goals further stated that this represented 15 per cent of Zambia's population.

Furthermore, the report, based on research done in collaboration with United Kingdom's Leonard Cheshire Disability, further disclosed that the World Health Organization (WHO) statistics identified visual, hearing, physical, communication and intellectual impairments as the prevalent forms of disability in Zambia. In addition, a higher percentage of persons living with disabilities is constituted by hearing and visual disabilities and most persons with disabilities live in rural areas where access to basic services is limited. The total number of women with disabilities accounts for about 2.4 per cent of the population in Zambia. While the total number of children with disabilities in Zambia accounts for 1.6 per cent of the total population.

The report said that most Disabled People Organisations (DPOs) believed that the WHO disability statistics were more reliable than those of the Central Statistical Office (CSO) as they felt that the CSO calculation of the population on disability was usually compromised and wrong. The DPOs viewed the CSO's statistics as such because of the way the institution defined disability and that most of the people with disabilities would not be willing to admit that they had a disability. According to the 2000 Population and Housing Census, it was estimated that 2.7 percent of the population was living with a disability and that more than 80 percent of persons with disabilities were engaged in agriculture, making it by far the most common occupation.

Moreover, the report observed that the 2000 and 2010 Census measured disability based on the definition from the 1980 WHO International Classification of Impairments, Disabilities and Handicaps (ICIDH). The ICIDH defined disability as a physical or mental handicap which has lasted for six months or more, or is expected to last at least six months, which prevents the person from carrying out daily activities independently, or from participating fully in education, economic or social activities.

The report noted that 2010 Census used the terminology ‘disability’ in the context of the medical model of disability as opposed to the social or human rights model.

The Disability Act Number 6 of 2012, however, viewed ‘disability’ as a permanent physical, mental, intellectual or sensory impairment that alone, or in a combination with social or environmental barriers, hinders the ability of a person to fully or effectively participate in society on an equal basis with Global awareness of disability-inclusive development is increasing. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) promotes the full integration of persons with disabilities in societies. The CRPD specifically references the importance of international development in addressing the rights of persons with disabilities. To date Zambia is among 165 countries that have ratified the CRPD which carries the force of national law. In recent years, there have been an increasing number of bilateral donors who have also developed disability policies to guide their international aid. Similarly at the national level, the numbers of disability discrimination laws and constitutional provisions have been partially aligned to CRPD in order to prevent conflicts and manage disability issues professionally. Zambia has repealed disability Act Number 33 of 1996 and replaced it with Disability Act Number 6 of 2012 and both Disability Act and National Policy on Disability are partially aligned to CRPD as an approach to conflict prevention and management.

Conflict Prevention and Management for selected Disability Organizations in Zambia: Voices of stakeholders a case of Nothing about Us without Us slogan which is Latin: word which means “Nihil de nobis, sine nobis” and it has been used to communicate the idea that no policy should be decided by any representative without the full and direct participation of members of the group(s) affected by that policy but stakeholders in selected disabled peoples organizations. However, Zambia have interpreted this slogan to mean that without them implementing disability programmes and policies there will be nothing for them hence conflicts in disability sector which needs clear interpretation to prevent conflicts.

1.2 Statement of the problem

It is worth mentioning that, a range of international documents have highlighted that disability is a human rights issue, including the World Programme of Action Concerning Disabled People (1982), the Convention on the Rights of the Child (1989), and the Standard Rules on the Equalisation of Opportunities for People with Disabilities (1993). More than 40 nations adopted disability discrimination legislation during the 1990s. It is paramount to mention that, Zambia joined the language of understanding and valuing the affairs of persons with disabilities. In this regard, Zambia just like other countries, upholds the values availed by (CRPD) the most recent, and the most extensive recognition of the human rights of persons with disabilities which outlines the civil, cultural, political, social and economic rights of persons with disabilities, with its purpose is to ‘promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by persons with disabilities and to promote respect for their inherent dignity.

It is important to assert that, there is a substantial literature devoted to Disabled peoples Organisations and their role in service delivery much documented by Central Statistics Office (CSO) and DPOs in Lusaka Zambia in the year 2014. Disability inclusion has been a central focus captured in the Sustainable Development Goals (SDGs) of (2016), National Implementation Plan, National Disability Mainstreaming Plan in Zambia by the University of Zambia, Department of Educational Psychology, Sociology and Special Education Researchers in 2013. However, there is surprisingly little survey-based research on Conflict Prevention and Management for selected Disability Organizations in Zambia, and especially on the effect of *nothing about us without us slogan*. The purpose of this research was to fill the gap by documenting the current state of conflicts created through the use of the slogan in selected disabled people’s organizations.

1.3 Purpose of the study

The purpose of the study was to investigate conflicts prevention and management for selected Disability Peoples Organisations in Zambia.

1. 4 General objective of the study

The general objective of the study was to explore the conflicts created by use of “Nothing About Us without Us” as perceived by various stakeholders in the disability fraternity.

1.5 Specific objectives

The objectives of the study were to:-

a) Establish conflicts created by the use of the slogan ‘nothing about us without us’ in Zambia with specific focus of Lusaka and Copperbelt provinces
b) Determine views of stakeholders on the use of the slogan in addressing disability issues in Zambia with specific focus of Lusaka and Copperbelt provinces
c) Establish challenges Persons with disabilities face through the use of the slogan ‘Nothing About Us Without Us’

1.6 Research questions

a) What kinds of conflicts are created by the use of the slogan ‘nothing about us without us’ in Zambia?
b) What are the views of stakeholders on the use of the slogan in addressing disability issues in Zambia?
c) What are some of the challenges Persons with Disabilities (PWDs) face through the use of the slogan ‘nothing about us without us’
d) What are some of the suggested solutions in the prevention and management of conflicts in disability organizations?

1.7 Significance of the study

It was hoped that the findings of the study would be significantly beneficial to both the government and stakeholders in the Disability movement in Zambia, with the goal for them to understand what inclusive development and mainstreaming of disability issues was about, and hence come up with cardinal measures to eliminate identified barriers which might be central to create conflicts between PWD and mainstream society. Furthermore, it was hoped that the findings from the study would help the government to understand best and effectively ways of managing conflicts among stakeholders in disability movements. Ultimately, it was hoped that the findings from the study would be helpful and beneficial to stakeholders by guiding them to identify areas of potential sources of conflicts.

1.8 Operational definitions

Disability; the term 'disability' means a permanent physical, mental, intellectual or sensory impairment that alone, or in a combination with social or environmental barriers, hinders, the ability of a person to fully or effectively participate in society on an equal basis with others.

Conflict; is serious disagreement and argument about something important. It entails failure to reach consensus between or among persons or groups

Prevention; the action of stopping something from happening or arising

Management; is a set of principles relating to the functions of planning, organizing, directing and controlling, and the application of these principles in harnessing efficiency and effectiveness set goals or certain outcomes.

1.9 Delimitations of the Study

The study was delimited to the Copperbelt and Lusaka Provinces because these two provinces have more disability centres than other provinces in Zambia. However, the study covered the rural, urban and peri-urban areas.

1.10 Limitations

The main limitation of the study was the small sample size for the questionnaire survey (n=36). This was beyond the control of the researcher as the number was based on census results of DPOs management and or board members and their willingness to participate in the study. The 36 respondents that participated in responding to the survey questionnaire were the total number of management employees and total number of board members of the organizations that were willing to take part in the study. The small size limits the general applicability of the results. In this regard, results from this study cannot be generalised to all Disabled Peoples Organisations but only to the few study organisations and any organisation which might be deemed similar to the case study. However, the smaller sample size turned out to be a 'blessing in disguise', as it enhanced the deeper understanding of the phenomenon under investigation. It is less wonder, Snider (2010) rightly noted that though numbers were impressive, they unfortunately, concealed a lot more than they revealed.

The research was faced with a constraint of time and resources given that it was self-funded and had to be done in about three (3) months. In this regard, the researcher strived to be highly ethical to ensure that all the major steps which needed to be carried out were carried out in the right manner. This was done by applying the canons of research. Studies which aim to make greater generalizations usually use large national samples and employ sophisticated statistical techniques for data analysis (Balbontin, 2012). Practically, it could have been, not only inappropriate but also impossible to use a very large sample, given time limitations.

Another limitation was the insufficient available data on disability both nationally and internationally so care was taken to make sure that the identified DPOs and relevant Government Ministries provide relevant data for the study.

During the research, some participants found the research topic to be very sensitive and as a result some of the expert respondents for the in-depth interview refused to be recorded and some respondents to the questionnaire did not want to have their names recorded on the questionnaire. In trying to counter this, the researcher used verbal consent to ensure that all participants were aware of what was expected of them including their right to refuse to take part in the study or to refuse to respond to certain questions.

Furthermore, the target respondents had different levels of education. This might have affected the understanding of the questions and the quality of responses. To ensure the quality of the undertaken study, the researcher observed the scientific canons of research. These mainly had to do with issues of how to attain reliability, validity and generalisability. Reliability is concerned with the extent to which the measures or similar observations can yield same results on other occasions. Saunders et al. (2003:101-102) explain that validity is concerned with whether the findings are really about what they appear to be. Generalizability is concerned with the extent to which the research results may equally be applicable to other research settings, such as other organizations.

To ensure validity and reliability of the quantitative data, the same structured questionnaire was used on all the respondents. Generalization will be partial and limited due to the small number of participants in the survey. This small number was beyond the control of the researcher since these were all the available total number of board members and management respondents for the survey questionnaire. The results will be specifically applicable to the DPOs or organizations similar to the one used.

In case of the qualitative data from the in-depth interviews, it was difficult to ensure validity, reliability and generalization because the opinions from the respondents were subjective.

Despite this challenge the researcher took every measure possible to do the analysis in an objective manner using content analysis which calls for observing the canons or rules of scientific research.

According to Sekaran (2003:17-18) and Edriss (2003:17-18), ethics in business research refers to a code of conduct or expected societal norm of behaviour while conducting research. Ethical behaviour pervades each step of the research process, i.e., data collection, data analysis, reporting and dissemination of results. Saunders et al (2003) describe ethics as 'the appropriateness of one's behaviour in relation to the rights of those who become the subjects of the research work or are affected by it.'

CHAPTER TWO

LITERATURE REVIEW

2.0 Overview

This chapter presents disability and the *nothing about us slogan*, disability recognition at global level, the origin of the slogan and its interpretation, the role of stakeholders in disability affairs, public participation in the African context, origins of 'Nothing about us without us slogan', interpretation of the phrase 'Nothing about Us without Us', the definition of 'civil society' and the role of NGOs in governance of disability affairs, conceptual framework, theoretical framework, Disabled People's Right to Participation in Decision-Making, involvolvement of Disabled People in Article 33 in Practice, and the UNCRPD and implementation of Article 33 in Zambia**.**

2.1 Disability and the 'Nothing about us without us slogan'

It is imperative to mention that despite the world moving towards social inclusion for all persons with Disabilities, only few selected stakeholders in the disability movement understand the true interpretation of the slogan *nothing about us without us*. In this regard, the slogan *nothing about us without us* has been a source of conflict with Government disability agencies and this has affected delivery of quality services to persons with disabilities overtime. In Zambia just like many other countries, the endless conflicts caused by misinterpretation of the slogan 'nothing about us without us' has influenced various stakeholders including political leaders to believe and accept certain attitudes as expressed; such as that by persons with disabilities that 'chi ZAPD CHESU' meaning Zambia Agency for Persons with Disabilities belong to them, and only them can run such that government and other stakeholders in the disability movement should not interfere in ZAPD programs. Hence, Conflicts in ZAPD being a coordinated agency of Government has been influenced by selected disability stakeholders, management and resulted in non-implementation of disability Act, CRPD, National policy on disability and failure to distinguish the role of agencies and that of DPOs, as well as lack of full understanding of the slogan, therefore this study stands to bridge-up the gap through appropriate investigation, analysis and recommendations as detailed earlier on. This revealed literature was significant to the study since; the study was premised to determine views of stakeholders on the use of the slogan in addressing disability issues in Zambia.

Internationally, Disabled persons have been organizing since the late 19th century, for instance through (Justice Not Charity march, 1920), when the British Deaf Association and National League of the Blind were the first two recorded organizations 'of' disabled people to be formed. Disabled people’s Organization simply means a group or organization that is run and controlled by disabled people. This is different to organizations ‘for’ disabled people, which are run by non-disabled people to ‘provide for’ disabled people such as Zambia Agency for Persons with Disabilities, National Trust Fund for the Disabled and National Vocational Rehabilitation Centre in case of Zambia.

Traditionally, the Zambian society believed that disability was as a result of some misfortune in the family, brought about by witchcraft or offending ancestors. Giving birth to a disabled child or having someone disabled in the family was considered a taboo and an embarrassment, disabled people were hidden or cast out from society, at times killed instantly or abandoned to die on their own by family members. Persons with disability were considered incapable of doing anything on their own and were therefore denied the opportunity to engage in any meaningful activities. Ignorance, neglect, superstition are social factors that throughout history of disability have, interfered with the development of persons with disabilities and led to their isolation as well as delayed their development (ZAPD, 1996)’. However, since independence, there has been recognition that persons with disabilities require government intervention to be integrated in the mainstream of society. This has been done through the formulation of policy guidelines and enactment of laws to govern disability issues.

Legislation pertaining to persons with disabilities dates back to the colonial time. In 1961, the Blind Persons Ordinance was enacted under which the Northern Rhodesia Society of the Blind was created to provide services to the blind people. Hence, after independence, the Zambian government decided to have all categories of persons with disabilities covered under one Act and their affairs administered under one umbrella organization. It was assumed that persons with disabilities would be more united if their affairs were governed by one Act. The persons with disabilities were referred to as ‘handicapped’ without being categorized as the blind, the physically handicapped, the deaf and mentally handicapped. The Handicapped Persons Act enacted in 1968, provided for the establishment of the Zambian Council for the Handicapped. The council was given the responsibility of providing the facilitating access of persons with disabilities to specialized services. The council was also responsible for coordinating programmes for persons with disabilities and under the Act, sheltered employment was provided to persons with disabilities and seventeen employment centres were established throughout the country (ZAPD, 1996).

The Handicapped Persons Act of 1968 proved to be inadequate to effectively deal with disability issues. The Zambia Council for Handicapped was also not providing adequate services to persons with disabilities as had been expected. Therefore in November 1996, Government enacted the Persons with Disabilities Act, No.33 of 1996, which provides for the establishment of the Zambia Agency for Persons with Disabilities (ZAPD). The Act also provides for the elimination of all forms of discrimination on the grounds of disability and later repealed to Act number 6 of 2012. These movements have mushroomed from the 1994, when the United Nations adopted the standard Rules on the Equalisation of opportunities for Persons with Disabilities. The purpose of the Standard Rules is to encourage the elimination of all forms of discrimination against persons with disabilities so that they can exercise their rights and obligations like others, hence promoting their status (Disability Act Number 6 of 2012). This literature was paramount to this study as it provided a good understanding of the concept disability both on the global as well as Zambian context.

2.2 Disability recognition at the global level

The United Nation declared 1981 as the International Year of Disabled Person (IYDP). The most important outcome of the year was the formulation of the World Programme of Action Concerning Disabled Person (WPACDP), adopted by the General Assembly on 3rd December 1982. The IYDP and WPACDP provided a strong impetus for progress in this field. They both emphasised the right of persons with disabilities to the same opportunities as other citizens and to an equal share in the improvements in living standards resulting from economic and social development. The period 1983 to 1992, which was declared as the International Decade for Disabled Persons (IDDP) by the United Nations, resulted in increase awareness on the rights of persons with disabilities. Consequently, many associations and organisation of and for persons with disabilities pressurised government for increased services to persons with disabilities in order to improve their welfare (Ibid). The importance of this literature lies on the broader understanding of disability on the global perspective.

2.3 Origins of ‘Nothing about us without us slogan’

It is worth noting that, the phrase was a personal expression from one of the renowned leaders of certain disability movements. In this regard, Charlton (1998:11) mentions that “I first heard the expression ‘Nothing about Us without Us’ in South America in 1993. Michael Masutha and William Rowland, two leaders of Disabled People South America, separately invoked the slogan, which they had heard used by someone from Eastern Europe at an international disability rights conference.” The slogan’s power derives from its location of the source of many types of (disability) oppression and its simultaneous opposition to such oppression in the context of control and voice.

It is paramount to mention that, ‘Nothing About Us Without Us’ slogan resonates with the philosophy and history of the disability rights movement (DRM), a movement that has embarked on a belated mission parallel to other liberation movements. As Ed Roberts, one of the leading figures of the international DRM, has said, “If we have learned one thing from the civil rights movement in the U.S., it’s that when others speak for you, you lose” (Driedger 1989:28). In this sense, “Our Bodies, Ourselves” and “Power to the People” can be recognized as precedents for ‘Nothing about Us without Us.’ The DRM’s demand for control is the essential theme that runs through all its work, regardless of political-economic or cultural differences. Control has universal appeal for DRM activists because the needs of people with disabilities and the potential for meeting these needs are everywhere conditioned by a dependency born of powerlessness, poverty, degradation, and institutionalization. This dependency, saturated with paternalism, begins with the onset of disability and continues until death. The condition of dependency is presently typical for hundreds of millions of people throughout the world.

Only in the past twenty-five years has this condition begun to change. Although little noticed and affecting only a small percentage of persons with disabilities, this transformation is profound. For the first time in recorded human history politically active people with disabilities are beginning to proclaim that they know what is best for themselves and their community. This is a militant, revelational claim appropriately conceptualized in ‘Nothing About Us Without Us’ (Charlton, 1998). This literature was significant to the study, owing to the fact that, the study focuses on understanding the conflicts that might have been raised as a result of using the ‘Nothing About us Without Us’ slogan in the Zambian context.

2.4 The interpretation of the phrase ‘Nothing about Us without Us’

Over the past five or six decades, disabled people and their associates have organized themselves into a political and social force to challenge the oppression and exclusion experienced by disabled people. The disability rights movement is very often viewed as the last civil rights movement in a long series of liberation movements, namely the workers’ movement, the Black-American civil rights movement and the women's movement. These movements all engaged in the long historical struggle for human and civil rights (Allies in Self-Advocacy, 2014). According to Driedger (1989) even in places where some groups of disabled people are considered to have organized themselves relatively early, such as Sweden, other groups mentioned above had already organized themselves before them. Ed Roberts, one of the leading pioneers of the international Disability Rights Movement claims that a number of lessons were learnt from previous movements particularly from the Black-Americans civil rights movement: "If we have learned one thing from the civil rights movement in the U.S., it's that when others speak for you, you lose". Furthermore, it is in this sense that slogans such as "Our bodies, ourselves" and "Power to the people" are often recognized as precedents to the slogan used by disabled people, "Nothing about us without us".

Disability has traditionally been widely viewed as a failing on the part of the individual, as a personal tragedy and as a burden on the rest of society. In Western industrialized societies, for a long time, disability has mostly been described in terms of medical or biological deficits, with a focus on abnormality, disorders and conditions and how these were the cause of functional limitation and 'disability'. These views of disability are based on the general assumption that the difficulties experienced by disabled people are a direct result of their physical, sensory or intellectual impairment. Such descriptions of disability only lead to the interpretation of disabled people as individuals who are helpless, dependent, and incapable of making their own decisions (French, Sally and Swain, 2008). In addition, the opinions of disabled people on the subject of disability are often not awarded with the same credibility and validity as the opinions of 'experts', particularly those of medical and health and social care professionals9. As a result of these views and assumptions, disabled people are often considered to be one of the most oppressed groups in society with non-disabled people and organisations, including professionals and charities, as being the cause of this oppression (French, Sally and Swain, 2012).

As a result of the oppression experienced by disabled people in all aspects of their lives, a disability rights movement was formed. The movement stemmed from disabled people's realization that their needs were not being met and that they did not have access to the same rights as the rest of society. Disabled people also realized that societies were built without their input and active participation. Furthermore, disabled people came to realize that civil rights, rather than charity or pity, is the answer to solving their problems. It was in the 1980s that disabled people all over the world took up the fight for equality and participation on an equal basis with others. A result of this realization was one of the biggest gatherings, of over four hundred disabled people, from fifty-three countries, in Singapore, in 1981 to form what is now known as Disabled People's International (DPI). According to Driedger (1989), disabled people gathered for one of the largest meetings with the aim "to proclaim they would no longer be silent" (p. 48). The formation of DPI came after a landmark event, the walking out of disabled people from the Rehabilitation International (RI) conference in Winnipeg, Canada in 1980. This was a historical move which saw disabled people standing up to and challenging the dominance of health professionals who till then tended to control the disability agenda.

DPI's mandate is to be the direct voice of disabled people across the world. It is considered to be the first international organization which successfully brings together people of different impairments with the aim of creating a united voice. It firmly believes in and was set up on the premise that disabled people are to be included in all aspects of society and to participate with the same rights as everyone else. DPI is a holder of the belief that there is strength in numbers and that speaking unitedly disabled people's voices can have a greater impact than when speaking on their own (de Beco, 2013). DPI is an activist-oriented organisation and has since lobbied both governments and the United Nations and has more recently been largely instrumental in the drafting of the UNCRPD. However, the establishment of DPI has also led to other previous important events and initiatives which have certainly paved the way for the development of the UNCRPD, namely: the declaration by the UN of 1981 as the International Year of the Disabled Persons (IYPD); the World Programme of Action Concerning Disabled Persons; the proclamation by the UN of the Decade of Disabled Persons (1982-1992) which resulted in the drawing up of the Standard Rules on Equalisation of Opportunities for People with Disabilities; and the creation of a large number of disabled persons-led organisations (Bratton, 1994). The significance of this literature is premised on an advanced understanding of the slogan 'Nothing About Us Without Us', since this study endeavoured to measure the level of understanding of the slogan among the selected research boundaries.

2.5 Defining 'civil society' and the role of NGOs in governance of disability affairs

It is essential to conceptualise the phenomenon 'civil society' before discussing civic participation of persons with disabilities in Zambia. Civil society is a theoretical concept and there is no universal definition in use (Oliver, 1996). According to the general definition by Meidinger, civil society has been characterised as a sphere of social life that is public but excludes government activities. Bratton claims that there is a link between the democratisation process in Africa and the concept of civil society empowerment. This may explain why there is a strong disability movement in Zambia actively participating in the implementation of the CRPD. Nevertheless, Cohen and Arato (1993) describe the participatory model of democracy in which both the governing elite and the citizens play an active role in forming opinions and develop a conception of civic virtue through political experiences.

When discussing the key features of civil society, Charnovitz (2006) highlights the voluntary manner and the individual commitment. In his view, new political actors in particular non-governmental organisations could take a role in policy-making after globalisation has considerably weakened the power of ruling governments. Despite the involvement of non-governmental organisations (NGOs) being considered as a late-twentieth century phenomenon, Charnovitz dates it back much earlier. He adds that, due to the long-term marginalization of persons with disabilities, the participation of disability NGOs is still a relatively new concept. Although in other disciplines, such as environment protection, the UN co-operated with the non-governmental sector as partners in implementing programs, the collaboration with DPOs has started very recently after the conclusion of the CRPD.

Consequently, the role of civil society in governance can be described in five key areas: information collection and dissemination; policy development consultation; policy implementation; assessment and monitoring; and advocacy for environmental justice. (Gemmill and Bamidele-Izu, 2002). These categories may be great starting point to define how the organisations of persons with disabilities can participate in policy- and decision-making processes. Gemmill and Bamidele-Izu contend that existing structures do not enable civil society to perform the aforementioned roles effectively. Drafters of the CRPD intentionally incorporated a legal obligation on states parties to ensure the active and critical role of the disability movement in the governance system. Furthermore, provisions of article 33 integrate the disability movement into the structured space of civilian actors. In order to achieve meaningful involvement of persons with disabilities, significant changes in the structure of the governance are necessary.

It is important to make a distinction between DPOs and other types of NGOs in the context of disability. The term ‘Non-Governmental Organisation’ was first used by the United Nations in 1945 to specify the role of consultants that were not representing national governments (Srinivas, 2009). It is cardinal to asset that NGOs can certainly work for the protection of the rights of persons with disabilities in several ways. They can focus on the rights of persons with disabilities in general or represent particular groups within the disability community for instance persons with Down Syndrome, or persons with visual impairment. They can also organize their work around thematic areas, such as employment or education. NGOs can offer services for persons with disabilities or do purely advocacy work. DPOs can be defined as a form of non-governmental organisation that is particular in terms of its composition and leadership: both the membership and the leaders are persons with disabilities themselves. This literature was cardinal to this study as it highlights the roles of NGOs and civil society on disability issues, hence it underscores one of the objectives of the study which is to determine questions put or plan in the prevention of management of conflicts in disability organizations

2.6 Public participation in the African context

With regard to the roots of a civil society movement in Africa, voluntary associations were first constructed as a response to the disruptive effect of market economy during the colonial period (Bratton, 1994). According to Bratton, those organizations shortly became explicitly political. Despite aspirations of the ruling elite to eliminate these groups around the time of independence, most of them successfully proved to be a strong alternative institutional framework.

Inclusion and participation of persons with disabilities within the African context and use of Nothing about us without us, This slogan was fundamental principle of participation, which signifies a major shift away from charity as the mode of addressing disability and towards the recognition of disabled people’s agency and resources. The slogan has been used by Disabled People’s Organizations (DPOs) for many years as part of the global movement to achieve the full participation and equalization of opportunities for, by and with persons with disabilities.

Since 2001 an Ad Hoc Committee under the United Nations’ General Assembly has worked to develop an International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disabilities. The active involvement of persons with disabilities in the ongoing elaboration of this convention has proved to be an excellent example of how the principle of full participation can be put into practice and how it can contribute to the development of inclusive societies.

2.7 An outline of Article 33(3) on the participation of civil society in monitoring the CRPD

According to article 33(3) of the CRPD, civil society, in particular persons with disabilities and their representative organisations shall be involved and participate fully in the monitoring process of the Convention. The word ‘shall’ leave no doubt on the binding nature of this provision. As it was mentioned earlier, the concept of ‘participation’ runs throughout the whole Convention as a general principle. Furthermore, Article 4(3) of the CRPD refers to the importance of involving persons with disabilities in all policy and decision-making processes concerning their lives. In this regard, the Preamble to the CRPD also emphasises that persons with disabilities should be actively involved in decision-making processes, policies and programmes, including those directly concerning them. These articles of the Convention clearly present a paradigm shift from the medical to the human rights model. As such, there is a clear reference that persons with disabilities are not objects of charity, care or pity anymore but rights holders and active citizens who may wish to participate in monitoring the fulfilment of their human rights. In light to the former assertion, the well-known mantra ‘nothing about us without us!’ and the involvement of persons with disabilities should be considered as one of the key elements in the successful implementation of the CRPD. Considering the invisibility of persons with disabilities in the human rights system, this provision is an extremely important challenge in all states parties (de Beco, 2011).

Nevertheless, the Convention does not give instructions on how to establish a partnership between the disability movement and the governing bodies. Considering the conceptual complexity of ‘participation’, it is necessary to take a comprehensive look and define the critical success factors. In this case, the guidelines of the Mental Disability Advocacy Centre on article 33 of the CRPD present a set of requirements to achieve meaningful participation. First and foremost involvement should happen in a structured manner and cannot be fully realised through ad hoc methods. Meaningful participation of the organisations of persons with disabilities should be guaranteed by capacity building and obtaining necessary knowledge. Accessibility, transparency and the availability of multiple forms of involvement are other important assets (ibid).

2.8 Implementation of Article 33 in Zambia

Zambia initially chose to designate several focal persons in the relevant Ministries under article 33(1) of the CRPD to coordinate the implementation of the Convention. However, civil society representatives were not satisfied with the performance and level of collaboration of these bodies. The Zambian Federation of the Disabled (ZAFOD) called on the Permanent Secretary of the Ministry for Community Development Mother and Child Health (MCDMCH) to designate a fully competent focal person. The government department made a clear statement in February that every Ministry would embrace and be in charge of disability issues (MCDMCH, 2012).

Due to the lack of any state action to designate a CRPD compliant article 33(2) framework, ZAFOD initiated the establishment of the Independent Monitoring Unit (the IMU) to advance and monitor the implementation process of the CRPD. The purpose of the IMU is to assist in the 'domestication' of the CRPD into Zambian legislation. It is important to emphasise that despite the guidance of the Convention, the IMU was not formally acknowledged by government decision since its creation as an article 33(2) CRPD body. This was probably a direct consequence of the fact that the establishment was purely based on the advocacy work of civil society. It raised some concerns whether the state would recognise recommendations submitted by the IMU in the future (ZAFOD, 2011 a).

The IMU was an 18 months project, thus there was no guarantee for its sustainability. Operation of the framework started in January 2011 after capacity building workshops had been carried out for staff members of the participating DPOs. Developing countries experience serious burdens when implementing international human rights treaties. The fact that the IMU project was founded by two major international donor organisations the European Commission and Power International drew attention to the obstacle that systematic monitoring activities, including data collection, required sufficient resources from the state. But questions raised were to what extent a state party would use sources of international co-operation to implement the Convention if there are no internal sources available in line with article 4 of the CRPD (ibid).

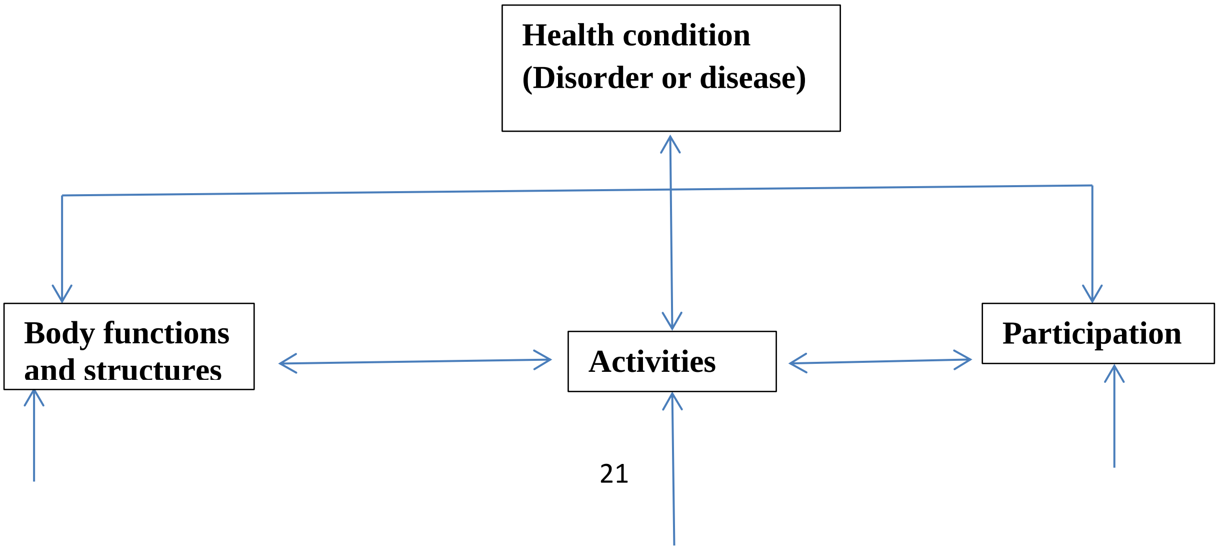
According to the first progress report of the IMU, the project had the specific objective to encourage civil society to independently promote and monitor domestication of the CRPD in Zambia. The composition of the IMU was pluralistic since it included government departments and agencies, international human rights organisations, the National Human Rights Institution, and a number of umbrella DPOs (ZAFOD, 2011 b).

The disability movement in Zambia under the leadership of the ZAFOD interprets article 33 of the CRPD as a ‘way to form a framework for the government and civil society to adequately implement the Convention’. ZAFOD emphasised the necessity to collaborate with a broad range of stakeholders, including NGOs outside of the disability movement. However, they believe that the leading role should be played by DPOs who have first-hand experience. It was actually a common misunderstanding within the disability movement, that a platform including different stakeholders would fulfil the requirement of pluralism under the Paris Principle and therefore could serve as an independent body (ibid).

The Zambia Agency for Persons with Disabilities (ZAPD) was also part of the IMU among other ministerial departments. The Agency carries out a number of activities such as promoting and administering services for all persons with disabilities, keeping statistical records, advising the Ministries on the economic situation of persons with disabilities and coordinating rehabilitation with government bodies (ibid). The worth of these sections lies on the highlights provided with regard to an understanding of the concept participation. In this regard, participation of persons with disabilities in various issues was one of the aspects to be understood.

2.9 Conceptual framework

Representation of the International Classification of Functioning (ICF), Disability and Health



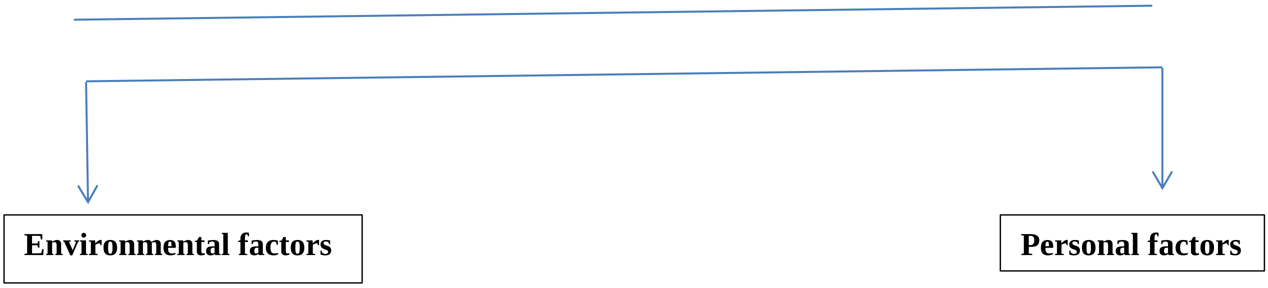


Figure 1: *Extracted from (World report on disability, n.d: 5)*

With regard to the above, the ICF contains a classification of *environmental factors* describing the world in which people with different levels of functioning must live and act. These factors can be either facilitators or barriers. Environmental factors include; products and technology, the natural and built environment, support and relationships, attitudes, and services, systems and policies (Bickenbach et al, 1982).

Furthermore, the ICF also recognizes *personal factors*, such as motivation and self-esteem, which can influence how much a person participates in society. However, these factors are not yet conceptualized or classified. It further distinguishes between a person's *capacities* to perform actions and the actual *performance* of those actions in real life, a subtle difference that helps illuminate the effect of environment and how performance might be improved by modifying the environment (ICF, 2001).

It is worth mentioning that, the ICF is universal because it covers all human functioning and treats disability as a continuum rather than categorizing people with disabilities as a separate group, thus disability is a matter of more or less, not yes or no. However, policy-making and service delivery might require thresholds to be set for impairment severity, activity limitations, or participation restriction (ibid).

It is imperative to mention that, the ICF conceptual framework is vital not only to this research study, but for a range of purposes which include; surveillance, and reporting related to describing and measuring health and disability, including: assessing individual functioning, goal setting, treatment, and monitoring; measuring outcomes and evaluating services; determining eligibility for welfare benefits; and developing health and disability surveys. The above conceptual frame work was considered due to the fact that, it highlights various issues surrounding mankind in the environment. Hence, humanity is defined by society and the personification of the individuals depends on their interaction with the environment. The disability is a health issue which attracts appropriate attention of ones acceptability to participate in various activities without discrimination based on personal factors, body functions and structure.

2.9.1Theoretical framework

The Social Model

One of the most significant outcomes of the disability rights movement is the social model of disability (SMD). The model is known to have been primarily developed in Britain by the Union of the Physically Impaired Against Segregation (UPIAS) who in the 1970s published the paper titled ‘Fundamental Principles of Disability’. The social model of disability was later also adopted by Disabled People’s International (DPI) during the World Congress held in Singapore in 1981. The model has been critically important for the lives of disabled people and has been extremely influential both in Britain and internationally. The social model of disability makes a very clear distinction between the definitions of impairment and disability. According to the social model of disability, impairment is taken to mean ‘the functional limitation within the individual caused by physical, mental or sensory impairment’, whilst disability is taken to mean ‘the loss or limitation of opportunities to take part in the normal life of the community on an equal level with others due to physical and social barriers’. The development of the social model of disability shows the first signs of disabled people taking control of their own lives by putting forward a model of disability which is contrary to the medical model. It is a model which places responsibility on society, and not on the disabled individual, to remove the material obstacles and cultural barriers encountered by disabled people which prevent them from exercising their rights and being fully included in society (Miller et al., 2004).

Barnes (1991) asserts that the social model of disability creates a break in the traditional causal link between impairment and disability. More importantly, the social model of disability has acted as a spur for political and social change and has inspired many new laws and policies, including the UNCRPD.

Following more than two decades in the 1980s and 1990s of networking and relentless work by disabled people, and with the development of the social model of disability and the work by the disability rights movement, disabled people were able to tackle the years of discrimination and oppression they have experienced through international legislation. The fruit of this work is the development of the United Nations Convention on the Rights of Persons with Disabilities, which as of 2008 entered into international law (Prime Minister's Strategy Unit, 2005). The origin of the UNCRPD saw Mexico, in December 2001, proposed in the UN's General Assembly the establishment of an Ad hoc Committee which would consider proposals for an international convention aimed at promoting and protecting the rights of disabled people. Two years later, in August 2003, a working group was set up whose task it was to draft a text. Three years later, in December 2006, the Ad hoc Committee adopted the final draft of the Convention and the Optional Protocol (OP), with the UNCRPD and OP opening for signatures in March 2007. Signing of the UNCRPD means that State Parties will refrain, in good faith, from acts that would defeat the objective and purpose of the Convention. Ratification means that State Parties are bound by international law to uphold and implement the 50 article of the UNCRPD (Thornicroft, Rose and Kassam, 2007).

According to Kanter (2015), "ratifications represent a new worldwide recognition of the rights of persons with disabilities that did not exist prior to the UNCRPD". The UNCRPD aims to remove long-standing barriers and obstacles between non-disabled people and disabled people. In addition, the implementation of the UNCRPD will result in the formation of domestic laws which would not only offer equal opportunities to disabled people but also to other marginalized groups. One of the most significant aspects of the UNCRPD is that for the first time the people who were the target group of the Convention, which is disabled people, were directly involved in its drafting. Under the slogan 'Nothing about us without us', disabled people through their respective disabled people's organizations, participated actively both in the drafting and in the negotiations on the text of the UNCRPD. According to de Beco (2011), the adoption of this particular slogan during the negotiations of the UNCRPD does not only symbolize the participation and influence of disabled people at all the stages of drafting of the UNUNCRPD, including in the Ad hoc Committee, but also represents one of the most fundamental principles incorporated in the Convention, that is, disabled people's participation in decision making. In addition, the adoption of this slogan also symbolizes another principle which disabled people had been fighting for since their walking out of the Rehabilitation International conference in 1980 and the subsequent formation of DPI, that of control over the disability agenda and over their own lives. The slogan 'Nothing about without us', makes very explicit the fear held by disabled people that unless they are involved in the decision-making processes their needs will never be truly met (Lauber and Rossler, 2007).

The direct involvement of disabled people did not lie solely at the drafting stage but a number of articles of the UNCRPD also make reference to the obligation of State Parties to involve civil society and disabled people's organizations (DPOs) in particular, in the implementation of the UNCRPD. In fact, influenced by the slogan 'Nothing about us, without us', the UNCRPD makes a particular emphasis on the involvement of disabled people's organizations (DPOs) (Thornicroft, Rose and Kassam, 2007). Unlike any other disability non-governmental organization, DPOs are organisations which are led *by* disabled people and are thus distinct from those organizations which are persons with disabilities and run by mainly non-disabled people. In addition, as a rule, DPOs aim to represent and support the needs that their disabled members themselves would have identified and defined. Hence, 'DPOs are to disability rights while NGOs are to human rights in general'.

Furthermore, a particular issue which disabled people have been very vocal about since the formation of the disability rights movement and which is also enshrined in the UNCRPD is the definition of independence as understood by disabled people. The predominant meaning of independence by the general society, including professionals, is the ability to do things for oneself without anyone's help. However, this meaning of independence has been greatly challenged by disabled people. According to disabled people, independence is viewed in terms of 'self-determination, control and managing and organizing any assistance' that may be required (Scotland and Disability Rights Commission (SDRC), 2004).

Oliver (2004) define independence as understood by disabled people as, 'not necessarily…what you can do for yourself, but rather what others can do for you, in ways that you want it done'. In the broadest sense, being independent does not only imply that disabled people have the right to make 'free and conscious choices' concerning their own lives, but it also means having the right to take an active part in society. Indeed, the concept of independence is particularly enshrined in Article 19 of the UNCRPD whereby it is underlined that State Parties are to promote the empowerment of disabled people and to provide services which allow disabled people to exercise their right of independence (Sartorius and Schulze, 2005). In the UNCRPD, it is not only Article 19 that asserts the right of disabled people to direct participation in decision-making processes that affect them. Much emphasis is on the text of the Convention, highlighting how it promotes disabled people's autonomy and reinforces the demands encapsulated in the slogan 'Nothing about us without us'. This model was significant to the study as it emphasizes on aspects of disability and human interaction in various spheres of life.

2.9.2 Disabled People's Right to Participation in Decision-Making

Ferri (2013) states that; as a human rights instrument, the UNCRPD is based, among other things, on the Universal Declaration of Human Rights and the International Covenants on Human Rights. Significantly, these treaties link human rights clearly with fundamental freedoms which are indivisible, interdependent and interrelated, and which belong to all disabled people. The promotion and protection of these rights and freedoms for disabled people is stated as the General Purpose of the Convention. The safeguarding of disabled people's rights is therefore not simply about ensuring that they have access to education, employment, community-life, information, communication, and goods, services and facilities. It is also about ensuring that this access is provided in a way that respects disabled people's right to choose and make decisions about their own lives. In this regard, the preamble of the UNCRPD states this clearly:

Recognizing the importance for persons with disabilities of their *individual autonomy and independence, including the freedom to make their own choices is our emphasis*. It also refers to the diversity of disabled people. This is directly related to a respect for disabled people's identity which is asserted in Article 30 (Participation in cultural life, recreation, leisure and sport) (Disabled People's International (DPI), 1982).

Charnovitz (2006) adds that, given the diversity of disabled people, it follows that for their human rights and fundamental freedoms to be respected, their individual needs have to be taken into account. And it is disabled people themselves, with support where necessary, who should determine what their own needs are. This respect is in turn entrenched in the UNCPRD in Article 12 (Equal recognition before the law), which asserts that *all* disabled people have legal capacity and *all* have the right to be recognized as persons before the law. As the Committee for the Rights of Persons with Disabilities points out, legal and mental capacity should not be conflated. Therefore, the response to limitations in mental capacity should not be the removal of their legal capacity through substitute decision-making legislation, but the provision of support mechanisms and the enactment of supported decision-making legislation.

The exercise of legal capacity, with or without support, by disabled people takes place in everyday decisions as well as in potentially life-changing ones. The UNCRPD recognizes disabled people's rights to choose in specific areas. Thus, Article 19 states that, living independently and being included in the community is not simply about disabled people being physically in the community with non-disabled people and engaging in the same activities as them. It is also about the disabled person's right to choose what to do in the community, where to live and with whom. Even when it comes to the facilitation of personal mobility, Article 20 (Personal mobility) stipulates that this needs to happen 'in the manner and the time of their (disabled persons') choice' (Lauber and Rossler, 2007).

Furthermore, the UNCRPD asserts disabled people's right to 'respect for his or her physical and mental integrity' (Article 17 Protecting the integrity of the person), their right not to be deprived of their liberty on the basis of their disability (Article 14 Liberty and security of the person) and the right to freedom of expression and opinion (Article 21 Freedom of expression and opinion, and access to information). Tied to the latter is the importance of access to information and the respect of different forms of communication. Moreover, the UNCRPD does not stop at asserting the right of disabled people to take decisions about their own lives, and the provision of opportunities and support for them to do so. It also places responsibilities on States Parties to involve disabled people in decision-making processes at a higher level too (Ferri, 2013).

In this regard, emphasis is made that; persons with disabilities should have the opportunity *to be actively involved in decision-making processes* about policies and programmes, including those directly concerning them. *On the similar point of view,* States Parties are obliged to 'closely consult and actively involve persons with disabilities' in decisions related to the development and implementation of policies and legislation related to the UNCRPD itself. Given that the UNCRPD covers all aspects of life, this effectively means that, once a country has ratified the UNCRPD, its government has to consult disabled people, including disabled children. This can be done through disabled people's organisations (DPOs). As seen earlier, DPOs have a crucial role to play within the disability movement which is distinct from that of nongovernmental organisations (NGOs) which are run by non-disabled people. While DPOs may share aims, objectives and working methods with other NGOs, the fact that they are controlled by disabled people themselves make them more representative. Besides that, the obligation for States Parties should actively involve disabled people and their representative organizations. Civil society, in particular persons with disabilities and their representative organizations, shall be involved and participate fully in the monitoring process (Charnovitz, 2006).

2.9.3 Involving Disabled People in Article 33 in Practice

According to the experiences of Italy, Spain and the United Kingdom, involving disabled people and their representative organisations in the independent mechanism and in consultation processes is no easy task. Apart from the institutional and structural issues that are encountered, this involvement also entails dealing with issues at the most practical levels (Barnes and Mercer, 2010).

As already alluded to, disabling barriers are both cultural as well as material in nature. However, UNCRPD provides clear and detailed guidance as to the nature of accessibility. It implies ensuring 'to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications'. Coherently, persons with disability are often spoken of as a group; this is in line with a rights-based approach that places the onus for change on society and not on the individual with disability (Duane, 2014).

However, ensuring that each individual's rights are realized also means providing reasonable accommodation that attends to the requirements of individual persons with different physical or mental impairments. These requirements have implications for how and where meetings and other activities are held. Buildings must be accessible to all that is both in terms of access to the buildings as well as circulation within the building and access to all facilities within it and access to all the information providing during the meeting (ibid).

The American Centre for Universal Design (2005) also provides useful guidance regarding physical access as well as in relation to different aspects of making meetings accessible, including ensuring access to communication and information for people with hearing impairment, with speech disabilities, those with visual impairments, as well as those who use augmentative and alternative means of communication. Issues regarding transport also need to be taken into consideration in the guidelines provided. Another area where accessibility is important is information and communication technology, including of course the Internet (Roulstone and Barnes, 2005).

Crucially, providing this type of access may mean making changes to the way that meetings are conducted. Just to give a few examples, sign language interpreting requires that speakers do not talk too fast and people using communication aids may need time to put their point across time that has to be factored into the agenda of the meeting. Deaf persons and their interpreters need to sit facing each other, without the former being cut off from the rest of the meeting. A room which is well lit is very important for people with partial sight and those who lip-read, and for a person who is blind introductions are very important they help the person orient themselves in the room. People who are on the autism spectrum need to be made to feel comfortable and secure. For wheelchair users, especially those who use power wheelchairs, there needs to be enough room to manoeuvre the wheelchair and to sit around a table. Other aspects of organization need to be factored in that are not typically taken into account; for example, providing information in different formats for those with print disabilities (Vaughn, 2003).

Furthermore, while the organizers of meetings or other activities usually simply inform the participants about the time and venue, in the case of some disabled people accessible transport may also need to be provided for them to be able to participate in the first place. This is especially the case for disabled people who do not drive and for whom the use of public transport is not possible. If transport is not provided for such disabled persons, they either have to incur considerable expense through the use of taxis, get someone (usually a family member) to take them to and from meetings, or stay away altogether. These various points may seem like minor, even trivial, details especially when spoken of in relation to the implementation and monitoring of a major international human rights treaty such as the UNCRPD. However, the micromanagement of the different aspects of accessibility is extremely important and overlooking them can directly result in the disenfranchisement of certain disabled persons who are prevented from being involved not because of any lack of ability from their part, but because of a lack of accessibility (Equality and Human Rights Commission (EHC), 2010).

One group of disabled persons for whom significantly different arrangements need to be made are people with intellectual disability. Organisations such as Allies in Self-Advocacy and The Social Care Institute for Excellence are among the many organizations that provide guidelines in this regard. These arrangements include the provision of assistants to support persons with intellectual disability in various manners, including for example guiding them through a discussion, enabling them to make a contribution themselves, both during meetings and by providing written feedback, and making presentations in seminars and other for a (Allies in Self-Advocacy, 2014).

Furthermore, information must be presented in easy-to-read versions-this includes documents such as agendas, minutes, research and policy papers, and so on. It includes, of course, the UNCRPD itself. Therefore, while it is important for people with intellectual disability to be included on committees and in meetings, there may also arise the need from time to time of holding meetings that are specifically designed for them in mind-such as an information session about the various Articles of the UNCRPD (ibid).

It is worth mentioning that, participation in decision-making processes is not an all-or-nothing affair. Just like anybody else, disabled people have different abilities and aptitudes. They also have the potential to develop their abilities and skills in participation in decision-making. Hart's participation ladder, which was originally devised for the involvement of young people in decision-making, provides a very useful metaphor of how disabled people's participation can evolve from being passive to becoming increasingly more active. The same metaphor can be used to describe the way disabled people's participation skills can evolve from the most basic everyday decisions to higher order ones, from deciding what to wear to deciding what type of independent living services ought to be provided by the state and other service-providers. Very importantly, nondisabled people who are involved in the work carried out by the bodies appointed through Article 33 also need to climb the participation ladder, albeit following a progression that is in reverse order to that of disabled people. This is because they need to learn and to evolve the skills and disposition to enable disabled people's participation by providing reasonable accommodation in its various forms and guises, and by being willing to take a step back to allow disabled people's own views and perspectives to come to the fore. And, for this to happen, disabled people must be seen as being agents in their own lives, of being able to exercise their legal capacity, and of having the potential to develop further their autonomy regardless of the severity of their impairments. In this way, it is not only material but also cultural barriers that are removed (Charnovitz, 2006).

The examples presented above in relation to catering for various impairment-related requirements are by no means comprehensive. They are meant to highlight the importance of attending to the practical aspects of implementing the principle of 'Nothing about us without us'. This is because the inclusion of DPOs in independent mechanisms, such as in the three examples presented above, remains merely symbolic if these seemingly mundane arrangements are not in place. A final point regarding practical arrangements regards the use of language. It is important that references to disabled persons are made in ways that do not cause offence. This is an area that can be fraught with difficulties. While the term ‘handicapped’ immediately freely falls on the ears of an English-speaking audience, speaking and writing about ‘le handicap’ in French is perfectly acceptable. However, saying disabled people or persons with disability/disabilities, persons with ‘special needs’ are terms subjected to debate in most cases (Quinn, 2010).

2.9.4 Disabled People Monitoring the Implementation of the UNCRPD

The best way of ensuring that the different aspects of reasonable accommodation and accessibility are properly taken into account is for disabled people to play an active role in human rights bodies, whatever their remit, but especially those which are specifically part of a country’s independent mechanism that has been entrusted with protecting, promoting and monitoring the implementation of the UNCRPD. This is in line with the disabled people’s movement’s rallying call of ‘nothing about us without us’, and in line with the active involvement of disabled people and DPOs in the drafting of the text of the UNCRPD. The presence of disabled people at all levels and stages of decision-making is also crucial for various reasons. At a practical level, it ensures that taking measures to ensure accessibility becomes an integral part of how the independent mechanism conducts its meetings and its work. It also ensures that it is disabled people’s perspectives that are given primary importance and that the independent mechanism shapes its agenda around what is important for disabled people themselves. Finally, and very importantly, it fosters a human rights culture within the independent mechanism itself, a culture which the human rights bodies involved can then strive to foster among legislators, decision-makers, service-providers, employers and in society in general (ZAFOD, 2011 b). The above sections of literature review were vital to this study, since they contain rich information on participation of persons with disabilities in different aspects of their encounters, moreover subsequent information have been provided from vital international, global and local documents articulating the participation, involvement and inclusion of persons with disabilities in various issues. It further helps to open gates on understanding challenges persons with disabilities face through the use of the slogan *nothing about us without us*.

CHAPTER THREE

METHODOLOGY

3.0 Overview

This chapter describes the methodology that was used in the study. The chapter presents procedures, and methodological aspects that were employed for data collection from the field on investigating conflict prevention and management for selected disability organizations in Zambia with a specific focus on voices of stakeholders on the slogan nothing about us without us: A case study of selected disabled people’s organizations in Lusaka and Copper belt provinces of Zambia. It also presents a research design, target population and sample size, sampling procedure, research instruments data collection procedures and data analysis.

3.1 Research design

Due to the nature of this study, a mixed-methods approach which combines both the qualitative and quantitative research paradigms was adopted. The use of two methodologies was found to enhance research findings by providing a well-rounded understanding of the phenomenon being investigated. While the quantitative tradition provides qualities of validity, reliability, objectivity and generalizability to a study, the qualitative strand ensures the achievement of a holistic view of the phenomenon by exploring meanings, feelings, experiences and perceptions (Tashakkori and Teddlie, 2003).The mixed methods approach allowed the researcher to, not only ensure validity of the findings, but also collect rich information from different perspectives.

By utilizing the mixed methods approach, the concurrent mixed design was adopted in which both data of qualitative and quantitative nature were collected at the same time. In this regard, Creswell (2009) states that this is a strategy in which both qualitative and quantitative data are collected at about the same time in order for the strengths of one method to offset weaknesses of the other and allow for a cross-validation of findings within a single study. If data from both methods produce the same result, then the findings can be said to be credible. The advantage of this strategy is that it results in a more comprehensive, well validated and substantiated set of data (Creswell, 2009). In a similar point of view, Flyvbjerg (2006: 242) asserts that, "good social science is problem-driven and not methodology-driven in the sense that it employs those methods that for a given problem, best help answer the research question at hand. More often than not, a combination of qualitative and quantitative methods will do the task best."

In this this regard data collected from a variety of sources (Disabled People's Organization (DPOs), Managers from DSOs and NGOs, Government Officials, and Members of DPOs) using a variety of methods (questionnaires, interviews and focus group discussions). In this case, only some government officials were involved in focus group discussions.

Regardless of the use of both methodologies in a single study, Creswell (2009) observes that usually one strand is given more prominence than the other. This principle holds true for this particular study, as the qualitative strand was given more priority than the quantitative paradigm. The reason was simple; the aim of this study was to gain a deep insight on conflict prevention and management for selected disability organizations in Zambia with a specific focus on voices of stakeholders on the slogan nothing about us without us. Thus, statistical methods were merely used so as to explore more understanding based on numbers of those who had an understanding on the slogan. Hence, the method employed to analyze the quantitative data in this study, was helpful as it supported the quantitative paradigm.

Furthermore, the study employed a descriptive survey design. A descriptive survey attempts to establish the range and distribution of some social characteristics, such as occupation in an organization and location, and to discover how these characteristics may be associated to certain behaviour patterns, understanding or attitudes (Castillo, 2009). Adoption of descriptive survey in this study was premised on the fact that, surveys provide a high level of general capability in representing a large population. Due to the usual huge number of people who answers survey, the data being gathered possess a better description of the relative characteristics of the general population involved in the study. As compared to other methods of data gathering, surveys are able to extract data that are near to the exact attributes of the larger population. Therefore, based on the former assertion, it assessed that this research design method was more appropriate and suitable in the study.

3.2 Research population

In this study, the researcher targeted various stakeholders from (DPOs) from both the Non-governmental Organization (NGO) wing, Disabled Service Organization (DSOs) and

Government Officials. Others were stakeholders as members of DPOs or clubs advocating disability movements. The perimeters of the study were obtained from two districts of Zambia namely; Lusaka district and Copperbelt districts in Urban, Peri-Urban and Rural areas.

3.3 Research Sample

Castillo (2009) defines a sample as the segment of the population that is selected for investigation. It is a subset of the population and the method of selection may be based on a probability or a non-probability approach. Cohen et al, (2007) argue that on the representativeness of the sample, the sample in fact represents the whole population in question if it is to be a valid sample. There always need to be clear of what is being represented. That is, to set the parameter characteristics of the wider population the sampling frame-clearly and correctly. “With both qualitative and quantitative data, the essential requirement is that the sample is representative of the population from which it is drawn (Cohen, Manion and Morrison, 2007:105).” Therefore, the study comprised of a sample size of 36 respondents; that is, 10 head of departments Government ministries working with disability stakeholders, 6 chairpersons in disability Organizations, 10 Women with Disabilities and 5 youths with disabilities and 5 managers in Zambia Agency for persons with disabilities or Government Ministry/National Rehabilitation Centre/National Fund for Persons with Disabilities.

3.4 Sampling procedure

This study utilised purposive sampling to gather information from administrators of various disability stakeholders. It is worth mentioning that in this sampling method, the researcher purposely targets a group or people believed to be reliable for the study (Kombo and Tromp, 2006). In this regard, samples were gotten from various NGOs, associations, government ministries and disability clubs in Lusaka and Copper belt districts; this was due to the fact that most Lusaka and Copper belt districts are said to have more stakeholders dealing with disability issues. Consequently, purposive sampling was ideal and suitable due to its advantages with the use of people who are knowledgeable and are in a position to identify the required participants for the study.

3.5 Research instruments for data collection

In this study; data was collected using an interview guide, questionnaires and focus groups. The interview guide comprised of semi-structured questions. Bryman (2004) describes a questionnaire as a written document comprising questions seeking answers on a particular subject. A questionnaire is adopted in this study for it puts less pressure on the respondents for immediate response. In this regard, respondents are able to answer questions at their own leisure time without any influence and fear. Moreover, a questionnaire helps in focusing the respondent's attention on all the significant items. As it is administered, in a written form, its standardized instructions for recording responses ensure some uniformity, and it does not permit much of variation. On the other hand, interview guides are said to be very prominent tools for data collection as it helps the researcher to collect the fresh, new and primary information as needed. Besides that, it facilitates an in depth analysis: Through planed interviews detailed information can be collected which enables proper analysis of a problem, the same applies to focus group discussions. In this regard, abstract factors like attitudes, feelings, opinion can be successfully evaluated or analysed through interviews. In this study, questionnaires were used to collect quantitative data while interview guides were used to collect qualitative data. Thus, interviews were administered to government officials and disability stakeholders, NGO administrators, while questionnaires were administered to other stakeholders in NGOs and government wings and focus group discussions were conducted in some DPOs, Associations and Clubs with stakeholders therein members.

3.6 Data collection procedure

Data collection refers to the process of organizing information that will be used to solve the research problem. It may involve administering a questionnaire, conducting an interview or observe what is occurring among the subjects of study (Kombo and Tromp, 2006).

Respondents were able to answer questions on their own without the influence of the researcher. Thus containing both open-ended questions and closed ended questions. The study used both quantitative and qualitative approaches because the two complement each other. The use of two approaches was to maximise their strengths and minimise the limitations of each one of them. Questionnaires were administered to respondents, and they were given two days in which to provide their responses, thereafter, questionnaires were retrieved. On the other hand, the researcher conducted direct interviews with some administrators in DPOs, NGOs, Disability Association and Clubs to obtain and record their responses.

3.7 Method of data analysis

Data analysis is the categorising, summarising and ordering of the data and describing them in meaningful terms. A number of analysis methods were used. The common ones were narrative and statistical strategies or both. However, the type of analysis method used was dependant on the research design and the method by which the data were collected or measured (Moore and Mc Cabee, 1989). The data that was obtained from this study was analysed both qualitatively and quantitatively. Qualitative data was analysed thematically. Thematic analysis “focuses on identifiable themes and patterns of living and or behaviours of respondents” (Morton, 1975:335). The data collected was coded according to the themes that emerged. A cross case analysis was conducted using all themes. Themes are patterns across data sets that are important to the description of a phenomenon and are associated with a specific research question. The merging findings procedure was also employed by the researcher. This was because the method allows the researcher to combine about the subjects which are similar and or same.

On the other hand, the quantitative data collected in the study was presented using pie-charts, tables, bar charts and narrations below each chart. It was analyzed, coded, categorized and counted manually. The analysis of the data provided in the findings of the study was drawn from the respondents contained in the questionnaires. The tabulation and statistical analysis of such results was done using Microsoft excel, and Statistical Package for Social Sciences (SPSS).

3.8 Ethical approval

Ethics in this study refers to a set of standards that guides a researcher on how they should interact with the researched and how the research problems could be conceived and formulated (Bryman, 2004). Thus, before the data collection exercise, the researcher obtained introductory letters from the University of Zambia (Institute of Distance Education) and the Ministry of Community Development and Social Services. The research participants were given a general idea of what the study was all about. Informed consent was also obtained from the respondents. Confidentiality and anonymity were assured. Consequently, respondents' details such as names were not requested and assured not to be published anywhere.

CHAPTER FOUR

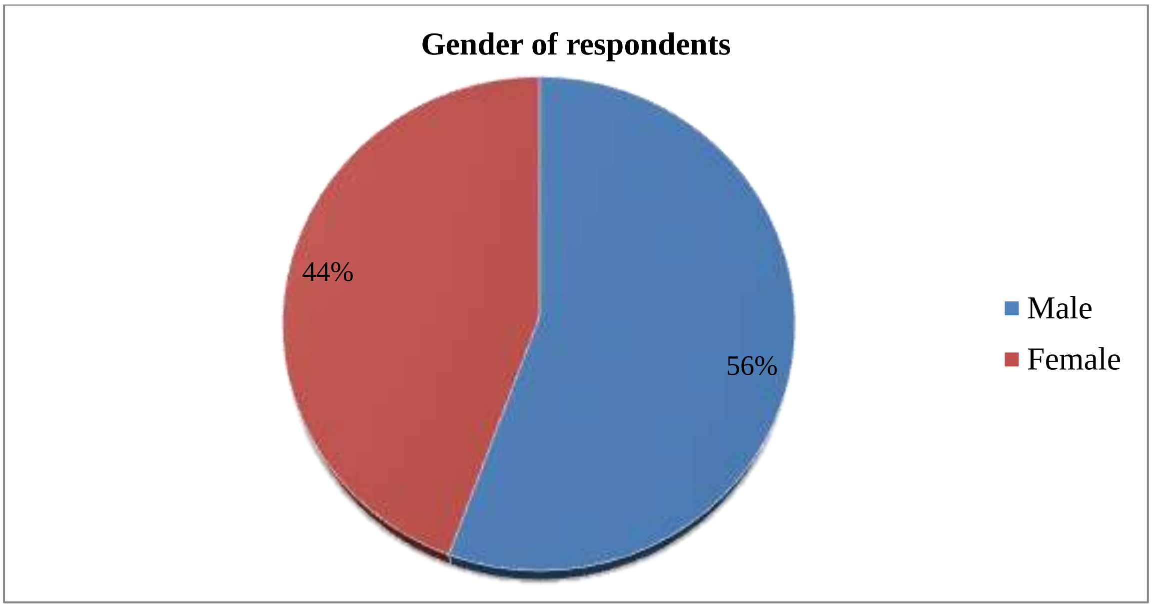
DATA PRESENTATION AND INTERPRETATION OF FINDINGS

4.0 Overview

This chapter presents the findings premised on an investigation of conflict prevention and management for selected Disability Organizations in Zambia: Voices of stakeholders on the slogan 'nothing about us without us': A case study of Lusaka and Copper belt province. The respondent's views are presented accordingly. While capturing various aspects of respondents as, objectives of the study have been the basis in this case. That is, to establish conflicts created by the use of the slogan 'nothing about us without us' in Zambia with specific focus of Lusaka and Copper belt districts, determine views of stakeholders on the use of the slogan in addressing disability issues in Zambia with specific focus of Lusaka and Copper belt districts, establish challenges persons with disabilities face through the use of the slogan 'nothing about us without us', as well as determine questions put or plan in the prevention of management of conflicts in disability organizations in Zambia.

4.1 General characteristics of respondents and institutions/organisations

Figure 1: shows the gender of respondents



Source: Field data, 2019

The figure 1: above shows gender of respondents who were part and parcel of the study. In this regard, 16 (44%) were female while 20 (56%) were male.

Table 1: Respondents' sector of institution belonging

Sector of Institution		Frequency	Percent	Cumulative Percent
Valid	DPO	6	16.7	16.7
	NGO	10	27.8	44.4
	Parastatal	2	5.6	50.0
	Government	18	50.0	100.0
	Total	**36**	**100.0**	

Source: Field data, 2019

Table 1 above shows the type of sector institutions to which respondents belonged. In this case, 6 (16.7%) belonged to DPOs, 10 (27.8%) belonged to NGOs, 2(5.6%) belonged to Parastatals, and 18 (50%) belonged to Government sectors/ Ministries/departments.

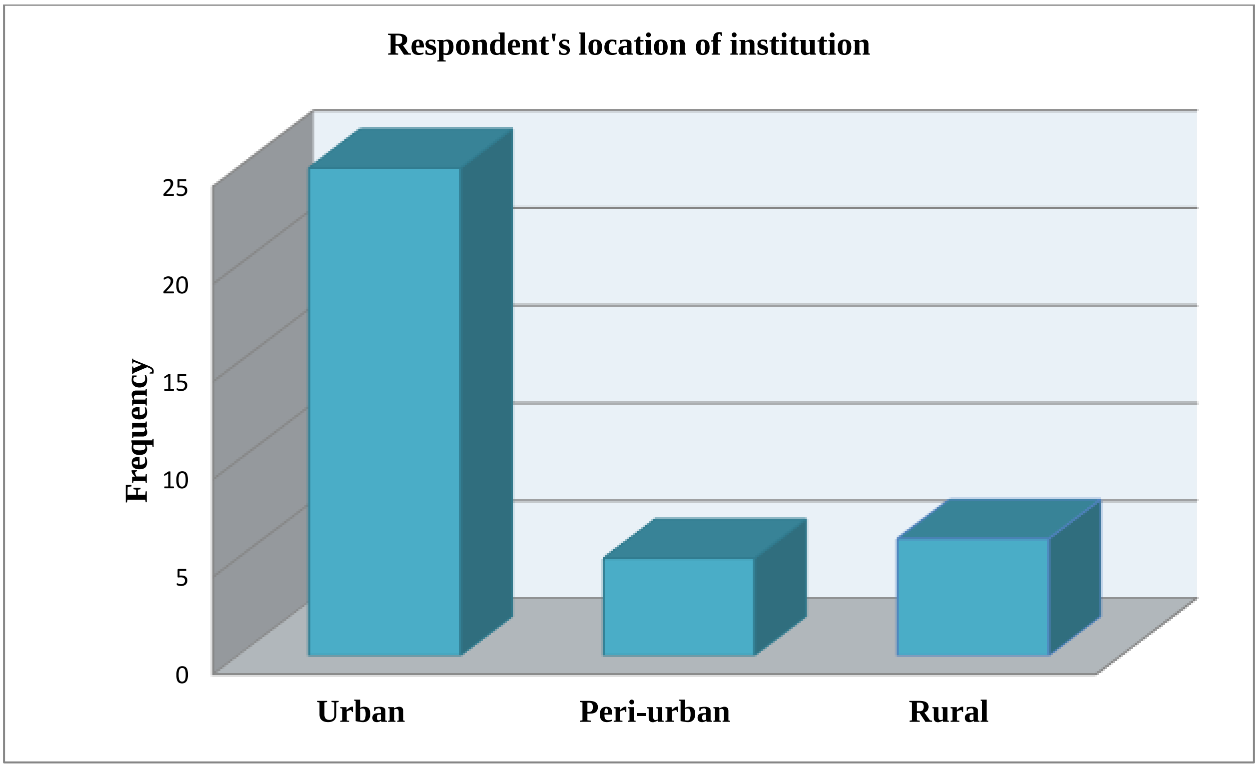
Table 2: shows the category of employment of the respondents

Category of employment		Frequency	Percent	Cumulative Percent
Valid	Management	24	66.7	66.7
	Professional	3	8.3	75.0
	General	9	25.0	100.0
	Total	**36**	**100.0**	

Source: Field data, 2019

Table 2 above; shows the category of employment of the respondents to which there were executing their duties. Among them, 24 (66.7%) held management positions, 9 (25%) held general positions while 3 (8.3%) held professional positions.

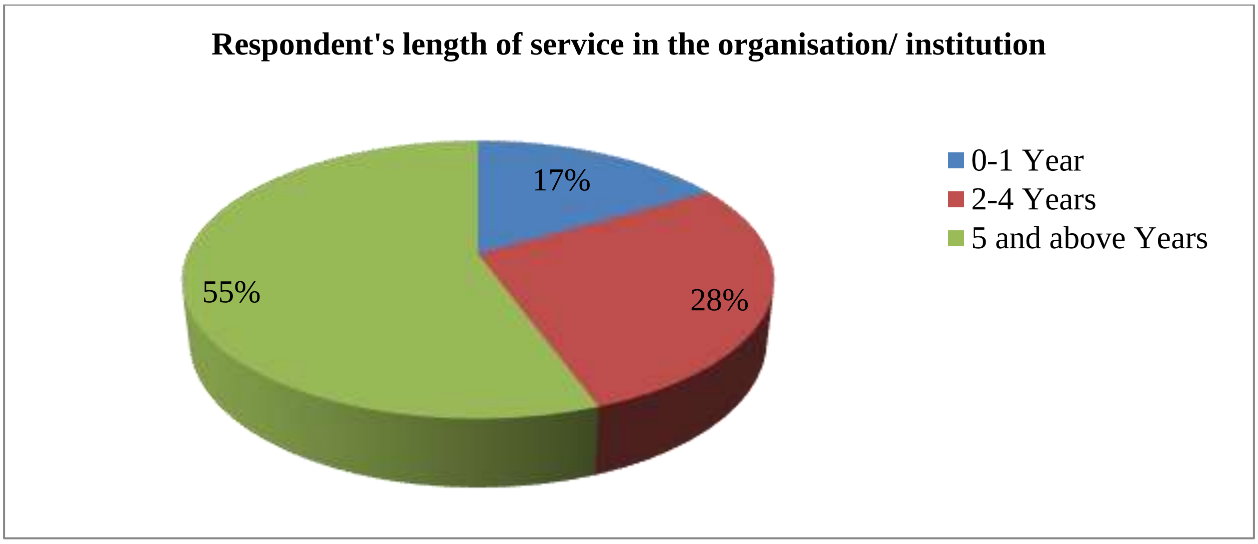
Figure 2: Respondent's location of institution



Source: Field data, 2019

Figure 2 above shows the locations of respondents' institutions. Among them 25 (69.4%) were working from urban area, 6 (16.7%) were working from rural areas while 5 (13.9%) were working from peri-urban areas.

Figure 3: shows respondent's length of service in an organisation/institution



Source: Field data, 2019

Figure 3 above shows respondent's length of service in an organisation/institution. among them, 20 (55%) were in employment for the period of 5 years and above, 10 (28%) were in employment between 2 and 4 years, and 6 (17%) were in employment between 1 year and less than 1 year.

Table 3: Respondents views on the slogan 'Nothing About Us Without us'

Views on the slogan 'Nothing About Us Without us'		**Frequency**	**Percent (%)**
	Respondents supported the slogan; however, they stated that the slogan is not widely used.	3	8.3
	Respondents supported the slogan, and stated that it promotes involvement and development among people with disabilities.	7	19.4
	These respondents did not support the slogan, they stated that it creates conflicts in DPOs and spearheads separation among people.	10	27.8

	These respondent, stated that it was a good slogan, but only meaningful to people with disabilities.	2	5.6
	The respondents were not aware about the slogan	5	13.9
	Respondents did not give any response	3	8.3
	These respondents mentioned that the slogan was good; nevertheless, it was misunderstood by people in DPOs.	6	16.7
	Total	**36**	**100.0**

Source: Field data, 2019

Table 3 above shows that 3 (8.3%) respondents supported the slogan; however, they stated that the slogan was not widely used. In the same vain, 7 (19.4%) respondents supported the slogan, and justified that it promoted involvement and spearheaded development among people with disabilities. Then 2 (5.6%) respondents stated that it was a good slogan, but it was only meaningful to people with disabilities. On the similar perspective, 6 (16.7%) respondents mentioned that the slogan was good; nevertheless, it was misunderstood by people in working DPOs. Among the respondents, 10 (27.8%) had never heard before about the slogan, hence, they stated that they were completely not aware about it. To the contrary 5 (13.9%) respondents did not support the slogan, they mentioned that that it created problems in DPOs and led to separation among people. Unfortunately 3 (8.3%) respondents did not provide any views about the slogan.

One of the respondents who was in support of the slogan had the following to say, "*My view is that the slogan is Ok as persons with disabilities have been marginalised for a long time and this slogan is a wake-up call, though it may create conflicts as some may perceive it,*" (Questionnaire ID# 22, 11/01/2019).

Table 4: shows the respondent's views on the specific conflicts created as a result of the 'nothing about us without us' slogan

Specific conflicts created by the Slogan	**Frequency**	**Percent (%)**

	It has created division among persons with disabilities, misunderstandings in most DPOs, thereby leading to conflicts among stakeholders.	11	30.6
	It has caused DPOs exclusion in policy, decision making in government affairs.	6	16.7
	It has created hatred and mistrust among stakeholders more especially leadership and management.	5	13.9
	No conflicts	3	8.3
	Not sure	11	30.6
	Total	**36**	**100.0**

Source: Field data, 2019

The table above shows respondent's views on the specific conflicts created as a result of the 'Nothing About Us without Us' slogan. Of all, 11 (30.6%) mentioned that It has created division among persons with disabilities, misunderstandings in most DPOs, 6 (16.7%) stated that the slogan has caused DPOs exclusion in policy, decision making in government affairs, 3 (8.3%) said the slogan had created hatred and mistrust among stakeholders more especially leadership and management, 5 (13.9%) said the slogan did not cause any form of conflict, and 11 (30.6%) were not sure whether the slogan caused any conflicts.

One of the respondents had the following to say,
"*DPOs feel that policies cannot be implemented without them"* Questionnaire ID# 35, 07/01/2019.

In a similar manner, in Questionnaire ID# 17 the other respondent mentioned that "They *use the slogan to say they are the only ones who can do the work"* (Questionnaire ID# 17, 11/01/2019).

Another respondent stated that, "*When DPOs seek involvement in government making decisions they are usually not recognised by government institutions as being representatives of persons with disabilities*" (Questionnaire ID# 30, 11/01/2019).

Table 5: below shows respondent's views on whether the slogan was well used or not

If no specific conflict, do you this the Slogan has been well used?	Frequency	Percent (%)	Cumulative Percent

	No, the slogan need to be rephrased, it is vague and misinterpreted	3	8.3	8.3
	Yes, the slogan is well used, for it is premised on supporting inclusiveness and involvement of persons with disabilities in most activities	5	13.9	22.2
	No, because theoretically personnel in government plan PWDs programmes for selfish gain	2	5.6	27.8
	No, the slogan is not used as intended, there is no inclusiveness of PWDs	7	19.4	47.2
	Not sure	6	16.7	63.9
	No response	13	36.1	100.0
	Total	**36**	**100.0**	

Source: Field data, 2019

Among the respondents, 7 (19.4%) stated that, the slogan was not used as intended, because there was no inclusiveness of PWDs, the other 2 (5.6%) stated that, the slogan was not well used, because theoretically personnels in government tended to plan PWDs programmes for selfish gain only, then 3 (8.3%) criticised the slogan and mentioned that, the slogan needed to be rephrased, for it is vague and misinterpreted, while 5 (13.9%) supported the slogan and said that the slogan was well used, for it was premised on supporting inclusiveness and involvement of persons with disabilities in most activities.

According to Questionnaire ID# 3, "*the slogan is not fairly used it must be rephrased to mean only one thing*."

"*The slogan has not been used in the interest of 'us' persons with disabilities*" (Questionnaire ID# 14).

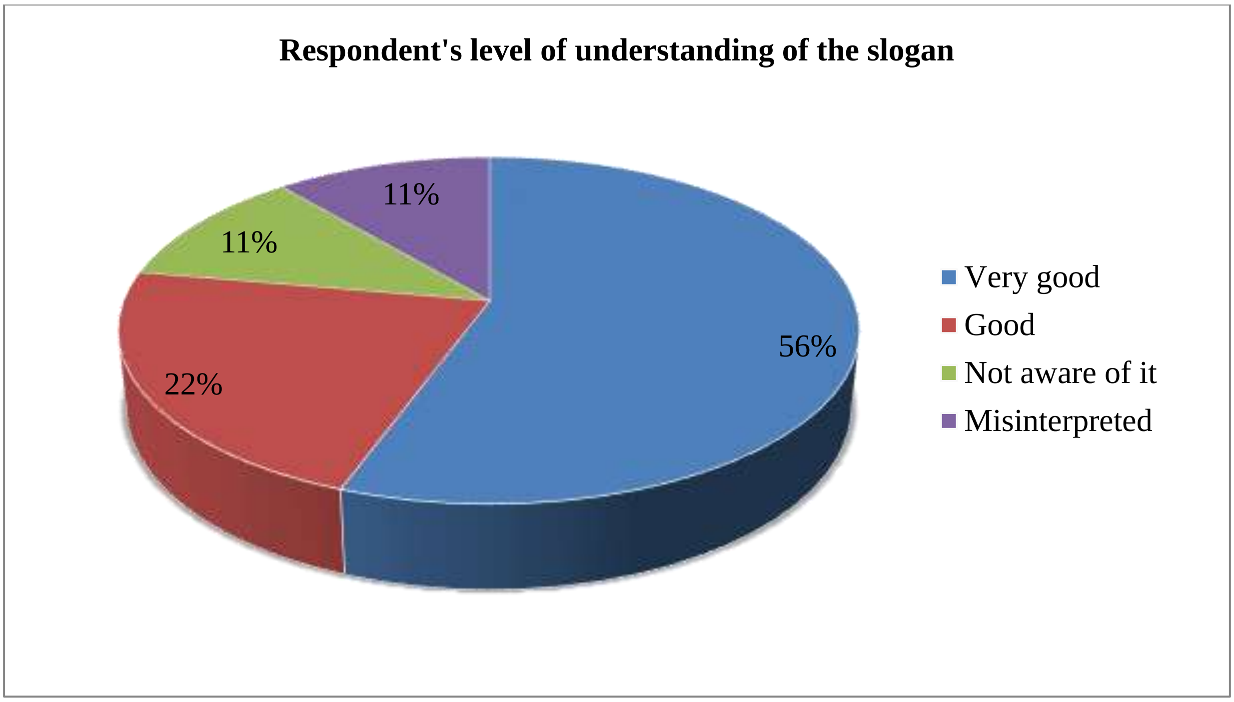
Among a few who were in support of the slogan, one stated that *"the slogan is well used, for it is a constant reminder to all stakeholders not to ever do something for persons with disabilities without their involvement*" (Questionnaire ID#11).

Table 6 below shows respondent's justifications on why they had a view that, the slogan 'nothing about us without us' was misinterpreted

Reason and justification	**Frequency**	**Percent**	**Cumulative Percent**
The slogan is misinterpreted, because people view it as a dividing platform, besides it has been abused by selected educated (enlighten) persons with disabilities DPOs	5	13.9	13.9
No response	18	50.0	63.9
Not aware	1	2.8	66.7
Did not understand the meaning of slogan	4	11.1	77.8
The slogan need to be explained further	4	11.1	88.9
People with disabilities are not given self-rule, most of the programmes are managed by able-bodied people, decisions are made by others and not PWDs	4	11.1	100.0
Total	**36**	**100.0**	

Source: Field data, 2019

Figure 3: shows the respondent’s level of understanding of the slogan 'nothing about us without us'



Source: Field data, 2019

According to the respondent's level of understanding about the slogan 'nothing about us without us', 20 (56%) said their understanding of the slogan was very good, 8 (22%) stated that their understanding of the slogan was fairly good, 4 (11%) mentioned that the slogan had been misinterpreted, and the other 4 (11%) said they were not aware about the slogan.

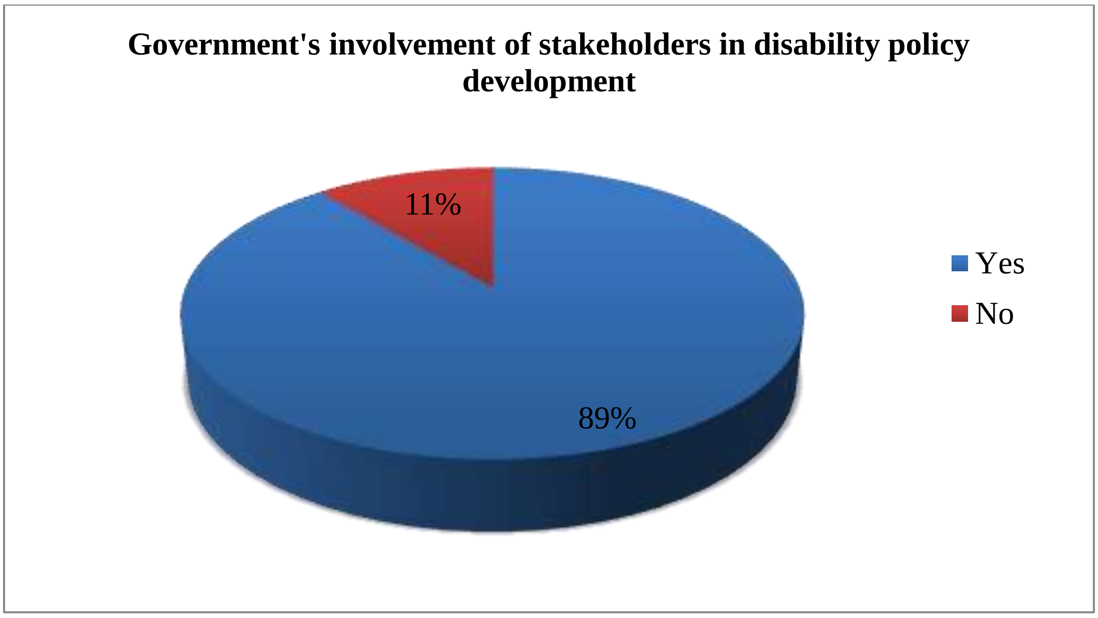
Table 7: statements that describes respondent's level of understanding of the slogan are as presented in the table below

Statement that describes respondent's level of understanding of the slogan	**Frequency**	**Percent (%)**	**Cumulative Percent**

	Involvement	15	41.7	41.7
	Inclusive	8	22.2	63.9
	Cross-cutting objectives	1	2.8	66.7
	Priorities of Development Policy	5	13.9	80.6
	Inclusion of New Development Goals	3	8.3	88.9
	Others specify	4	11.1	100.0
	Total	**36**	**100.0**	

Source: Field data, 2019

Figure 4 below shows government's involvement of stakeholders in disability policy development



Source: Field data, 2019

Figure above shows that; 32 (89%) were in agreement that the government involved stakeholders in disability policy development, and only 4 (11%) stated that the government did not involve stakeholders in disability policy development.

Table below shows respondent's reasons with regard to government's involvement of stakeholders in disability policy development

Respondent’s reasons with regard to government’s involvement of stakeholders in disability policy development	Frequency	Percent	Cumulative Percent
Yes, stakeholders are involved in planning	19	52.8	52.8
No, there are a lot of gaps in legislation and policy implementations	2	5.6	58.3
Yes, because disability ACT and policy calls for stakeholder's involvement	7	19.4	77.8
No response	2	5.6	83.3
There is partial and rare involvement in planning of stakeholders in disability policy and other matters	6	16.7	100.0
Total	**36**	**100.0**	

Source: Field data, 2019

The table above shows that, 19 (52.8%) agreed that the government involved stakeholders to be involved in disability policy development, the other 7 (19.4%) agreed and stated that because the disability ACT and policy calls for stakeholder’s involvement, 2 (5.6%) were in disagreement of the above, they stated that there are a lot of gap in legislation and policy implementations, then 6 (16.7%) also disagreed and mentioned that there is partial and rare involvement in planning of stakeholders in disability policy and other matters. Unfortunately, 2 (5.6%) did not respond.

4.3 Opinions of respondents on the effects, positive gains of the slogan ‘nothing about us without us’ and its impact on the smooth implementation of Disability ACT number 6 of 2012

The table below shows the opinions of respondents on the effects, positive gains of the slogan nothing about us without us, and its impact on the smooth implementation of Disability ACT number 6 of 2012

Presented questions	N	Min.	Max.	Mean	Std. Deviation
Q# 13: Are you aware of effects from use of nothing without us slogan?	36	1	3	1.64	.798

Q# 14 (c): In your opinion, are there positive gains in use of nothing without us slogan?	33	1	2	1.18	.392
Q# 15 (a): Do you think the nothing without us slogan has affected smooth implementation of Disability Act number 6 of 2012?	32	1	2	1.38	.492

Source: Field data, 2019

In the table above, respondent’s awareness of effects from the use of *nothing about us without us* slogan represents (0.798) Standard Deviation and Mean (1.64) implying that there was moderate awareness from respondents on the effects of the slogan. On whether the slogan had positive gains Standard Deviation was (0.392) and Mean (1.18) which means respondents spotted very minimal positive gains with regard to the use of the slogan. Then (0.492) Standard Deviation and Mean (1.38) represented respondents views on whether the slogan had affected the smooth implementation of Disability Act number 6 of 2012, this shows that the slogan had some impact to some extent.

Among respondents who mentioned that the slogan had some positive gains, some stated that, the slogan reminded those in authority to consider persons with disabilities views. On a similar perspective, some respondents stated that it brought about equality and confidence among persons with disabilities through sensitisation.

“*The slogan ‘nothing about us without us’ has positive gains, because people with disabilities get to have a voice of their own*” Questionnaire ID# 5

To the contrary, some respondents said that there were no positive gains about the slogan, because the slogan was not clear, and that it had brought conflict in DPOs thereby affecting service delivery. For instance, one respondent mentioned that;

“*The slogan has no positive gains; because it has created more conflicts within DPOs and other stakeholders and affects service delivery”* Questionnaire ID# 16.

With regard to whether the slogan had affected the implementation of 2012 disability Act, they stated that there was no teamwork, no consultation of stakeholders; hence there was no trust and no appreciation of the Disability the Act.

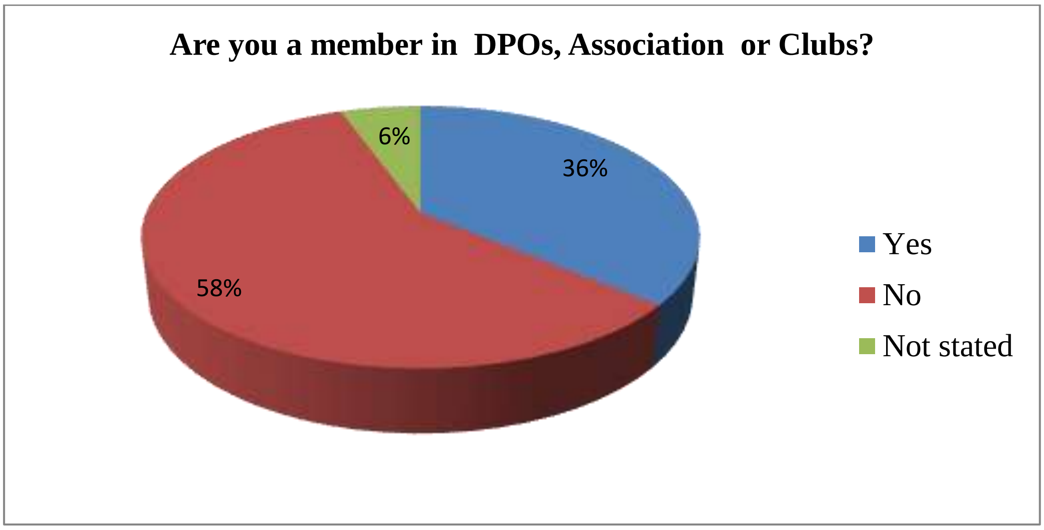
"*We are not working together as one, and hence we fail to appreciate the disability Act,*" Questionnaire ID# 15.

Others said that it affected the 2012 Disability Act, because persons with disabilities did not accept able-bodied persons to do things for them. Among those who said the slogan did not affect the implementation of the 2012 disability Act, they said that very few people knew about the slogan, hence it had no impact. A few of the respondents mentioned that the slogan brought about confidence in implementers and skills development during the 2012 disability Act. One respondent stated that;

"V*ery few people know about the slogan and its objectives, hence there is need to sensitise the community about the slogan and its purpose*," Questionnaire ID# 2.

Hence some respondents suggested that there was need to involve persons with disabilities from policy formulation to implementation, besides that there should be sensitisation of people on the importance of the slogan, and that there should be a consensus by all stakeholders. Apart from that there should be no discrimination of persons with disabilities. A few of respondents did not submit any suggestions while a few others stated that they were not sure about the 2012 disability Act.

The figure below shows whether the respondents were members in DPOs, Associations or Clubs as well as their roles.



Source: Field data, 2019

The table shows that 21 (58%) of the respondents were not members in DPOs, Associations or clubs instead they were either persons with disabilities or parents/ guardians to persons with disabilities. Then 13 (36%) of the respondents were members in DPOs, Associations or Clubs. Among them all 2 (6%) did not state whether they were members in DPOs, Associations or Clubs or not.

Among the respondents 9 (25%) were mere members of the clubs, they stated that the slogan had been abused and it perpetuated conflict; then 3 (8.3%) were disability activists who undertook management roles, and the other 3 (8.3%) were leaders with administrative roles, they stated that the slogan was good for it promoted inclusiveness of people with disabilities, though it was not widely understood, used and known to the people; while 21 (58.3%) did not respond. Most of the respondents mentioned that a lot of people were not aware about the slogan in the community. However, they mentioned that among those who had understood the slogan, it created problems in disability movement in Zambia. Therefore, they stated that there was need to sensitise people with disabilities about the meaning of the slogans, apart from that, there was need for corporation among all stakeholders.

4.4 Respondent's views on promoting good governance, preventing and managing conflicts in DPOs.

In order to promote good governance in DPOs, there was need to establish awareness of the slogan through educational programmes. It was important that many people understood the true meaning of the slogan. Moreover, there was need to consider separation of powers between management and advocating teams in DPOs; this would help to enhance proper channels of communication. Apart from that, there was need to provide adequate funding and support to DPOs, this should be coupled by appropriate monitoring and evaluation on the use of such funds. It was also very cardinal to ensure that there was equity at all levels in managing the affairs of persons with disabilities, in this regard; segregation was to be avoided and condemned at all cost.

Consequently, prevention and management of conflicts could be well tackled through enhanced networking, transparency, partnership and sensitisation using various learning and educating platforms such as lectures and seminars in the community. Other than that, the government and NGOs could promote stakeholder inclusiveness and support DPOs services holistically. One of the respondents stated that;

"*Calling for a stakeholder meeting or holding a stakeholder symposium will be able to address and manage conflicts in DPOs*," Questionnaire ID# 22.

Most of the respondents advocated for an inclusive approach as an appropriate method useful to prevent and manage conflicts in DPOs. This was because inclusive approach had positive impact in decision making. Others mentioned that, inclusive approach was suitable to be utilised since it provided a communication platform through education and awareness about the slogan. Then some respondents stated that, it was important to utilise competent leadership skills in times of conflicts as well as wholly involve all stakeholders at all levels in every disability affairs.

It is worth mentioning that, respondents submitted various views on the best role of the disability stakeholders in Zambia in an effort to prevent and address conflicts. Among them 28(77.8%) mentioned that sensitisation and involvement of persons with disabilities in various programmes affecting them was more appropriate. Then 2 (5.6%) stated that promoting transparency and honest was more ideal to prevent and address conflicts. And 6 (16.7%) did not submit any response in this regard.

4.5 Common challenges created by the use of the slogan 'nothing about us without us'

There were various submissions from the respondents on the challenges associated by the slogan among stakeholders 10 (27.8%) mentioned that there were emerging informal groupings and division within organisations this was seen to be a major challenge. Then 4 (11.1%) stated that some personnel managing DPOs were only interested for self-gain and personal interest not for persons with disabilities' interest, unfortunately 4 (11.1%) provided no response, and then 8 (22.2%) were not sure. Among them, 5 (13.9%) stated that quarrels, mistrust and enmity in organisations were the common challenges. While the other 5 (13.9%) stated that exclusion of persons with disabilities from decision making by policy makers was the common challenge. For instance, one respondent mentioned that;

> *"In most cases policy makers are reluctant to invite persons with disabilities to be involved in various meetings due to the cost attached for a disabled person's movements to and fro the meeting,*" Questionnaire ID# 32

4.6 Suggested steps to take in order to address common challenges

The study found a number of challenges as outlined above. In this regard, a number of steps were suggested. The study found that involvement of all stakeholders was very cardinal in addressing such challenges. Some respondents suggested that there was need to sensitise both disability and non-disability movements to always engage each other in issues of development whether at national level, provincial, district and community level. Thus, persons with disabilities ought to be treated equitably and as partners in developmental issues. In addition, some respondents suggested that, it was important to come up with an accepted meaning of the slogan. Furthermore, others suggested that there was need to have adequate funds (a budget) to support the involvement of persons with disabilities in policy making meetings.

According to Questionnaire ID# 33, "*There should be a political will, such that policy makers should find enough money to meet the cost of involving persons with disability in their meetings*."

Other steps suggested were that, the media should be used as an appropriate platform to educate people about the true meaning of the slogan 'nothing for us without us'. In this regard there should be broad sensitisation to the general public on the potentiality of persons with disabilities. There should be no favouritism of any one form of disability when dealing with DPOs, and that government structures should be led by the individuals chosen by all stakeholders.

CHAPTER FIVE

DISCUSSION OF FINDINGS

5.0 Overview

This chapter discusses with regard to an investigation of the study on conflict prevention and management for selected Disability Organizations in Zambia: Voices of stakeholders on the slogan nothing about us without us: A case study of Lusaka and Copper belt province.

The discussion of findings is related to the following objectives:-

To establish conflicts created by the use of the slogan *nothing about us without us* in Zambia with specific focus of Lusaka and Copper belt districts, determine views of stakeholders on the use of the slogan in addressing disability issues in Zambia with specific focus of Lusaka and Copper belt districts, establish challenges persons with disabilities face through the use of the slogan 'nothing about us without us', as well as determine questions put or plan in the prevention of management of conflicts in disability organizations in Zambia.

5.1 Conflicts created by the use of the slogan 'nothing about us without us' in Zambia

Although a number of respondents stated that the slogan *nothing about us without us* promoted involvement and spearheaded development among people with disabilities, others had contrary views. For instance, 5 (13.9%) respondents did not support the slogan, they strongly mentioned that it created problems in DPOs and led to separation among people. On this aspect, respondents stated that the slogan was attached with some meanings of perpetuating division in DPOs.

In this regard, French and Swain (2008) states that, views of disability are based on the general assumption that the difficulties experienced by disabled people are a direct result of their physical, sensory or intellectual impairment. Such descriptions of disability only lead to the interpretation of disabled people as individuals who are helpless, dependent, and incapable of making their own decisions. This indeed culminates into separation and complete division amongst stakeholders on issues of disabilities.

On a similar point of view, 11 (30.6%) mentioned that the slogan did not only create division among persons with disabilities, but also endless misunderstandings in most DPOs. Hence, respondents disclosed that, it was not alright for DPOs to be exhibiting such negatives outcomes; this is because DPOs are mandated to express those values defined from the persons with disabilities international organization the (DPI).

From this point of view, Driedger (1989) mentions that the formation of DPI in Winnipeg, Canada in 1980 was a historical move which saw disabled people standing up to and challenging the dominance of health professionals who up to then seemed to control the disability agenda. To date, DPI's mandate is to be the direct voice of disabled people across the world. It is considered to be the first international organization which successfully brings together people of different impairments with the aim of creating a united voice. It firmly believes in and was set up on the premise that disabled people are to be included in all aspects of society and to participate with the same rights as everyone else. Moreover, DPI is a holder of the belief that there is strength in numbers and that speaking unitedly disabled people's voices can have a greater impact than when speaking on their own. DPI is an activist-oriented organization and has since petitioned both governments and the United Nations to be actively engaged in the movement. Hence, respondents stressed that DPOs ought to manifest the DPI's message and goals.

The other conflict cited by respondents was that, the slogan has caused DPOs exclusion in policy-making and decision making in government affairs. On a similar point of view, Duane (2014) asserts that, the opinions of disabled people on the subject of disability are often not awarded with the same credibility and validity as the opinions of 'experts', particularly those of medical and health and social care professionals. As a result of these views and assumptions, disabled people are often considered to be one of the most oppressed groups in society with non-disabled people and organizations, including professionals and charities, as being the cause of this oppression.

Other respondents mentioned that, the slogan has created hatred and mistrust among stakeholders more especially leadership and management. A lot of respondents opined that the slogan had massively contributed to hatred and mistrust, they said this was usually the case whenever some persons with disabilities did not benefit to certain privileges

Osaka (2009) states that the motto 'nothing about us without us' presents a huge challenge to governments and peoples; such that, discrimination against persons with disabilities is deeply ingrained in peoples' consciousness and reflected in the existing domestic political, social, economic and cultural systems. The active participation of the persons with disabilities themselves in the planning and implementation of measures addressing the issues is a crucial element and it should not be compromised. Moreover, to recognizing the rights of persons with disabilities, the appropriate policies and mechanisms for their active participation have to be in place and effectively implemented. Therefore, governments and peoples have the mandate to provide the facilities as much as opportunities for persons with disabilities to exercise their capacities and develop their potentials in order to fulfil the motto ‘nothing about us without us.’ This motto should not be attached with any conflicts, but conflict management, peace promotion and equal participation promoting tool.

5.3 Stakeholder’s views on the use of the slogan in addressing disability issues in Zambia

Of all the respondents, 7 (19.4%) stated that, the slogan is not used as intended, because there is no inclusiveness of PWDs in most of the programmes which were implemented. The respondents noted that, in most cases persons with disabilities were not involved in some programmes which needed much of their attention and concern.

In contrary to the above assertions, Charlton (1998) states that, people with disabilities have formed a wide array of organizations to respond to political and personal needs. These organizations have developed strategies and patterns of organization that in a very short time have advanced the overall progress of their communities. They have promoted an increased identification with others who have disabilities and an interest in what many have come to call ‘disability culture.’ The slogan ‘Nothing About Us Without Us’ captures the essence of these developments for a number of reasons. First, to understand anything about people with disabilities or the disability rights movement, one must recognize their individual and collective necessities.

It is important to mention that the ‘Nothing About Us Without Us’ slogan forces people to think about the broad implications of ‘nothing’ in various political-economic and cultural contexts. Second, a growing number of people with disabilities have developed a consciousness that transforms the notion and concept of disability from a medical condition to a political and social condition. ‘Nothing About Us Without Us’ requires people with disabilities to recognize their need to control and take responsibility for their own lives. It also forces political-economic and cultural systems to incorporate people with disabilities into the decision-making process and to recognize that the experiential knowledge of these people is pivotal in making decisions that affect their lives. Third, while the number of people affected by this epistemological breakthrough is relatively small, a movement has emerged. The disability rights movement has developed its own ideology and politics. The demand ‘Nothing About Us Without Us’ is a demand for self-determination and a necessary precedent to liberation. Therefore, respondents in this study strongly mentioned that the slogan should be used for its purpose as opposed to perpetuating conflicts in DPOs in Zambia.

The other segment of the respondents the stated that, the slogan is not well used, because theoretically personnel in government tend to plan PWDs programmes for selfish gain only, they criticised the slogan and mentioned that, it need to be rephrased, for it is vague and misinterpreted.   In this regard, respondents mentioned that persons with disabilities should be well represented in every aspect. The government should structure standard measures to discourage and rebuke all the selfish-oriented activities by some personnel in state offices.

In line to the above aspect, the slogan was adopted with a key aim of promoting effectiveness in capturing a key idea of the struggle for human rights. In this regard, self-determination was regarded as essential for achieving true equality as stated in the 1993 UN Standard Rules on the Equalization of Opportunities for Persons with Disabilities. Thus, the rule says, countries should recognize the rights of persons with disabilities to represent persons with disabilities at national, regional and local levels. Furthermore, states should also recognize the advisory role of organizations of persons with disabilities in decision-making on disability matters.

5.4 Challenges persons with disabilities face through the use of the slogan ‘nothing about us without us’

The study found various submissions from the respondents on the challenges associated by the slogan ‘nothing about us without us’. Majority of respondents mentioned that, there were emerging informal groupings and division within organizations this was a major challenge which brought about oppression to some extent.

Then others stated that some personnel managing DPOs were only interested for self-gain and personal interest not for persons with disabilities’ interest. Besides that, other respondents stated that quarrels, mistrust and enmity in organisations were the common challenges.   While the others stated that exclusion of persons with disabilities from decision making by policy makers was the common challenge. Thus, in most cases policy makers are reluctant to invite persons with disabilities to be involved in various meetings due to the cost attached for a disabled person's movements to and fro the meeting.

The provision of quality services for persons with Disabilities in Zambia has been a problem since 1996 because of conflict of interest among selected stakeholders within disabled people's Organisation who have never accepted abled bodied people to work of and for persons with disabilities and have used nothing about us without us slogan to create conflicts. Failure to prevent and manage conflicts has resulted in increased conflicts among selected stakeholders to clearly distinguish the role of disability Government Agencies and that of disabled peoples Organisations as a result it has affected effective management of Government institutions charged with the responsibility to address the welfare of persons with disabilities in Zambia.

CHAPTER SIX

CONCLUSION AND RECOMMENDATIONS

6.0 Overview

This chapter presents the conclusion and recommendations of the study which is based on an investigation of the study on conflict prevention and management for selected Disability Organizations in Zambia; the study was centered on the voices of stakeholders on the slogan *nothing about us without us*. It covered Lusaka and Copperbelt province.

6.1 Conclusion

The study was premised on the following objectives:-

To establish conflicts created by the use of the slogan ‘nothing about us without us’ in Zambia with specific focus of Lusaka and Copper belt districts, determine views of stakeholders on the use of the slogan in addressing disability issues in Zambia with specific focus of Lusaka and Copper belt districts, establish challenges persons with disabilities face through the use of the slogan ‘nothing about us without us’, and then determine questions put or plan in the prevention of management of conflicts in disability organizations in Zambia.

The study found that many people were not aware on the slogan ‘nothing about us without us’. In this regard, a few who were aware about the slogan mentioned that the slogan was not well used, since it perpetuated conflicts in most DPOs. It was also noted that, persons with disabilities had a lot of challenges which hindered their views to be represented in the national agendas.

6.1 Recommendations

With regard to the research study finding, the study recommends that:-

1. It is important to raise awareness on the meaning of the slogan ‘nothing about us without us’ not only to the educated but also uneducated disabled persons. In this regard, it is important to raise a national awareness so that the general public understand and appreciate the use of the slogan. The sensitization task should be

undertaken by all major stakeholders in the disability movement such as ZAPD. This should be coupled by capacity building in good governance and advocacy for DPOs; in this regard, as a registrar of DPOs, ZAPD should play a key role in capacity building on sensitizing stakeholders on legal and policy framework related to effective implementation of the slogan.

2. Political and DPOs leaders must be educated on the real meaning of *nothing about us without us* slogan as they were important stakeholders in the disability movement. Thus, ZAPD and key ministries such as the Ministry of Community Development and Social Services should take an upfront role in this case.
3. Dialogue and inclusive consultations involving all major stakeholders including PWDs should be promoted before any programme is put in place; thus, all policy formulations pertaining to persons with disabilities must not exclude them.

4. Leaders in both Government agencies and DPOS should not put their personal interests at the expense of the persons with disabilities welfare if the meaning of *nothing about us without us* is to be appreciated by disability stakeholders. There is need for both political and disability stakeholder’s leadership to distinguish the difference between Disabled Peoples Organisations, Disabled Service Organisations and agencies for effective service delivery and conflict management.

5. The slogan *nothing about us and without us* should continue since its fundamental principle is aimed at promoting participation of persons with disabilities on issues affecting them, however, there is need for a major shift from charity as the mode of addressing disability issues, instead there should be adequate recognition of disabled people’s agencies and resource allocation in order to achieve the full participation and equalization of opportunities for, by and with persons with disabilities. This will be a proper move towards a global movement.

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APPENDICES

Appendix i

Research Budget

S/N	**ACTIVITY**	**COSTS**
01.	Internet & Desk Research work	K 150
02.	Research proposal compilation/printing & spiral binding	K 200
03.	Talk-time	K 200
04.	Stationery: Bond papers, pens	K 200
05.	Transport for field research	K 300
06.	Data analysis & interpretation of results, printouts	K 150
07.	Questionnaire print-outs and distribution	K 350
08.	Submission of Report; Printing and spiral-binding	K 300
09.	Miscellaneous	K 200
10	**Sub Total**	**K 2,050**

	Quantity	**Unit cost**	**Total Cost**
A4 bond paper	5reams	K 45	K 135
Pens	1 box	K 35	K 35
Note books	3	K 10	K 30
Printing			K 150
Photocopying			K 300
Binding	4		K 80
Stapler	1	K 15	K 15
Staples	1	K 10	K 10
Fuel to and from Copper belt		800 x 2 trips	K 1,600
Accommodation and food		350 x 3 nights	K 1,050
		Total Cost=	**K 3, 370**
TOTAL COST			**K 5,420**

Appendix ii

Research study timeframe

Activity	September	October	November	December
Identification of the topic	Xxx			
Chapter one	Xxx			
Proof reading and corrections of chapter one	Xxx			
Literature Review	Xxx			
Proof reading and corrections of literature review	Xxx			
Chapter three methodology	Xxx			
Writing the Proposal		Xxx		
Proof reading and correction of proposal		Xxx		
Printing and submission of proposal		Xxx		
Data collection			Xxx	
Data analysis				Xxx
Writing of final research report				Xxx
Proof reading and correction of research report				Xxx
Printing, binding and submission of research report				Xxx

Appendix iii
Questionnaire survey

SURVEY QUESTIONNAIRE (Administration) 2018
Conflict Prevention and Management for selected Disability Organizations in Zambia: Voices of stakeholders on the slogan nothing about us without us

Questionnaire Serial Number: DD/UNZA/………

INTRODUCTION:

Dear Respondent;

I am **Charles Mwape** and have been engaged by University of Zambia to do a study on the "***Conflict Prevention and Management for selected Disability Organizations in Zambia: Voices of stakeholders on the slogan nothing about us without us".*** This study is guided by the specific objectives to determine the effect of conflicts created by use of ***"Nothing about Us without Us slogan"*** and shall be determine by views of stakeholders on whether the slogan has contributed to conflicts affected promotion of an inclusive approach in addressing disability issues in Zambia. As a respondent to this Research your views are protected within research ethical issues .Your answers will help in identifying challenges that persons with disabilities may have faced has a result of the use of this slogan and be concluded by determining measures to be used in the prevention and management of conflicts. The information will be strictly **confidential** and your name will not be mentioned on the final research document. I wish to congratulate you and your institution on being part of this important study.

Instruction: circle the appropriate answer and fill in the blanks where possible

SECTION 1: General Characteristics of Institution and Respondents.

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES
Q.1.01	a) Name of Institution b) Address c) Province d) Phone number	……………………………………………… ……………………………………………… ……………………………………………… ………………………………………………

		…………………………………………………
Q.1.02	Indicate Gender (Male/Female)	Male ………………………………….………1 Female……………………………………..2
Q.1.03	Indicate sector in which your institution falls by ticking on one of the following.	DPO ….……………………………………..1 NGO ………………………………………2 Parastatal…..………………………………3 DSO………………………………….........4 Government ………………………………5
Q.1.04	In which category of employment are you serving the institution?	Management ………………………………1 Professional …………………………........2 General ……………………………………3
Q.1.05	Where is your institution located?	Urban ……………………………………...1 Peri-urban ………………………………...2 Rural ……………………………………...3
Q.106	How long have you been working with the Organization	0 – 1 yrs…………………………...……1 2 – 4 yrs ……………………..……………2 5 & above yrs......………………...……..3
Q.107	Out of the Answer indicated in Q1.06. What is your view on the use of nothing about us without us slogan?	………………………………………………… ………………………………………………… ………………………………………………… ………………………………………………… …………………………………………………

SECTION 2: CONFLICTS CREATED BY THE SLOGAN

Q.2.01	Indicate specific conflicts created by the use of nothing about us without us slogan?	………………………………………………… …………………...……………………………. ……………..……………………………….
Q.2.02	If they are no specific conflicts created by the use of nothing about us	....…………………………………………… ………………………………………………….

	without us slogan? Do you think the slogan has been use well	.....…………………………………………… ………………………………………………… Others, (specify)………………..……….……… ………………………………………………… …………………………………………………
Q.2.02	(a) What is your understanding of nothing about us without us slogan? (b) If misinterpreted, or Not aware of it, give reasons.	Very Good …………………………………...1 Good …………………………………………2 Not aware of it…...……………..………….....3 Misinterpreted……………..….. ……………..4 ………………………………………………… ………………………………………………… ………………………………………………… …………………………………………………
Q.2.03	Can you identify statements that describe your understanding of nothing about us without us slogan as list provided?	Involvement ………..…………………………..1 Inclusive…………...………………………...2 Cross cutting objectives.……………….………..3 Priorities of Development policy..……………4 Inclusion of new developmental goals………..5 Others, (Specify) ……………….……………6 ………………………………………………… …………………………………………………
Q.2.04	Does the Government involve stakeholders in policy development? Give reasons for your answer?	Yes …………………………………………...1 No ……………………………………………2 ………………………………………………… ………………………………………………… ………………………………………………… …………………………………………………
Q.2.05	(a) Are you aware of effects as a result of use of nothing about us without us slogan?	Yes: ………………………………..……......1 No: ……………………………………….2 Not aware: ……………….……………….....3

	(b) If yes, what governance issues are affected because of the use of nothing about us without us slogan? (c) In your own opinion are there any positive gains because of nothing about us without us slogan? (d) If yes what are the specific gains?	…………………….………………………. …………………………………………….. ……………………………………………….. ……………………………………………….. Yes……………………………………………1 No……………………………………….…2 …………………………………………………. …………………………………………………. ………………………………………………… ………………………………………………… ………………………………………………… …………………………………………………. ………………………………………………… ………………………………………………… …………………………………………………
Q.2.06	a) Do you think nothing about us without us slogan has affected smooth implementation of Disability Act number 6 of 2012? b) Give reasons for your answer	Yes……………………………………………1 No…………………………………………….2 …………………………………………………. ………………………………………………… ……………………………………………….. ……………………………………………….. ………………………………………………..
Q.2.07	If not what do you think should be done to address the issues?	………………………………………………… ………………………………………………… ………………………………………………… …………………………………………………

SECTION 3: VIEWS OF STAKEHOLDERS

Q.3.01		Yes..…………………………………………..1

	(a) Does your local community understand nothing about us without us slogan? (b) Are you a member in any Disability club or DPO? (c) If yes what is your role?	No……………………………….……………2 ………………………………………………… …………………………………………………. Yes……………………………………………1 No…………..…………………………...........2 ………………………………………………… ………………………………………………… …………………………………………………
Q.3.02	a) What is your view on the use of nothing about us without us slogan? b) Do think the slogan has contributed to conflicts in the disability moment in Zambia? c) If yes what should be done to address the problem created by the slogan? (a) What do you think should be done to promote governance in DPOs?	Yes..…………………………………………1 No……………………………………………2 Yes ……………………………………..1 No ……………………………………………2 ….. …………………………………………… ………………………………………………… …. ……………………………………………... ………………………………………………… ………………………………………………… …………………………………………………
Q.3.04	What do you think is the best approach to prevent and manage conflicts in DPOs?	………………………………………………… ………………………………………………… ………………………………………………… …………………………………………………

SECTION 4: Level and Nature of Participation

Q.4.01 Is inclusive approach the answer to prevention of management of conflicts in DPOs?

a) Yes: ……………1; No: ………………2; I am not sure: …………3;

b) If no, what are your reasons and suggest how issues of prevention of management of conflicts should be addressed.

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SECTION 5:

(Q.5.01) What do you think is the best role of the disability stakeholders in Zambia in an effort to prevent and address conflicts?

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(Q.5.02) State common challenges created by the use of the slogan?

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(Q.5.03) Suggest steps to take in order to address challenges?

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Q 5.04) Who should address challenges?

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(Q.5.05) Has the current approaches addressed the gaps?

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What is your recommendation on the **“use of nothing about us nothing us** “

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Thank you for your cooperation.

Appendix iv

Research Letter of permit from UNZA

UNIVERSITY OF ZAMBIA – ZIMBABWE OPEN UNIVERSITY
(UNZA-ZOU)

Telephone: 26021-1291777-78 Ext.3500/ 0978/772249
Telegrams: UNZA LUSAKA
Fax: 26021-1-253952
Email: director-ide@unza.zm

P.O. Box 32379
LUSAKA, ZAMBIA

DATE: **29 June 2018**

Dear Sir/Madam

RE: CONFIRMATION OF STUDY

Reference is made to the above subject.

This serves to confirm that **Charles Mwape** of NRC Number **270779/61/1** and computer number **716813260** is a bonafide student of the University of Zambia in collaboration with the Zimbabwe Open University (UNZA-ZOU).

The student is pursuing a Master of Science in Peace, Leadership and Conflict Resolution Programme and that he/she will be carrying out a research on **CONFLICT PREVENTION AND MANAGEMENT FOR SELECTED DISABILITY ORGANISATION IN ZAMBIA : VOICES OF STAKEHOLDERS ON THE SLOGAN NOTHING ABOUT US WITHOUT US**

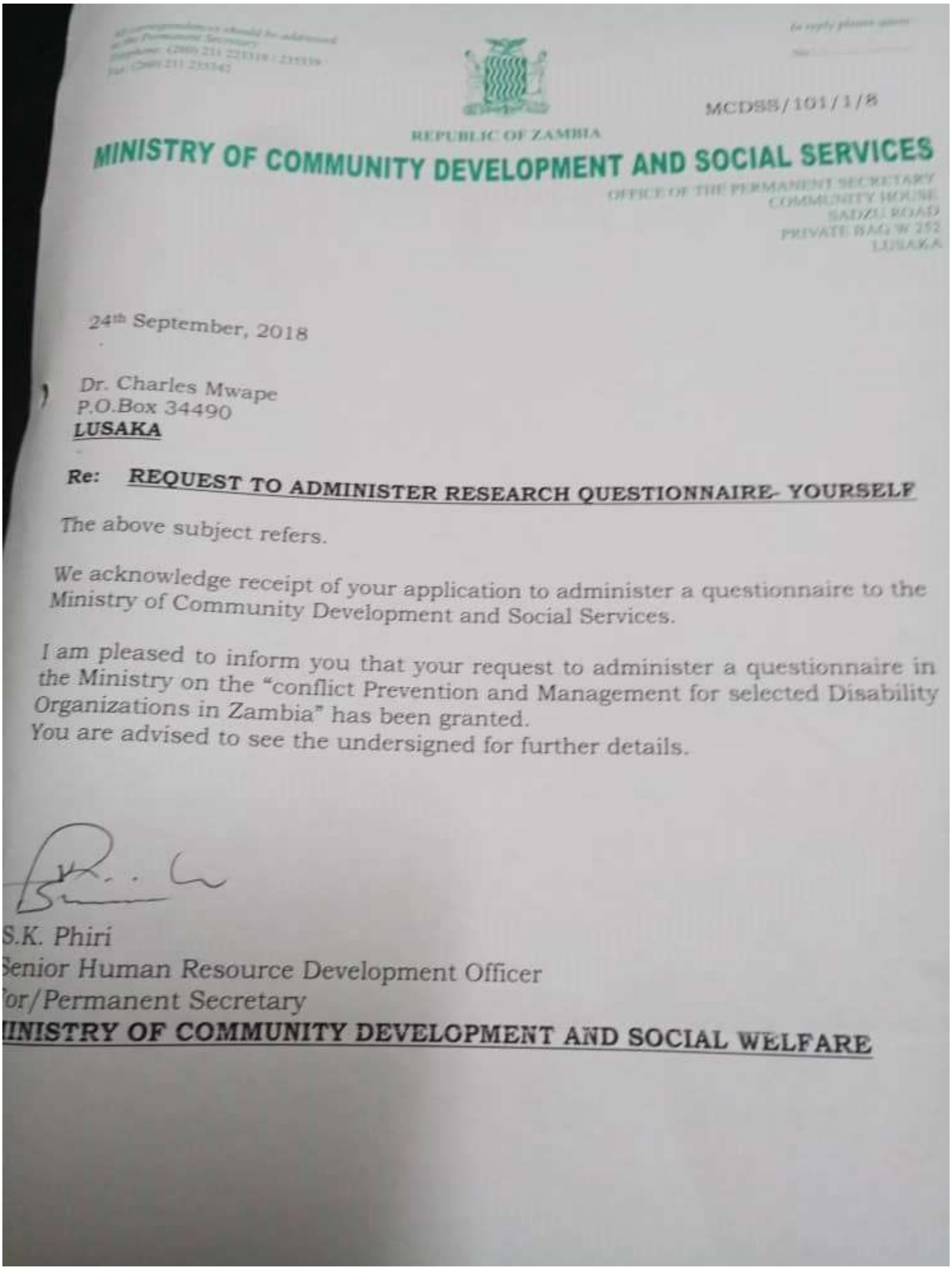
Any assistance rendered to him/her will be greatly appreciated.

Prof. Boniface Namangala (PhD)

DIRECTOR
INSTITUTE OF DISTANCE EDUCATION

Appendix v

Research Letter of permit from MCDSS



REPUBLIC OF ZAMBIA

MINISTRY OF COMMUNITY DEVELOPMENT AND SOCIAL SERVICES

MCDSS/101/1/8

OFFICE OF THE PERMANENT SECRETARY
COMMUNITY HOUSE
SADZU ROAD
PRIVATE BAG W 252
LUSAKA

24th September, 2018

Dr. Charles Mwape
P.O.Box 34490
LUSAKA

Re: REQUEST TO ADMINISTER RESEARCH QUESTIONNAIRE- YOURSELF

The above subject refers.

We acknowledge receipt of your application to administer a questionnaire to the Ministry of Community Development and Social Services.

I am pleased to inform you that your request to administer a questionnaire in the Ministry on the "conflict Prevention and Management for selected Disability Organizations in Zambia" has been granted.
You are advised to see the undersigned for further details.

S.K. Phiri
Senior Human Resource Development Officer
For/Permanent Secretary
MINISTRY OF COMMUNITY DEVELOPMENT AND SOCIAL WELFARE