



## **Research on the working life cycle of people with disabilities (The fourth research period)**

**-The fourth survey on the working life on young people (2014)  
and middle and aged people (2015) with disabilities -**

**(Research Reports No. 132) Summary**

### **[Keywords]**

Job satisfaction, work-related needs, panel survey

### **[Usage of this report]**

This is the middle report of researches which is undertaken for 16 years between 2008 and 2023 (scheduled) regarding the working life of persons with a variety of types of disabilities. As the research results of the last eight years, some influences concerning the attributes of the participants of this research and work environment factors that affect the job satisfaction levels post their employment and their work-related needs were identified. The anticipated use of this research is to be concrete hints for the continuous support post-employment and the individual accommodations and supports based on the needs of persons with disabilities.

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2 Research Period

FY 2014 to 2015

3 Composition of the Research Report

Section 1: The perspective of the research plan for 16 years and the characteristics of respondents

Chapter 1: The method for undertaking this research study and the research progress

Chapter 2: The characteristics of respondents for the research from the first period to the fourth period

Section 2: The approach towards the fourth period

Chapter 3: Literature review

Chapter 4: Analysis of the job satisfaction level and work-related needs

References

4 Background and Purpose of Research

“Research on the working life cycle of people with disabilities,” was planned in 2007 as a long period running research with an aim to understand “working life cycle,” which should be common to employees with disabilities. However, with the results of the literature review undertaken at the same time as the survey research, it was considered that it is important to understand perspectives of the working life of persons with disabilities based on their characteristics and varieties instead of assuming the “working life cycle.” Moreover, in order to understand the perspective of working life, it was necessary to consider both following aspects, 1) development of an individual’s career and 2) interaction with constantly transforming work environment, for example, employment atmosphere and society conditions, etc.

The aim of the fourth period was to focus especially on the job satisfaction levels and the work-related needs (demands to workplaces, for example, individual accommodation), using the data collected in the last eight years, and to clarify their main related factors. The reason why the focus was set to the job satisfaction levels was because it might be considered as an indicator that showed the overall quality side of working life. If the satisfaction level in the situation was lower than other situations, it could be considered that there was the existence of tasks within both support and policy. It was identified that there was a possibility that the results of analyses on work-related needs would provide beneficial information to solve the tasks.

5 The perspective of the research plan for 16 years and the characteristics of respondents

(1) The method of undertaking this research study and the research progress

A. Participants

For the first period of the research between 2008 and 2009, participants were recruited with the cooperation from the organizations for each disability, from family organizations, from offices which employed many persons with disabilities and from the vocational rehabilitation institutions.

Participants were employees with Visual Disabilities, Hearing Disabilities, Physical motor Disabilities, Internal Disabilities, Intellectual Disabilities, Mental Disabilities and those who have several of these disabilities. The age restriction at the beginning of the research was set at a minimum of 15 years of age, after completing compulsory education, and the maximum of 55 years of age considering the continuous research period of 16

years. As a general rule, the research was for employees who worked at corporations and/or as self-employed, etc., for more than 20 hours per week (15 hours per week for persons with mental disabilities), and if they were registered persons who had once registered as participants for the research, they were continuously asked to cooperate with the research even though they had left work or their employment styles changed.

#### B. The method of the research and the research details

The research was undertaken as mail surveys to the participants. The “survey on the working life of young people,” was undertaken for individuals who were under the age of 40 at the time of the first research period between 2008 and 2009 and the “survey on the working life of middle and aged people,” was undertaken for individuals who were above the age of 40 and each research was conducted every other year.

The details of the research were about the basic attributes of the participants, their employment status, their lifestyle status, etc., which were the common details regardless of research time, with some specific exceptions. The details were as follows:

- I. Basic attributes: gender, age, presence of all types of Disability Certificates and their grades
- II. Employment status: employment types (full time employee, part time employee, self-employed, etc.), occupations, wage, length of employment, disclosure level regarding the disabilities at the workplace, events concerning work in recent two years (transfers, wage rise, sick leave, job change, etc.), accommodations provided by the workplace, reasons for working, job satisfaction levels, others
- III. Life status: family structure, persons living together, events concerning lifestyle in recent two years (marriage, birth, hospitalization, etc.), welfare service usage status, disability pension receipt status, satisfaction levels of life, others
- IV. Others: qualifications and licenses, opinions and requests for the research, others

#### C. The Research Committee

With the aim of obtaining advice in order to undertake analyze and interpret the results based on professional knowledge from several individuals involved, the Research Committee was established for each and every research period, considering of individuals with learning and experience, individuals from the organizations for persons with disabilities, individuals from the corporation organizations, individuals from the public institutions and employees of the Vocational Rehabilitation Centers for Persons with Disabilities.

#### (2) The characteristics of research respondents for the first to fourth periods

##### A. Collection rate

The collection rate was approximately 60 – 80% in each research period. Within 1,268 people registered as participants for the research, the responses of 1,111 people who answered at least one survey out of four surveys were gathered and analyzed (88% of the registered individuals).

##### B. The characteristics of the research respondents

The age range was widely spread from 10s through to 50s and approximately 70% of them were male. Differences in characteristics, in age range, the time they were diagnosed of their disorders and educational background, were identified depending on their types of disabilities.

Approximately 90% of respondents were employed at the time of each research. A variety of aspects regarding their working life, such as occupation, employment type, employment condition, size of the employed workplace, retention in the same workplace, were identified depending on their types of disabilities. In addition, the differences depending on their type of disabilities were also identified regarding their life, such as family structure, welfare service usage status, etc.

#### 6 The approach towards the fourth period (analysis of factors related to job satisfaction levels and work-related needs)

##### (1) Analysis method

Regarding the job satisfaction levels and work-related needs, in addition to the factors of the participants (gender, age, type of disabilities, etc.), the relevance of the research period and the factors concerning employment and workplace (occupation, disclosure level regarding the disabilities to the employee, size of the employed workplace, employment period at the same workplace, individual accommodations provided by the workplace, events concerning work, etc.) were analyzed. For this analysis, “generalized estimating equations,” appropriate in analyzing the panel data, were used.

The detail of questions as the response variables for analysis was as follows:

- The answer was requested from 5 options from “satisfied,” to “dissatisfied,” concerning the following four categories regarding the job satisfaction level.
  - (1) Job descriptions
  - (2) Wages and benefits (employment conditions)
  - (3) Human relations at the workplace
  - (4) Workplace environment (facility conditions)
- Multiple answers were requested concerning following seven categories regarding individual accommodations necessary at the workplace.
  - (1) To make the duty process easy to understand and make the duties easier to undertake.
  - (2) To adjust speed and volume of duties to the level of the disorders.
  - (3) To improve machines and facilities to make duties easier.
  - (4) To consider convenience of commuting.
  - (5) To allocate other employees nearby who can support duties and communication.
  - (6) To adjust duty hours and leave depending on the physical strength and conditions.
  - (7) To consider the safety and health management individually.
- Multiple answers were requested concerning the following nine categories as requests to the workplace.
  - (1) To understand the disorders and persons with disabilities.
  - (2) To have more colleagues with disabilities at the workplace.
  - (3) To be able to continue to work extensively.
  - (4) To improve wages.
  - (5) To allocate duty hours and leave suitable for the physical strength and conditions.
  - (6) To be evaluated and promoted corresponding to ability.
  - (7) To enhance training and educational practices.
  - (8) To enhance health management.
  - (9) To be able to have counselling in relation to concerns within the workplace.

## (2) Analysis results

The effect from the type of disabilities was recognized extensively with both the job satisfaction levels and the work-related needs. Moreover, the job satisfaction levels and work-related needs differed by a variety of conditions at employment and workplaces, events concerning work and life.

In the following, samples from the analysis results are shown. "XX disability/disabilities" represent the group of respondents with each type of disorder. The values in the bar graph indicate the estimated marginal average values (average values estimated by adjusting the effect of other variables) and the error bars indicate the confidence interval of Wald95%.

### ■ The relationships between the type of disorders and the job satisfaction levels

This indicates that the type of disorders affecting the satisfaction levels of each working life. The overall satisfaction levels were high for the Intellectual Disability, however, it is considered to be necessary to carefully understand due to the relationships with disorder characteristics. The overall satisfaction levels for the Hearing Disability tended to be low.

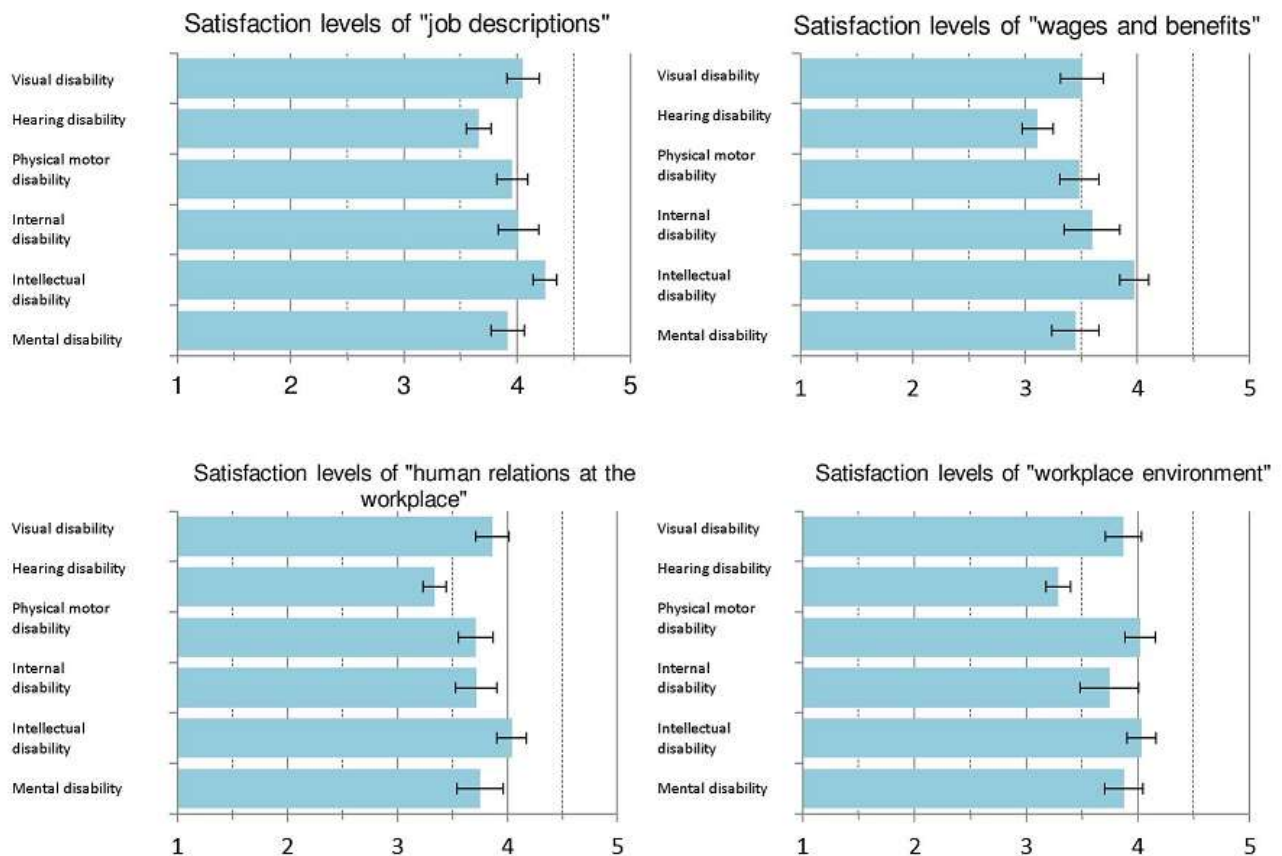


Figure 1: The relationships between the type of disorders and the job satisfaction levels  
(1= dissatisfied, 3= neither, 5= satisfied)  
(Estimated marginal average values. Error bars indicate the confidence interval of Wald95%.)

■ The relationship between the disclosure level regarding the disabilities at the workplace and the job satisfaction levels

Persons who have explained to most of their colleagues at their workplaces tended to have higher satisfaction levels concerning the “job descriptions,” and “workplace environment.” Either interpretation were considered; “since the disabilities were explained to the workplace, more appropriate individual accommodations have been obtained and the satisfaction levels have gone up,” or “since it has been a good working life, it was easy to talk to their workplace about the disabilities.”

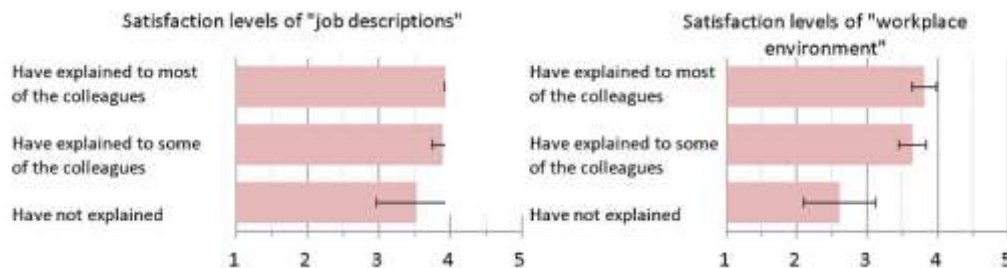


Figure 2: The relationship between the disclosure level regarding the disabilities at the workplace and the job satisfaction levels (1= dissatisfied, 3= neither, 5= satisfied)  
(Estimated marginal average values. Error bars indicate the confidence interval of Wald95%.)

■ The relationship between the individual accommodations at the workplace and the job satisfaction levels

Persons who were able to obtain the individual accommodations “to make the duty process easy to understand,” had higher satisfaction levels of “human relations at the workplace,” than those who were not, this tendency was especially clear for the Mental Disability. On the other hand, there was a result that was difficult to interpret, for example, persons who were not able to obtain the individual accommodations concerning their commute had higher satisfaction levels of “wages and benefits,” for Hearing Disability. By investigating more, including the relationships with other factors which were not researched this time, it may be possible to obtain more information leading to the quality improvement of the working life for persons with Hearing Disabilities.

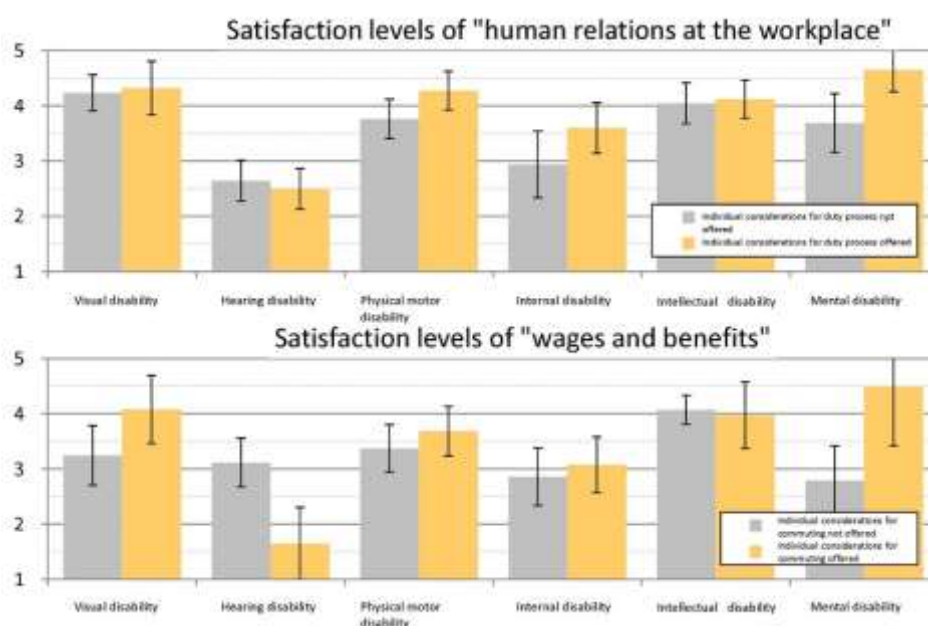


Figure 3: The relationship between the existence of individual accommodations being able to be obtained at the workplace and the job satisfaction levels  
(1= dissatisfied, 3= neither, 5= satisfied)  
(Estimated marginal average values. Error bars indicate the confidence interval of Wald95%.)



- The relationships between the types of disabilities and the work-related needs  
Depending on the types of disabilities, the work-related needs were clearly different. The following categories for each type of disability were higher compared to other types of disabilities: the improvement in facilities for Visual Disabilities, allocating helpers and enhancement of education and training for Hearing Disabilities, the individual accommodations for commuting for Physical motor Disabilities, the adjustment of leave for Internal Disabilities, the individual accommodations for duty process and maintaining the employment for Intellectual Disabilities and organizing the counseling system for Mental Disabilities.

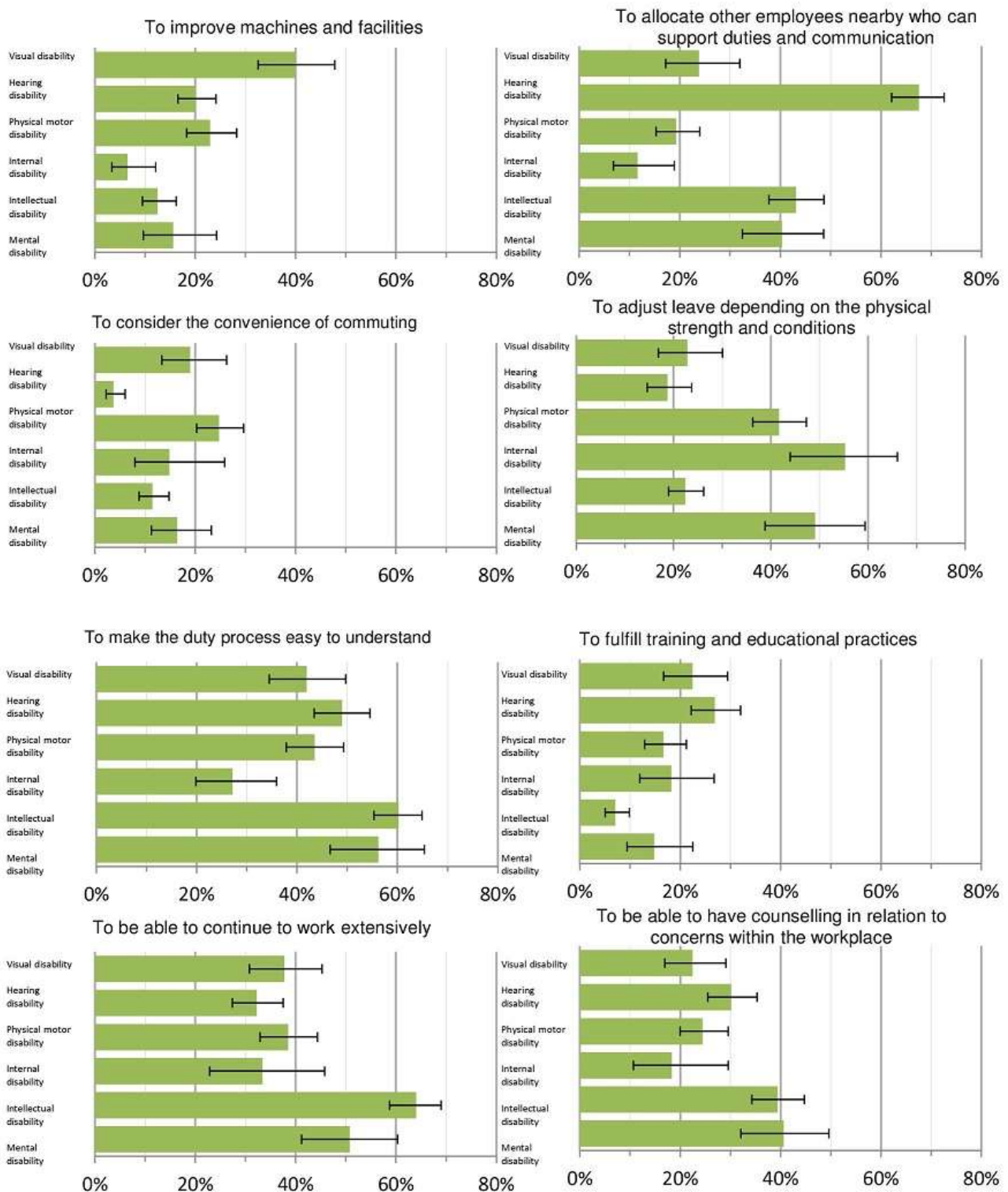


Figure 4: The relationships between the types of disabilities and the work-related needs  
(Percentage of persons with needs)  
(Estimated marginal average values. Error bars indicate the confidence interval of Wald95%.)

### ■ The relationships between age and work-related needs

The individual accommodation need, “Making the duty process easy to understand,” was higher in the younger ages and became lower after forties, which may suggest a relationship to mastering in duties.

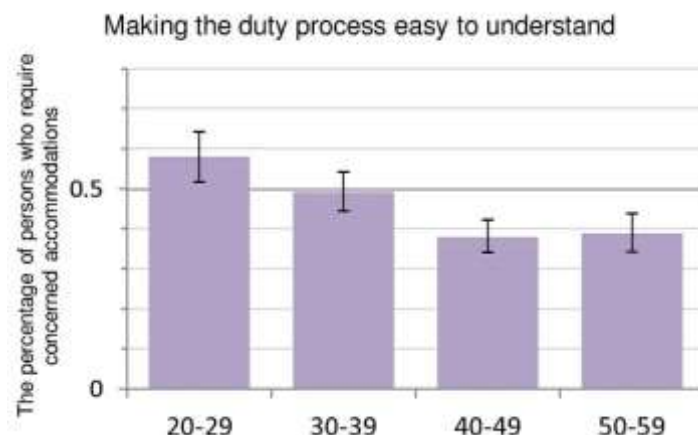


Figure 5: The relationships between age and work-related needs  
(Percentage of persons with needs)

(Estimated marginal average values. Error bars indicate the confidence interval of Wald95%.)

### ■ The relationships between the workplace environment and the work-related needs

More persons who were employed in larger size of the employed workplaces had needs concerning “understanding from others the disorders and persons with disabilities,” and “being able to have counselling regarding the concerns within the workplace.”

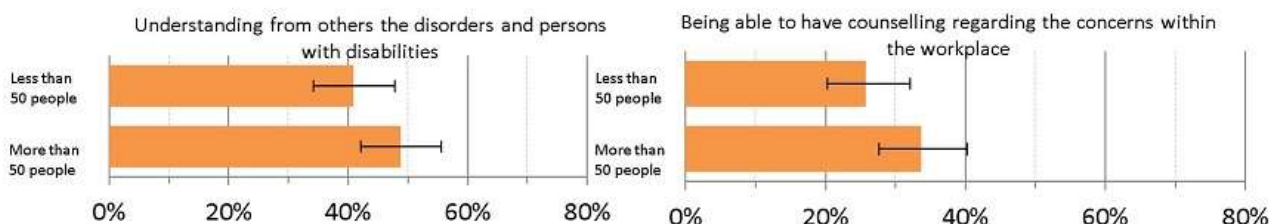


Figure 6: The relationships between the employment size and the work-related needs  
(Percentage of persons with needs)

(Estimated marginal average values. Error bars indicate the confidence interval of Wald95%.)

### ■ The relationships between the research period and the satisfaction levels and needs

During the research period, there were social occurrences, including the Great East Japan Earthquake, as well as changes in social system. In addition, the ratification of the Convention on the Rights of Persons with Disabilities along with preparations of municipal laws was undertaken. These occasions were considered to affect working life of the persons with disabilities, however, in this analysis these effects were not able to be identified.

### (3) Prospects and the tasks in the future

By analyzing the relationship factors of the job satisfaction levels and the work-related needs, the effects of the types of disabilities were clearly identified in every single disability type and this result ensured the importance of the support and individual accommodations depending on the characteristics of the disabilities. Furthermore, the relationships between the satisfaction levels and needs and a variety of employment conditions and the events concerning the employment and life, etc. were identified, which could be a rich information base for proposals towards the support and measures for the future.

In the research study of the fifth period, by utilizing further collected data, more investigations will continue concerning the details which were not able to be clarified this time due to a lack of data.