



Research on the actual status of employment of persons with disabilities

(Research Report No. 176) SUMMARY

[Keywords]

Reasonable Accommodation
Work Environment
Working Conditions
Job Carve-out
Job Setting
Job Creation
Job Restructuring
Expansion of job opportunities

[Summary]

The purpose of this research was, first, to grasp the actual status of the work environment and working conditions of workers with disabilities employed in business establishments, the reasonable accommodations they need, and the support agencies they use, etc., and, second, to clarify matters that can be used as a reference when employment support agencies advise business establishments considering job setting, job creation/restructuring, etc., and when business establishments themselves carry out job setting, job creation/restructuring.

The results of the survey of employees with disabilities suggest that the accommodations they need vary depending on the characteristics of their disabilities, and that "age," "status of implementation of reasonable accommodation," "contact for consultation about work," and "whether or not they have concerns about the future" affect whether they "want to continue their current job."

Based on the results of a questionnaire among business establishments employing persons with disabilities, the specific duties of people with disabilities were categorized and organized into 251 "tasks, etc." Thus, many of the tasks were office-related, such as "data entry," "organizing and managing documents," and "clerical work", etc. In addition, "cleaning" was particularly common, as was

"manufacturing/processing/assembly for non-clerical work. On the other hand, there were also a certain number of tasks that require specialized knowledge and skills, such as "education," "testing, inspection, experimentation, and analysis," and "research".

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2 Research period

FY2021 - FY2023

3 Composition of the Report

Preface

Chapter 1: Survey on the Actual Status of Employment of Persons with Disabilities. (Questionnaire targeting persons with physical disabilities, mental disabilities, developmental disabilities, higher brain dysfunction, and intractable diseases)

Chapter 2: Survey on the Actual Status of Employment of Persons with Disabilities. (Questionnaire survey targeting persons with intellectual disabilities)

Chapter 3: Analysis of Survey Results on the Actual Status of Employment of Persons with Disabilities

Chapter 4: Survey on Duties Engaged by Persons with Disabilities

Chapter 5: General Considerations

Appendix

4 Background and Objectives of the Study

In recent years, as the number of employed persons with disabilities has increased, the environment surrounding employment and employment of persons with disabilities has changed dramatically, with the introduction of mandatory reasonable accommodation and an increase in the statutory employment rate. However, there has not been a systematic survey of employment for persons with disabilities since the "Survey on Employment Situation of Persons with Disabilities" conducted by the Ministry of Health, Labour, and Welfare in 2013, and a survey is needed to understand the current situation.

These changes in the employment of persons with disabilities have also had a not insignificant impact

on the supporters of employment and employment of persons with disabilities, as they are increasingly being asked for professional advice by private business establishments. In particular, according to the Survey on Employment Situation of Persons with Disabilities conducted among business establishments in 2018, the responding establishments selected "whether there are suitable jobs in the company" as a challenge in employing persons with disabilities for all types of disabilities, and "because there are no suitable jobs for such persons with disabilities" as the most common reason for not employing persons with disabilities. These findings suggest that it may be beneficial for supporters to have a broad knowledge of the jobs that people with disabilities do.

Against this background, two objectives were set for this research. First, [Objective 1] to clarify the actual status of the work environment and working conditions of persons with disabilities employed in business establishments, the reasonable accommodations they need, and the employment support agencies they use. Second, [Objective 2] to clarify the matters that should be used as reference when employment support agencies provide advice to business establishments considering job setting, job creation/restructuring, etc., and when business establishments determine their own job setting, job creation/restructuring.

5 Research Methodology

In this research, following [Survey 1] was conducted to achieve [Objective 1]. To achieve [Objective 2], following [Survey 2] and [Survey 3] were conducted. Each survey is described below. For the sake of convenience, following [Survey 1] is referred to as the "Survey on the Actual Status of Employment of Persons with Disabilities," and following [Survey 2] and [Survey 3] are referred to as the "Survey on the Duties Engaged by Persons with Disabilities."

- [The Survey 1] Questionnaire (for persons with disabilities) is a survey targeting persons with disabilities (those with physical disabilities, intellectual disabilities, mental disabilities, developmental disabilities, higher brain dysfunction, and intractable diseases) employed at establishments with five or more employees (corresponding to [Objective 1]).
- [Survey 2] Questionnaire (for business establishments) is a survey targeting business establishments that employ or have employed persons with disabilities with 5 or more employees, and [Survey 3] Questionnaire (for business establishments) is a survey targeting business establishments that responded to [Survey 2] and answered that they could cooperate in the hearing survey (corresponding to [Objective 2]).

[For Survey 1] and [Survey2], questionnaires were sent to 15,000 business establishments stratified by industry, employee size, and region using the establishment population database (Statistical Business Register) maintained by the Statistics Bureau of the Ministry of Internal Affairs and Communications. The survey forms include "Survey Form A (for persons with physical disabilities, mental disorders, developmental disabilities, higher brain dysfunction, and intractable diseases)" and "Survey Form B (for persons with intellectual disabilities)," which belong to [Survey 1], and "Office Survey (for persons in

charge of hiring and employment management of persons with disabilities)" which belong to [Survey 2](#). The survey forms A and B were requested to be given to employed persons with disabilities by the business office.

The survey was conducted between the end of October and the end of November 2021. The base date for responses was as of October 1, 2021.

For those establishments that were willing to cooperate in the hearings in the "Questionnaire (for business establishments)," an e-mail hearing survey was conducted from August 2022 to October 2022.

As a result, [Survey 1](#), Survey Form A, yielded 5,698 valid responses. In Survey Form B, there were 1,166 valid responses. [Survey 2](#), Questionnaire (for business establishments), yielded 2,734 valid responses. The interview survey collected 73 case studies from 24 establishments.

6 Details of the research

(1) Survey on the actual status of employment of persons with disabilities (regarding [Survey 1](#))

Regarding the workers with disabilities (n=5,698) addressed in Survey Form A, the most common type of disability was "physical disability" with 3,482 (61.1%), followed by "mental disability" with 849 (14.9%), "developmental disability" with 582 (10.2%), "intractable disease" with 230 (4.0%), "higher brain dysfunction" 100 (1.8%), and 203 (3.6%) had "Other". The number of respondents with unknown answers was 252 (4.4%). The number of workers with intellectual disabilities addressed in Survey Form B was 1,166.

(2) Analysis of the results of the survey on the actual status of employment of persons with disabilities

Based on the results of the responses obtained in [Survey 1](#), we analyzed 1) among disability categories and 2) variables related to stable employment of workers with disabilities. Analysis 1) was conducted primarily in the eight categories of "visual disability," "disability of auditory-linguistic function," "physical motor disability," "internal disability," "mental disability," "developmental disability," "higher brain dysfunction," and "intractable disease. Analysis 2) set three variables related to stable employment for workers with disabilities: "promotion experience," "future anxiety," and "hopes for a fulfilling working life," and examined the effects of other question items on the variation of these variables using logistic regression analysis.

As a result of analysis 1), some questions showed differences in response trends between the physical disability category and the mental disability category*. For example, the mean was higher for the physical disability category and the number of respondents who selected full-time or almost full-time was higher for the questions on occupation, length of employment, employment status, length of contract, working hours, and promotion experience, suggesting a different trend from that of the mental disability category (Table 1).

* The "physical disability categories" are "physical disabilities" and "intractable diseases. The "mental disorder" disability categories are "mental disorder," "developmental disorder," and "higher brain dysfunction.

Table 1: Summary of Current Employment Status

Title Number	Item	Variable Format		All ※Except intellectual	Visual disability	Visual & Hearing disability	Physical disability	Internal disability	Mental disability	Developmental disability	Higher brain dysfunction	Intractable disease	Intellectual disability
—	total number	—		5,698	148	636	1,655	1,043	849	582	100	230	1,166
7	Occupation	Category	No.1 in number of responses	Clerical	Clerical	Clerical	Clerical	Clerical	Clerical	Clerical	Clerical	Clerical	Transportation etc.
		Category	No.2 in number of responses	Speciality	Speciality	Production	Speciality	Speciality	Transportation etc.	Transportation etc.	Transportation etc.	Speciality	Clerical
		Category	No.3 in number of responses	Transportation etc.	Transportation etc.	Specialist	Production	Management	Specialist	Specialist	Specialist	Production	Production
		Category	Other significant items not ranked 1-3.	—	—	—	Security	Transportation/Construction	Services	—	—	Management	—
8	Years of service	Additive mean	(Continuous variable)	12.1	13.8	13.5	14.3	16.3	6.3	4.6	11.3	12.9	—
9	Employment Status	Odds	(Permanent employee/Non-permanent employee)	1.002	1.846	1.640	1.392	1.790	0.361	0.286	0.980	1.441	0.402
10	Contract Term	Odds	(Permanent /Fixed term [with renewal].)	1.188	2.400	2.181	1.498	1.642	0.578	0.592	0.977	1.417	2.869
11	Working Hours	Additive mean	(Continuous variable)	36.8	37.7	37.6	37.7	38.2	33.8	35.2	36.0	38.1	33.5
12	Promotion Experience	Odds	(With promotion / Without promotion)	0.370	0.444	0.466	0.490	0.624	0.124	0.089	0.286	0.396	—

Numerical values in the table are presented as means or odds, except in the [Total] rows. The odds are the ratio obtained by division as indicated in the Variable Format column. If the odds are >1, the ratio of items in the numerator is large; if the odds are <1, the ratio of items in the denominator is large. The filled cells are combinations that are significantly larger or smaller in the text, and for the numerator portion, the red filled cells are those that are significantly larger and the blue filled cells are those that are significantly smaller. The yellow color of the Developmental Disability cell in [Work Hours] indicates that it was significant for some disability categories. I shaded the parts that were significantly more frequent regarding the [occupation].

Different characteristics were observed between the physical disability category and the mental disability category in terms of whether certain reasonable accommodations were necessary and whether or not they were adequately implemented. Overall, the mental disability category was more likely to report that each accommodation was necessary, while the physical disability category was less likely to report that it was necessary. However, even within the physical disability category, respondents were more likely to report needing "accommodations for mobility" and "facilities and equipment to facilitate work". Unlike the other physical disability categories, the results for the "disability of auditory-linguistic function" category tended to be related to communication needs for the job, such as auxiliary aids to facilitate communication and the use of auxiliary personnel. Thus, the results suggest that the accommodations needed vary depending on the characteristics of the disability.

In Analysis 2), a logistic regression analysis was conducted using multiple explanatory variables, with the response of whether they "want to continue their current job" as the objective variable to analyze "what they hope to do to improve their working life". As a result, the following variables were found to have an influence on the desire to "continue current work": "age", "implementation status of reasonable accommodation", "contact for consultation about work", and "presence or absence of anxiety about the future". For "status of implementation of reasonable accommodation," respondents were more likely to want to "continue current work" if they responded, "adequate accommodation" to at least one

of the 19 reasonable accommodation items, and conversely, they were less likely to want to "continue current work" if they responded "necessary but not accommodated". The results also showed that respondents were more likely to desire "continuation of current work" if they reported consulting "people at work" as a "place to consult about work". These findings suggest that the provision of reasonable accommodation and the availability of workplace consultation influence the desire of workers with disabilities to continue their current jobs.

(3) Results and reflections on the survey of tasks performed by persons with disabilities (regarding Survey 2 and Survey 3)

a. Questionnaire (Survey 2)

We asked about the type of business establishment, main business activities, types of disabilities of persons with disabilities currently employed or employed in the past, and specific tasks for each type of disability.

(a) Specific tasks in which persons with disabilities are (were) involved.

Responses that were difficult to read into specific job descriptions were excluded from the total, resulting in a total of 15,536 responses. In categorizing and organizing the responses, we found it appropriate to focus on comparisons of the job content itself and to categorize and organize the responses as "tasks" because there were a relatively large number of cases in which each person appeared to have multiple duties, and the scope of responsibilities of employees with disabilities appeared to be highly individualized even when the responses were similar. On the other hand, there were cases where job titles or qualifications were listed, such as "nurse" or "doctor," and other cases where an employee's job description was expressed in a single response. Therefore, in this research, we decided to categorize and organize the specific duties descriptions of the employees with disabilities who responded to the survey as "tasks, etc.", and several researchers categorized and organized the responses obtained into 251 "tasks, etc.".

(b) Tasks, etc. in which persons with disabilities are involved.

Data entry" accounted for the largest number of tasks, etc. at 1,520. This was followed by "Organizing and managing documents" (1,201) and "Cleaning" (1,190) (Table 2).

(c) Trends observed from the tasks, etc. classified and organized by industry.

- In all industries, "data entry," "organizing and managing documents," and "clerical work" were the top occupations. "Cleaning" also ranked high in many industries. Other top 30 categories in most industries include "copying/printing", "managing supplies such as equipment", and "sending/receiving documents", all of which are expected to occur in the workplace, regardless of the main business activities.
- On the other hand, in some industries, tasks specific to the that industry ranked high, such as "manufacturing/processing/assembly" and "testing/inspection/experimentation/analysis" in the "manufacturing industry," "getting out products" and "sales" in the "wholesale/retail industry," and "education" in the "education/learning support industry."

Table 2: Top 30 types of tasks, etc. and examples of main responses (n=15,536)

Sections etc.	Examples of Major Responses	Number of responses
Data Entry	Data entry, PC entry, slip entry	1,520
Organizing and managing documents	Filing, scanning (PDF conversion), daily report management	1,201
Cleaning	Store cleaning, reception room cleaning, internal cleaning duties	1,190
Clerical work	Clerical work, general office work, general clerical work	1,141
Sending/Receiving documents	Mail collection, sorting, distribution, sealing, labeling	568
Copying/Printing	Copying and printing of documents and materials	531
Telephone and receptionist services	Call center operations, reception and information services, telephone answering	529
Preparation of documents and materials	Creation of DM, business cards, etc., creation of meeting materials, POP creation	499
Manufacturing, processing, assembly	Manufacturing operations, line processing, assembly of parts	438
Accounting	Accounting, accounting, deposit/withdrawal processing	252
Administrative support	Administrative support, clerical support	251
Education	Teaching, university faculty, classes	247
Managing supplies such as equipment	Copy paper management and replenishment, supplies replenishment, equipment management	236
Stocking and unloading	Merchandise display, stocking, merchandise organization	204
General affairs	General general affairs, general administration, general office work in general	197
Packing and wrapping	Packing, packing, bagging of merchandise	190
Laundry and Linen	Cleaning, linen sorting, laundry operations	179
Testing/Inspection/Experiment/Analysis	Various tests, experiments, product inspections, and analysis work	177
Sorting	Sorting work, product sorting, product sorting	176
Research	Research work, research jobs, writing papers	172
System Development	System development, technical development, software development	151
Nursing Care	Nursing care work, nursing care assistance, bathing assistance	144
Cooking	Cooking, serving work, and cooking assistance in company cafeterias	138
Maintenance and preservation of facilities and environment	Repair work, environmental maintenance, inspection of facilities	137
Liaison and coordination	Work scheduling, internal interdepartmental coordination, e-mail communication	134
System management	System management and operation, system maintenance	132
Other miscellaneous tasks	Stickers, clean-up assistance, miscellaneous plant duties	131
Driving	Cab driver, pick-up and drop-off driver, forklift operation	130
Receiving and shipping	Receiving cargo, preparing and processing shipments, loading and unloading cargo	123
Nursing	Nurse, nursing work	119

(d) Trends observed in the tasks, etc. classified and organized by disability type

- In all disability categories, the most common tasks were "data entry," "organizing and managing documents," "clerical work," and other office-related work, as well as "cleaning" of.
- Professional/technical tasks were relatively common among those with physical disabilities, such as "acupuncture and massage" for visual disability, "testing, examination, experimentation, and analysis" for hearing disability, and "education" for physical disability and internal disability.
- Cleaning" was particularly common among intellectual disability. Other common tasks included clerical work such as "organizing and managing documents" and "data entry," as well as non-clerical work related tasks such as "laundry/linen," "packing/packaging," and "taking out goods."

(e) Trends observed from cross tabulation by industry and disability type of section

- The same tendency as in the case of the industry category was observed in the cross tabulation of disability types.
- On the other hand, when cross-tabulated with intellectual disability, some industries tended to rank higher in tasks related to non-clerical work, such as cleaning, even though office-related tasks were

ranked higher by industry. In addition, tasks related to professional/technical fields such as "acupuncture/massage", "research", and "nursing" tended to be ranked higher for the visual disability, hearing disability, physical motor disability, and internal disability than for each industry.

b. Hearing survey (Survey 3)

In a survey conducted by the National Institute of Vocational Rehabilitation on local vocational centers for persons with disabilities in 2017, over 80% of respondents said that it was necessary to provide advice to the business establishments where people with mental disorders, developmental disorders, higher brain dysfunction, and intractable diseases are employed. Furthermore, over 80% of respondents in the same survey said that those business establishments often required advice on the "content of the work." Therefore, in this study, we asked about the work content and reasonable accommodations of people with mental disorders, developmental disorders, higher brain dysfunction, and intractable diseases.

(a) Specific tasks of employed persons with disabilities, carve-out/creation of tasks and considerations

In at least half of the cases of setting up, creating or restructuring tasks, at least half of the cases used existing tasks as tasks of persons with disabilities, selecting and choosing as appropriate. In addition, there were several cases in which the job tasks were set taking into account the characteristics of the disability, the wishes and progress of the individual, and other circumstances in constructing the job tasks. In the case of mental disabilities, there were many responses regarding considerations to facilitate communication and to accommodate physical condition and hospital visits in terms of schedules, breaks, and vacations. In the case of developmental disabilities, there were many responses regarding considerations for clarifying work instructions and schedules.

(b) Difficulties encountered when considering placement and job descriptions, and efforts and innovations to resolve these difficulties.

As in previous surveys, the largest number of responses related to "job content," indicating that job design, job creation, and job restructuring for people with disabilities are issues for employers. On the other hand, there was also a case where a company addressed an issue through a department-wide effort, taking advantage of the company's size, such as "Requests to all departments to create new tasks (number of employees: 1,000 or more)."

(c) Concerns about the nature of the tasks in the future employment of persons with disabilities in the office and measures to address these concerns.

Several offices cited "decrease in workload" as a point of concern, with some offices mentioning concern over a decrease in clerical work in particular. In addition, some of the responses mentioned expansion of business operations, skill improvement of persons with disabilities, and consideration of carving out business operations as possible countermeasures.

(4) Overall Consideration

(a) From the survey on the actual status of employment of persons with disabilities

The results of the survey of workers with disabilities confirmed two points.

The first is that the physical disability category is relatively more likely than the mental disability category to have full-time or near-full-time employees. Differences were also observed in the need for reasonable accommodation between the physical and mental disability categories, with the mental disability category having relatively more employees needing such accommodations. On the other hand, workers with disabilities in the category of "auditory-linguistic function", which is defined as a disability in the physical disability category, need reasonable accommodation with a focus on communication, but are not necessarily provided with sufficient accommodation, suggesting that there are cases that do not fit into the simple dichotomy of physical disability/mental disability. This seems to suggest that it is important to approach each worker as an individual, rather than getting caught up in stereotypical images of disability categories.

The second is that the provision of reasonable accommodations that workers with disabilities themselves need can be effective in helping them to continue working in their current jobs. Among workers with disabilities, there were about 40-50% of cases where even if they thought they needed some kind of reasonable accommodation, they were unable to say so because they did not know what level of accommodation to request or felt uncomfortable asking for it themselves. This may indicate the importance of creating an environment and opportunities for listening to and discussing the ideas of employees with disabilities in the workplace.

(b) More effective use of survey results about the jobs people with disabilities do

The results of the questionnaire, which summarized the tasks actually performed by persons with disabilities from various perspectives, including the main business activities and types of disabilities, will provide an opportunity for business establishments engaged in job design, job creation, and job restructuring for persons with disabilities, and employment support agencies that assist business enterprises, to expand their job design options and perspectives, and will make it easier for them to consider the tasks performed by persons with disabilities. The results of the survey are expected to facilitate the consideration of job assignments for persons with disabilities.

In addition, we believe that the results of this research should not only be used as a simple snippet, etc., but should be used on an ongoing basis to explore the possibility of expanding opportunities for persons with disabilities to play an active role and promote their career development.

7 Relevant research products

- Databook for job setting, job creation, and job redesign for persons with disabilities: Results of the questionnaire survey of business establishments in the "Survey and Research on the Actual Status of Employment of Persons with Disabilities", 2024.
- Research and surveys on the actual conditions of job seekers with disabilities, etc. Research Report №153,2020
- The point of providing reasonable accommodation and examples of corporate practice - From the results of the survey on companies of "Research on changes in corporate awareness and behavior

accompanying revisions to the employment system for persons with disabilities, etc."~,2019

- A Study on Job Creation Support in Employment for Persons with Mental Disabilities and Persons with Developmental Disabilities, Research Report №133, 2017.



Job setting, job creation and redesign for people with disabilities data book
~ "Survey and Research on the Actual Status of Employment of Persons with Disabilities, etc.
From the results of the business survey~.



(<https://www.nivr.jeed.go.jp/research/kyouzai/kyouzai81.html>)

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