

Research on Satisfaction with Vocational Life of Persons with Developmental Disabilities and Current Status of Workplace

(Research Reports No.125) Summary

[Keywords]

Persons with Developmental Disabilities, Satisfaction with Vocational Life, Consideration for Settling into the Workplace

[Usage of this report]

Some studies show that more Persons with Developmental Disabilities are not satisfied with their current jobs than those with other Persons with Disabilities and ordinary workers, and settling into the workplace is an issue for them. This research focuses on Persons with Developmental Disabilities who are currently working, summarizes the results of the survey on satisfaction with vocational life and current status of employment (e.g. types of employment, experience of leaving a job and communication with a workplace such as consideration), and life environment, grasps the factors affecting such satisfaction with vocational life, and explores the causal relationship between them. It is expected that this research will be used as basic information to encourage Persons with Developmental Disabilities to settle into the workplace.

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2 Research Period

FY2013 to 2014

3 Composition of the research report

Chapter 1: Research Framework
Chapter 2: Implementation of Questionnaire Survey
Chapter 3: Results of Questionnaire Survey
Chapter 4: Analysis of Results of Questionnaire Survey
Chapter 5: Discussion
Materials at the end of report

4 Background and Purpose of Research

Regarding Persons with Developmental Disabilities, according to the research conducted by Japan Parents' Association of Learning Disabilities in 2009, 52.8% of the Persons with Developmental Disabilities "I want to continue my current job," which is lower than the percentage of Persons with Intellectual Disabilities, 56.7%, identified by the same research (Survey on the Employment Situation of Persons with Disabilities in FY2008). On the other hand, according to the research focusing on ordinary workers (General Survey on Diversified Types of Employment in FY2010) in terms of the desire of future employment of workers (except full-time employees), 73.9% of them answer "I want to continue to work in the current company.". Compared to this, in the case of Persons with Developmental Disabilities, it can be considered that many people are not satisfied with their current jobs and settling into the workplace is an issue for them. However, as the half of them think "I want to continue my current job," it can be said that understanding the difference between the two perspectives implies the important aspect in terms of promoting the employment and settling into the workplace of Persons with Developmental Disabilities.

Therefore, we conduct the research on the current status of Persons with Developmental Disabilities in order to identify the factors affecting their satisfaction by grasping their satisfaction for the career and properties in vocational lives, and organize basic information for the future effective support and consideration in employment support organizations.

5 Method

(1) Collection of Information regarding Current Status of Employment of Persons with Disabilities and Ordinary Workers

We conducted the search focusing on Persons with Disabilities including Developmental Disability and Intellectual Disability, and ordinary workers, along with collecting information in terms of satisfaction with vocational life, reasons for working, requests for a workplace and employment situations (types of employment, average years of service, working hours per week and wages).

(2) Establishment of Research Committee

For planning and organizing this research, we established Research Committee consisting of representatives from experienced and academic experts, groups of related parties, employment support organizations and related government institutions in cooperation with specialized insights and related organizations, and we had a discussion.

(3) Implementation of Questionnaire Survey

In order to identify the current status of satisfaction with vocational life and a workplace regarding Persons with Developmental Disabilities, we conducted a questionnaire survey from May to July 2014 focusing on Persons with Developmental Disabilities over the age of 18 who are currently working. We asked the cooperated organizations and support organizations below to distribute the survey forms to the parties concerned (Autism Society Japan (222), Japan Developmental Disabilities Network (215), Japan Parents' Association of Learning Disabilities (150), Support Center for Persons with Developmental Disabilities (880) and Local vocational rehabilitation centers for persons with disabilities (150), the bracketed numbers mean the number of sendings), and among the total 1,617 sendings, we received 659 responses (the entire reply rate is 40.8%).

6 Summarized Results of the Study

(1) Outline of preceding research regarding the Current Status of Employment of Persons with Disabilities and Ordinary Workers

According to the information shown in Chapter 5 (1), in terms of satisfaction with vocational life, "ideal and satisfied" or "satisfied" was selected by 49.6% of the entire number of Persons with Disabilities, 52.1% of Persons with Intellectual Disabilities, 36.1% of Persons with Mental Disabilities and 45.7% of Persons with Developmental Disabilities. In terms of the survey focusing on ordinary workers, while they are highly satisfied with the contents and worth doing o of their jobs, relationships in the workplace and communication, the satisfaction with wages is low. 56.7% of Persons with Intellectual Disabilities and 73.9% of ordinary workers (workers except full-time employees) want to continue their current jobs. With regard to average years of service and wages, the results show that length of service of Persons with Disabilities are short, and their wages are low.

(2) Outline of the Results of Questionnaire Survey

- Classification of the basic properties consists of 79.8% of males, 20.2% of females, and 57.0% of them are aged 20-29. The average age of respondents is 28.9 years old.
- With regard to the last educational background, college, technical college and junior college are 26.7%, university is 26.5%, special support school is 22.1%, high school is 20.4%, and graduate school is 2.5% (see Figure 1).
- In terms of names of disabilities, Autism Spectrum Disorder is 85.7%, Intellectual Disability is 22.7%, Learning Disorder (Specific Learning Disorder) is 14.8%, Attention-Deficit/Hyperactivity Disorder is 13.7%, Motor Disorders (Developmental Coordination Disorder, Tic Disorders) are 4.8% and others are 6.7% (see Figure 2).
- Regarding certificates possession, Mental Disabilities Certificates is 47.4%, Intellectual Disabilities Certificates is 41.4%, persons with no acknowledgment or judgment is 10.8% and judgment of vocational rehabilitation centers for

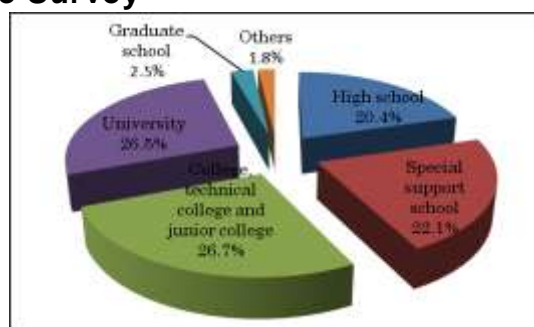


Figure 1 Highest Educational Attainment
(n=652)

persons with disabilities is 6.3 %.

- In terms of ways of living, persons currently working are 90.3%, persons living with their parents and/or siblings are 84.6% and persons financially relying on their parents and/or siblings in addition to their own incomes are 71.5%. Also, 45.7% of persons concerned receive a disability pension.

- With regard to employment types of employees, part-time employee, non-full-time employee and non-regular employee are 42.3%, entrusted employee and contract employee are 25.1% and regular (full-time employee) is 23.9% (see Figure 3).

Moreover, in terms of “regular (full-time) employee,” it is normally regarded as employees with an indefinite period, but there is no legally specified definition in a labor law. This research collects the responses based on the respondents' discretion, just like Survey on the Employment Situation of Persons with Disabilities in FY2008, defining regular (full-time) employee as “those called regular employee or full-time employee in their workplaces.”

- Regarding period of service, more than 1 year but less than 3 years is 28.9%, less than 1 year is 28.7% and the average is less than 4 years (45.8 months).
- In terms of wages (take-home pay per month), 100,000- less than 150,000JPY is 42.7%, 50,000- less than 100,000JPY is 36.5% and 150,000- less than 200,000JPY is 11.0% (see Figure 4).

- 55.3% of persons concerned answer that they "have" experience of leaving a job. Most common reason for leaving a job is an individual reason (56.4%), including problem in relationships in the workplace (61.0%), inappropriate contents of the job (49.2%) and insufficient consideration in the workplace (28.8%).
- Among the respondents currently working, 78.4% inform the person in the workplace about the characteristics of themselves and what they want to be considered, and 84.9% of them answer that it is good to do so.
- With regard to satisfaction with vocational life, an abstract concept of “satisfaction” is divided into 5 specific items described by sentences (such as “I feel happy when I am working”), and respondents are asked to answer the questions based on 5-point scale (from “Agree” to “Disagree”). Among the “Agree” responses, “I want to continue my current job” is 52.9% and “I feel happy when I am working” is 36.8%. In the case where the “Somewhat Agree” responses are included, the percentage of every item is over 50% (see Figure 5).

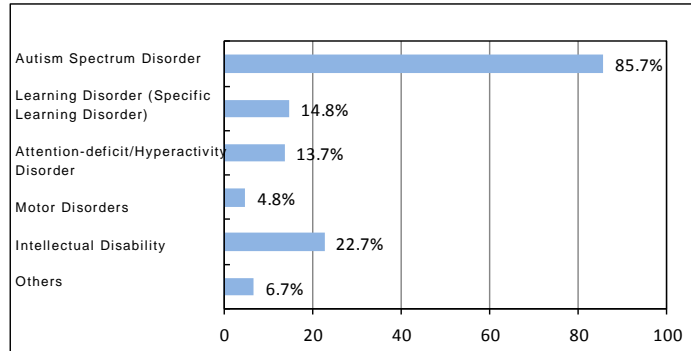


Figure 2 Names of Disabilities (n=642, multiple answer)

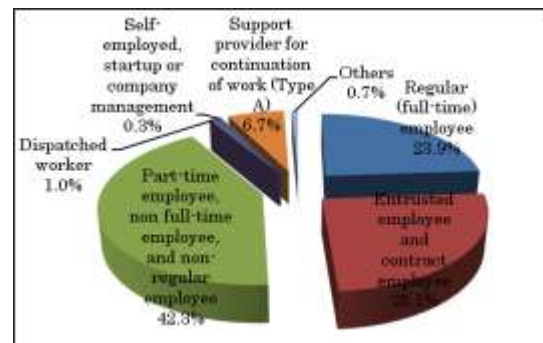


Figure 3 Employment Status (n=610)

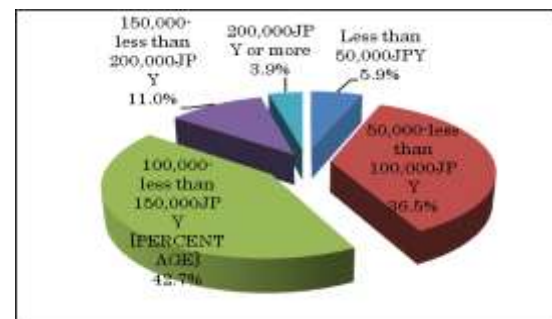


Figure 4 Wages (n=611)

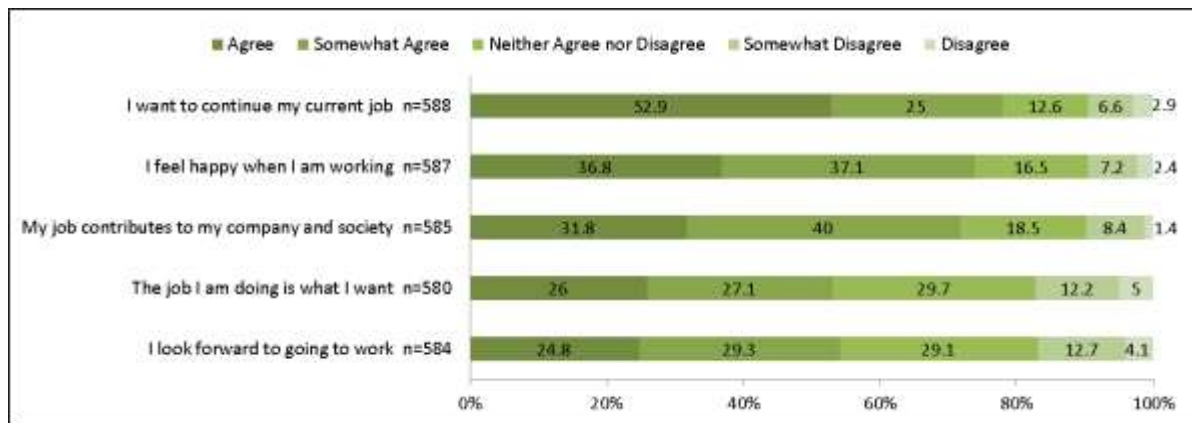


Figure 5 Perspectives on the Current Jobs (Job Satisfaction)

- In terms of relationships in the workplace, most respondents answer “Agree” to the 5 questions regarding cooperation such as “I can continue to work thanks to person in my workplace.” In the case where the “Somewhat Agree” responses are included, the percentage of every item is over 70%.
- In terms of contents of the jobs, in decreasing order of the “Agree” responses, It becomes “jobs requiring physical strength” is 37.5% and “routine works that I need to do the same duties every day” is 35.0% and so on.
- The “Frequent” and “Sometimes” responses to the items regarding cooperative care offered by bosses or colleagues, including “explain in an easy-to-understand way,” “I get praised” and “I am said ‘it is helpful that you are working’,” are 70.7%, 65.1% and 61.1% respectively. For the negative items such as “my manner of speaking is warned” and “I am said ‘you are slow with your work’,” the “Not at all” and “Not much” responses are 58.0% and 56.2% respectively.
- Regarding problems in a workplace, the responses including “room temperature in a workplace is changed depending on the day” (25.2%), “there is no place to stay alone during a break time, so I am forced to stay with many people” (14.7%) and “the transportation used for commuting to the workplace is always busy” (13.3%) are provided as the main problems regarding the physical environment.
- In terms of requests for a workplace, “provide instruction in an easy-to-understand way” is 36.8%, “if the work is changed, inform in advance” is 35.8% and “suggest the priority of the work” is 32.8%.
- Regarding other opinions and comments (open ended) such as comments about working, (A) “get praised about the way I work and work attitude,” (B) “get appreciation and gratitude from colleagues and bosses,” (C) “feel that I am admitted as a member of the workplace” and (D) “get care along with understanding of my characteristics” are provided as what the respondents are happy with their workplaces. Unpleasant things in a workplace are (A) “words or care discouraging me” and (B) “care without understanding of my characteristics.” Problems and required understanding in a workplace are (A) “matters regarding excessive sensitivity in a work environment,” (B) “matters regarding performance of the work” (A: way of instruction, priority, B: confirmation and advice for progress of the work, C: care for changes, D: work I am not good at doing, and E: easiness of getting fatigue), (C) “matters regarding relationships and communication in a workplace” and (D) “matters regarding care provided by the office.” Good matters regarding use of services provided by support organizations are (A) support for self-understanding and self-decision, (B) use and consultation about training before starting a job, (C) information about the characteristics of the person concerned to the office and establishment of an environment of the office where the person concerned are accepted and (D) sustainable support for settling into the workplace. Unpleasant things regarding use of services provided by support organizations are (A)

insufficient explanation or deficiency in care, (B) disrespect to self-decision and (C) deficiency and insufficiency of support services.

(3) Analysis of Results of Questionnaire Survey

A Relationship between Disability Certificates and Each Item, and Relationship between Informing Characteristics and Required Consideration, and Each Item

- In cross tabulation regarding career of education and disability certificates, 93.0% of persons whose the last educational background is special support school have Intellectual Disabilities Certificates, and 69.6% of persons whose the last educational background is a university have Mental Disabilities Certificates.
- In terms of types of employment, 66.0% of persons having Intellectual Disabilities Certificates are non-permanent employees, 74.8% of persons having Mental Disabilities Certificates are non-permanent employees, and 48.5% of persons with no acknowledgment or judgment are regular (full-time) employees.
- Regarding experience of leaving a job and situation of disabilities certificates, 63.5% of persons having Intellectual Disabilities Certificates have no experience of leaving a job, and 71.1% of persons having Mental Disabilities Certificates have experience of leaving a job.
- In cross tabulation regarding “whether the person in my workplace was informed my characteristics and request for consideration or not” and each question item, a statistically significant difference is identified in 39 items. In terms of items regarding satisfaction with a job and those showing the cooperative relationships in a workplace, respondents telling the person in their workplaces about their characteristics and required consideration tend to be satisfied with their jobs, and the relationships in their workplaces tend to be cooperative (see Figure 6).

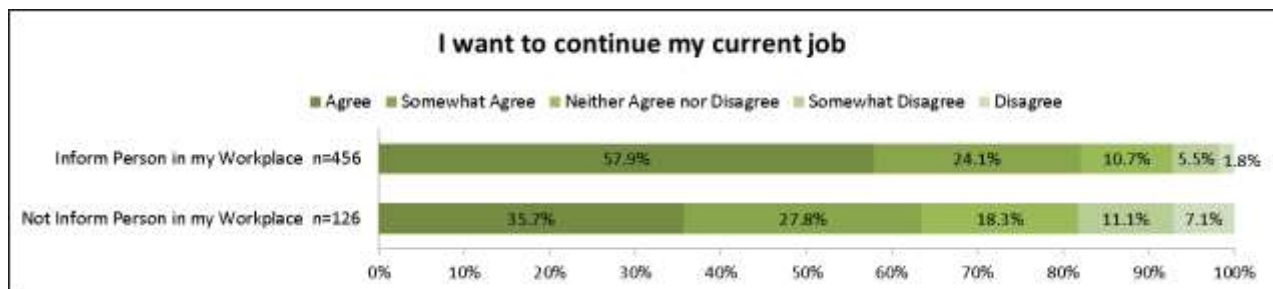


Figure 6 Relationship between “whether you told people in your workplace about the characteristics of your disability and request for consideration or not” and “I want to continue my current job”

B Analysis of Question Items regarding Satisfaction with Vocational Life

- When we conducted the factor analysis of question items regarding satisfaction with a job, relationships in a workplace, care offered by bosses and colleagues, and wages based on the results of responses, the following 3 factors were identified (see Table 1).
 The first factor “understanding of neighboring person (colleagues, bosses)”
 The second factor “worthwhile of work”
 The third factor “less negative care in a workplace”
- Based on the results of the factor analysis, we divided the respondents into “group with high satisfaction” and “group with low satisfaction” and compared them. As you can see in Table 2, people in “group with high satisfaction” tend to provide positive responses while those in “group with low satisfaction” tend to offer more negative answers.
- In comparison regarding “whether the person in my workplace was informed my characteristics and request for consideration or not,” while about 50% of

respondents informing the person in their workplaces about their characteristics and required consideration belong to “group with high satisfaction,” more than 70% of those not informing it belong to “group with low satisfaction” (see Table 3). On the other hand, more than 90% of respondents in “group with high satisfaction” inform the person in their workplaces about their characteristics and required consideration (see Table 4). It can be assumed that informing the person in their workplaces about their characteristics and required consideration is a necessary condition, but sufficient condition to get higher satisfaction.

- Selecting the items including “there is no place to stay alone during a break time, so I am forced to stay with many people,” “provide instruction in an easy-to-understand way” and “want someone with whom I can consult if I have problems” can increase the percentage of belonging to “group with low satisfaction.”

Table 1 Results of Factor Analysis of Question Items regarding Satisfaction

Question Items	Name of Factor		
	Understanding of Neighboring Person	Worthwhile of Work	Less Negative Care in a Workplace
Neighboring person helps me when I have problems	.897	-.121	.021
Person in my workplace listens to me	.785	.007	.020
I have someone with whom I can consult	.742	.000	-.026
I can continue to work thanks to person in your workplace	.725	.083	-.067
Person explains something to me in an easy-to-understand way	.700	-.021	-.019
Person in my workplace accept me	.689	.150	.029
I get praised	.536	.178	.039
Someone says “it is helpful that you are working” to me	.520	.117	.066
I am asked to perform a new duty	.454	.033	-.058
I look forward to going to work	-.058	.904	-.008
The job I am doing is what I want	-.070	.783	.008
I feel happy when I am working	.121	.662	-.014
I want to continue my current job	.157	.600	-.033
My job contributes to my company and society	.156	.567	-.005
What do I think about my income	.031	.188	-.054
My mistakes are frequently pointed out	-.112	.090	.811
I am said “you are slow with your work”	.129	-.016	.725
My manner of speaking is warned	-.027	-.155	.572

* In each question, respondents were asked to select one applicable option from 5 options. In the analysis, the more positive the response becomes, the bigger the number is from “1. Disagree” to “5. Agree.” Also, the opinions on wages are described by “1. Not enough” to “5. A lot,” and negative question items including “my mistakes are frequently pointed out,” “I am said ‘you are slow with your work’,” and “my manner of speaking is warned” are answered by “1. Frequent” to “5. Not at all.”

Table 2 Comparison between Groups Regarding the Responses to a Question "I Feel Happy During Working"

		Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Total
Group with High Satisfaction	Number of People	174	59	15	0	0	248
	Composition Ratio	70.2%	23.8%	6.0%	0.0%	0.0%	100.0%
Group with Low Satisfaction	Number of People	31	142	75	40	14	302
	Composition Ratio	10.3%	47.0%	24.8%	13.2%	4.6%	100.0%
Total	Number of People	205	201	90	40	14	550
	Composition Ratio	37.3%	36.5%	16.4%	7.3%	2.5%	100.0%

* A chi-squared test and residual analysis were conducted. Items significantly higher than others ($p < 0.05$) are displayed with shading.

Table 3 Status of Satisfaction of Each Group (Inform and Not Inform)

		High Satisfaction	Low Satisfaction	Total
Inform	Number of People	215	214	429
	Composition Ratio	50.1%	49.9%	100.0%
Not Inform	Number of People	32	85	117
	Composition Ratio	27.4%	72.6%	100.0%
Total	Number of People	247	299	546
	Composition Ratio	45.2%	54.8%	100.0%

※A chi-squared test and residual analysis were conducted. Items significantly higher than others ($p < 0.05$) are displayed with shading.

Table 4 Status of "Whether Inform or Not" in Each Group (High / Low Satisfaction)

		Inform	Not Inform	Total
High Satisfaction	Number of People	215	32	247
	Composition Ratio	87.0%	13.0%	100.0%
Low Satisfaction	Number of People	214	85	299
	Composition Ratio	71.6%	28.4%	100.0%
Total	Number of People	429	117	546
	Composition Ratio	78.6%	21.4%	100.0%

※A chi-squared test and residual analysis were conducted. Items significantly higher than others ($p < 0.05$) are displayed with shading.

7 Findings Gained from This Research

- With regard to the current condition of employment of Persons with Developmental Disabilities, conditions of employment status and treatments including wages, bonuses, type of employment (percentage of non-permanent employees) and working hours, and period of service are more severe than those for ordinary workers. As the rate of leaving a job of Persons with Developmental Disabilities is high, it is difficult for them to spend an independent life because of various problems from a viewpoint of stabilization of employment. While some may be satisfied with their vocational lives at this moment, it is necessary to pay attention to their situations to make sure their vocational independence is not decreased.
- As 22.2% of regular (full-time) employees do not have any disabilities certificates, it can be assumed that they hesitate to obtain the certificates and submit them to their workplaces, and understanding and recognition in the general public are not sufficient.
- As the results of the factor analysis, three main factors structuring satisfaction with vocational life including (a) "understanding of neighboring person," (b) "worthwhile of work" and (c) "less negative care in a workplace" are identified as Table 2 shows. The factor of (a) "understanding of neighboring person" is based on "neighboring person help me when I have problems" and "person in my workplace listen to me," and (b) "worthwhile of work" is based on "I look forward to going to work" and "the job I am doing is what I want." The factor of (c) "less negative care in a workplace" is based on less negative care such as "my mistakes are frequently pointed out" and "I am said 'you are slow with your work'."
- While informing the characteristics and considerations the person concerned needs is the first step to increase his or her satisfaction, ideal care and considerations in an accepted workplace depend on the individualization of the concerned office, the person's position in the office to whom the person concerned informs and expertise of the person informed. Therefore, on behalf of the Persons with Developmental Disabilities who is not good at organizing and

understanding issues, and has difficulty in expressing his or her opinions in words, which are the characteristics of Persons with Developmental Disabilities, it is important for support organizations to appropriately inform the person responsible for managing employment in the office about the problems the person concerned has, his or her characteristics and considerations he or she requires.

- It is desired for employers and supporters to understand the characteristics of the individual Person with Developmental Disability in advance, and to provide considerations regarding instruction of duty performance and working environment according to his or her characteristics.
- It is necessary to acquire appropriate knowledge and promote understanding of the characteristics of Developmental Disability, assign persons providing consulting and support to Persons with Developmental Disabilities at the workplace, provide and improve expertise and support skills of Persons with Developmental Disabilities in order to promote settling into the workplace. It is desired to offer considerations according to the characteristics of the individual Person with Developmental Disability by gaining support from specialized support organizations. Moreover, as such considerations are diverse and highly individualized, it is important to provide such considerations along with mutual understanding between the individual circumstances of Persons with Developmental Disabilities and employers. It is desired for employers to consider and implement specific care respecting the characteristics, needs and thoughts of the Person with Developmental Disability based on consultation and discussion with the person concerned.
- It is desired for the related organizations such as government institutions, specified support organizations, education institutions and medical institutions to enhance cooperation with each other and establish the system providing more detailed, timely and accurate support to employers such as corporations, the Persons with Developmental Disabilities and his or her family.