

Research on the Status of the Settling into the Workplace and Support to Persons with Mental Disabilities

(Research Reports No. 117) Summary

[Keywords]

Mental Disability, Factors for the Settling into the workplace, Measures to support to the Settling into the workplace

[Usage of this report]

This research is expected to be used as basic material to confirm the specific measures and considerations concerning the support for the Settling into the workplace to persons with Mental Disabilities by the following: work support institutions; support staff in psychiatric medical institutions; staff in charge of employment management in the companies which accept the persons with Mental Disabilities.

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2 Research Period

FY2012 to FY2013

3 Composition of the research report

- Chapter 1 Results of the surveys on the status of the Settling into the workplace of the Persons with Mental Disabilities who obtained jobs through the reference of the support desk for persons with disabilities at the Public Employment Security Office.
- Chapter 2 Analysis of the factors related to the Settling into the workplace of persons with Mental Disabilities who obtained jobs through the reference of the support desk for persons with disabilities at the Public Employment Security Office.
- Chapter 3 Analysis of the factors related to the employment of persons with Mental Disabilities who registered for employment placement.
- Chapter 4 Qualitative analysis related to the factors for the Settling into the workplace of persons with Mental Disabilities.

4 Background and Purpose of Research

As the number of persons with Mental Disabilities who registered for employment placement at the support desk for persons with disabilities at the Public Employment Security Office is increasing year after year, the number of persons with Mental Disabilities who obtained jobs through the reference of the desk is also on the rise. However, detailed analysis regarding the status and factors for the Settling into the workplace after they were employed has not been made so far.

Against this background, National Institute of Vocational Rehabilitation carried out questionnaire surveys at the Public Employment Security Offices across the country to grasp and analyze the status of the Settling into the workplace of the Persons with Mental Disabilities who obtained jobs through the reference of the support desk for persons with disabilities as well as the status of employment placement of persons with Mental Disabilities who registered at the desk recently. In addition, the Institute conducted hearing surveys with persons with Mental Disabilities who had settled into their workplaces more than three years, their support staff for employment, and staff in charge of employment management in the companies which had employed them in order to grasp and analyze the specific measures to support the Settling into the workplace of persons with Mental Disabilities. We organized the findings from these surveys and intended to make basic material which contributes to furthering the Settling into workplace of persons with Mental Disabilities.

5 Method

- (1) Questionnaire surveys (to Public Employment Security Offices across the country)
- (2) Hearing surveys (with persons with Mental Disabilities who settled into their workplaces more than three years, their support staff for employment, and the staff in charge of employment management in the companies which employed them)

6 Summarized Results of the Study

(1) Quantitative analysis

a. Participants

Persons with Mental Disabilities who recently registered for employment placement at the support desks for persons with disabilities at 110 Public Employment Security Offices across the country and those who obtained jobs through them from July to October 2008.

b. Study period

2008, 2009, 2011 (the research carried out in the past fiscal years covered these years), and from July to October 2012 (this research covers this period).

c. Study details

- Survey of those who registered for employment (2008, 2011)

Names of diagnosed diseases, with or without disability certificate, work experiences, the number of consultations at the support desk after three years, the status of employment placement, the status of obtaining jobs through employment placement, the status of support, etc.

- Surveys of those who obtained jobs through employment placement (2008, 2009, 2012)

Names of the diagnosed diseases, with or without disability certificates, work experiences, the status of employment offers, the status of the Settling into the workplace after three years, the status of support, etc.

d. Study method

We sent survey slips in excel data to targeted Public Employment Security Offices and received their responses.

e. Analysis method

With multiple logistic regression analysis, we analyzed factors related to the Settling into workplace of persons with Mental Disabilities and factors related to their employment after registration for employment placement.

(2) Qualitative analysis

a. Participants

Those who responded that they could cooperate with the hearing surveys on the process of the Settling into the workplace with persons with Mental Disabilities who had settled into their workplaces more than three years, their support staff for employment, and the staff in charge of employment management in the companies which employed them, eight cases.

b. Study period

December 2012 to July 2013

c. Study details

- Questions to those who settled into their workplace.

Employment process, impression of the workplace environment, implemented support, considerations from companies, etc.

- Questions to support staff for employment

Life history and work experiences of support eligible persons, details of useful support, problems to be solved to achieve the Settling into the workplace, etc.

- Questions to the employment management staff of companies

Workplace support system, job contents, considerations concerning employment management, the status of utilization of support institutions, etc.

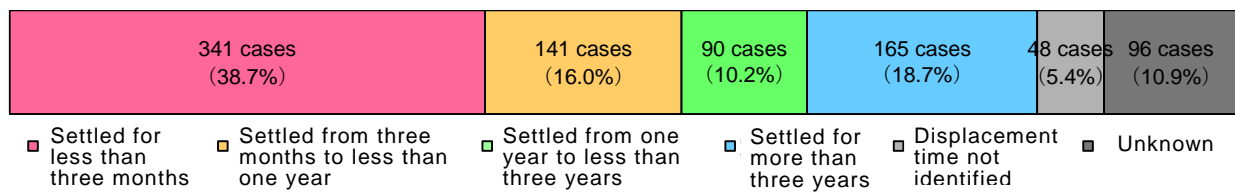
7 Result summary of Survey and Research

(1) Quantitative analysis

a. The status of the Settling into the workplace after three years concerning employed persons identified through the survey in 2008.

The number of valid data is 881. 341(38.7%) left their jobs in less than three months after their employment through the support desk, 141(16.0%) quit their jobs between three months or more and less than one year, 90 (10.2%) left their jobs between one year or more and less than three years, and 165 (18.7%) settled into the workplaces for more than three years.

Others, 48 (5.4%) quit their jobs at a timing not identified due to which their employment period cannot be specified, and 96 (10.9%) were unknown whether they settled or left their jobs.



b. Factors related to the Settling into the workplace of persons with Mental Disabilities who were employed.

(1) Factors related to the Settling into the workplace for three months.

In addition to the factors, "Appropriate job matching and follow-up were implemented to some extent" (variable of "Adaptive guidance") and "Companies gave consideration to some extent" (variable of "Types of employment offers"), there is a possibility concerning "the number of appointments through the support desk" that results reflect part of factors of employed persons who left or changed their jobs in a short time and the measures of consultations and support by the support staff of the Public Employment Security Office.

(2) Factors related to the Settling into the workplace for a long period

It is suggested that "Whether or not the company is eligible for the Levy and Grant System for Employment of Persons with Disabilities" (variable of "Size of the company") in the analysis of factors related to the Settling into the workplace for one year, and "Intensive support and continuous follow-up" (variable of "Support Offered by Job Coaches-In order to assist persons with intellectual disabilities and persons with Mental Disabilities in smoothly adjusting to the workplace, the centers dispatch job coaches to workplaces to provide direct and professional support to such persons and their employers based on individual disability traits.") in the analysis related to factors for the Settling into the workplace for three years.

Though the relationships between variables such as "Adaptive guidance" or "Types of employment offers" and the Settling into the workplace were found, 70% of persons who registered for the employment placement at the support desk for persons with disabilities did not receive the "Adaptive guidance", although they need some sort of support and consideration at workplaces. Moreover, 30% of persons who were employed through "General job offers without disclosing disabilities", which indicates that there were a substantial number of persons who were employed in conditions where little support and consideration could be expected. In light of this finding, the support desk for persons with disabilities at the Public Employment Security Office is expected to practice steadily the know-how of consultation and support which has been accumulated so far.

c. Factors related to employment of persons with Mental Disabilities after their registration for employment placement

(1) Factors related to employment placement at the support desk

It is a natural result that a relationship was found between the "Number of consultative meetings is large" (variable of the "Number of consultation at the support desk" and "Efforts to find new job offers" (variable of "Efforts to find new job offers"). As for "Possession of disability certificates" (variable of "Disability certificates"), this variable is considered to be related to the limitation of employment placement because it is difficult to apply to job offers for persons with disabilities without disability certificates.

(2) Factors related to employment through support desk

As for the variable of "Accompanying to job interviews," the anxiety of companies seems to be reduced, and the interviewees are more likely to be employed when the staff of the Public Employment Security Office accompanies the persons with Mental Disabilities to their job interviews. As for the variable of "Efforts to find new job offers," the interviewees are more

likely to be employed if the workplace was found to be in line with the expectation of persons with Mental Disabilities. However, "Accompanying to job interviews" or "Efforts to find new jobs" was offered to less than 10% of interviewees; therefore, these services are expected to be carried out more actively. As for the variable of "Disability certificates," the importance of support is confirmed because approximately 90% of interviewees were employed through the support desk if "Accompanying to job interviews" was implemented in spite of the possession of 1st or 2nd class certificates.

(3) Factors related to employment other than through support desk

As for the variable of "Employment placement at support desk", it is proper to regard that applicants did not need employment placement because they were employed before they used it. As for the variable of "Disability certificates," it is estimated that many of applicants without certificates search jobs through routes other than the Public Employment Security Office. It may be related to the fact that applicants without certificates have some difficulties in applying to job offers for persons with disabilities.

This analysis shows that applicants without certificates had significantly more possibility to be employed through support desk compared to those with 1st or 2nd class certificates. However, section b (settling factor analysis) mentioned above indicates the lower rates of Settling into the workplace when applicants were employed without disclosing disabilities. Careful consideration as to how to promote the job consultation through support desk seems required, paying attention not only to increasing the employment rate, but also the Settling into the workplace.

(2) Qualitative analysis

As an analyzing point of view, we adopted "Salutogenesis" advocated by Aaron Antonovsky. This theory is adequate for the multiple analyses of factors that support environmental adaptation. We consider that this theory can be adopted to the analysis of the factors for the settling into the workplaces, which is the purpose of this research.

Antonovsky says, "Human beings have a psychological and cognitive mechanism to promote his or her own health and adapt to situations even if he or she is subject to extreme stress". He indicates that Sense of Coherence (SOC) undertakes the core role of such mechanism. Sense of Coherence comprises the following three senses: (1) Comprehensibility (a sense that one can reasonably grasp one's own situation; (2) Manageability (a sense that one can have a prospect of managing the matters by oneself); (3) Meaningfulness (a sense that one can find meanings and values for oneself in matters). The formation of Sense of Coherence depends on the acquired life environmental factors and has a relationship with the acquisition of specific skills to resist various stresses which occur in everyday life. Antonovsky uses the expression, Generalized Resistance Resources (GRRs) to explain the supporting resources for coping with stress.

Based on these points, we organized specific measures to support the Settling into the workplace of persons with Mental Disabilities and the factors according to the two concepts of Sense of Coherence and Generalized Resistance Resources.

The following table is an example of organizing information on analyzed cases (a case of a person working as a personal service worker at a department store while self-managing residual symptoms). In this example, the status of the Sense of Coherence of the settled person organized by each of the three lower senses and the mobilization status and result of the Generalized Resistance Resources are indicated for each lower sense.

An example of the table organizing information on analyzed cases

	Sense of Coherence	Mobilization status of Generalized Resistance Resources	Mobilization result of Generalized Resistance Resources
Comprehensibility	<p>1) As positive symptoms, broadcasting of thought and hypersensitivity to light can be seen at times. (Awareness of symptoms)</p> <p>2) A superior strict about the job was placed or a younger person who has better ability than myself was employed./ I tried hard because I thought I am a burden to others and I should not be as I am now./ I have no thoughts such as caring only about myself. (Decline of significance of existence at workplace)</p>	<p>1) I had a self-coping training in psychology education. (Acquisition of skill to cope with symptoms)/ I asked to be assigned to the early shift at the interview because sometimes I have symptoms at night. I notified it to the company through support staff. (Adjustment of working time zone)</p> <p>2) Following advice from the mentor, I tried to ask full time employees who can teach me. (Request for assistance to colleagues)/ I consulted with my mother and heard of her experience of hardship when she was working in the male-oriented society. (Acquisition of working model)/I play the piano or do some sports. (Recreation)</p>	<p>1) I have never had the symptoms while at work. When I have the symptom of broadcasting of thought while not at work I am dealing it by myself. I do not have the symptom of broadcasting of thought now. (Control of symptoms)</p> <p>2) I strove to make it through difficulties and I think this may have led to the employment of the younger people. (Recognition of work result)</p>
Manageability	<p>1) In some events, there was only one cashier even though there were many customers. I had to learn many things, and that made me feel nervous. When I was instructed what to do on the spot, I could not apply it well in that situation where I was not prepared, and there were a lot of customers around. (Insufficient ability to respond to the work instruction)</p>	<p>1) I wanted to serve customers. (Matching of job interest)/ A contract employee who used to be a full-time employee supported me as a mentor./ My colleagues who appreciated my disability taught me by writing it. (Understanding of colleagues)/ My position was changed to an exclusive contract employee whose work is limited. (Limited work)/He is very willing to accept advice. (Guidance at workplace)</p>	<p>1) I am used to register operation so I have no mistakes or unknown things to worry about./ I feel comfortable because I am an exclusive contract employee whose work is limited./ Improvement is made immediately when advice is given. (Acquisition of working ability)/ Interpersonal tension is rarely observed, and the work has progressed smoothly. There is no trouble for doing mistakes, and there is no need to backup. (Evaluation from companies)</p>
Meaningfulness	<p>1) I think the treatment for persons with disabilities will change as a result of our effort. It is better not to ask for equal treatment from the beginning. (Attitude of effort toward better treatment)</p>	<p>1) I could overlook my situation a little bit because I am not as desperate as before. (Looking back of the work life)/ I am strongly aware that qualification acquisition will be reflected on the salary. If I study, I think I can become an office worker. I heard that important work is not assigned to persons with disabilities, but it is better trying than doing nothing. (Motivation toward enhancing processing ability)</p>	<p>1) I would like to continue the current work at least for 10 years. I have mid-term goal and short-term goal. I am planning to increase working hours and job content in a long period of time. (Setting of career goal)</p>

Organizing the information of eight cases through this analysis method, common factors of the Settling into the workplace could be summarized into the following six:

(1) Self-management of psychiatric impediment and residual symptoms

Involvement by staff in psychiatric medical institution in supporting acquisition of self-management for psychiatric impediment and residual symptoms is recognized. As for the settled persons who are using psychiatric medical institution without rehabilitation function, support staff for employment in the field of vocational rehabilitation and the staff in charge of employment management in the company are cooperating and collaborating to support the acquisition of self-management skills mainly for psychiatric impediment.

(2) Continuation of the employment management policy that promotes moderate working

There are companies in five cases out of eight which continue the employment management policy that promotes moderate working intended to minimize the energy release for activity (modest employment management policy that does not raise requirement standards for the settled persons such as extension of working hours, Enlargement of vocational area, and so on).

(3) Understanding and approval to the work attitude oriented toward maintaining the present status

Persons settled in the companies which continue the employment management policy that promote moderate working have the work attitude oriented toward maintaining the present status rather than extending working hours, Enlargement of vocational area, and so forth. Such companies understand and approve the work attitude of the settled persons oriented toward maintaining the present status as a basic policy of employment management of persons with disabilities.

(4) Employment management policy aiming for medium- and long-term career progression

In contrast to the companies referred to in (3), there are companies in three cases out of eight which have employment management policy oriented toward career progression of the settled persons such as extension of working hours, Enlargement of vocational area, and so forth. These companies are more prone to encountering complicated episodes in the process of Settling into the workplace compared to the ones having the "Employment management policy that promotes moderate working." In such case, staff in charge of employment management in the companies is dealing with the problems carefully.

(5) Practice of positive feedback

Not only favorable work behavior and positive feedback related to the result are implemented, but also feedback related to warm attitude of the companies accepting the settled persons, encouragement to return to the workplace after leave of absence, and meaningfulness of existence and role of the settled persons in the workplace is received.

(6) Job matching

Support staff of employment and the staff in charge of employment management in the companies are exchanging information on work adaptation process of persons settling into the workplace especially concentrating in the beginning stage after job placement.

8 Findings obtained through this research

The quantitative analysis indicates that the factors affecting the Settling into the workplace for more than three years are "Appropriate job matching and Follow-up are implemented to some extent" (variable of "Adaptive guidance"), and "Companies have considerations to some extent" (variable of "Types of employment offers") while the factors affecting the long-term settling are "Intensive support and continuing Follow-up" (variable of "Support Offered by Job Coaches") and so forth. Moreover, the qualitative analysis result reveals that the factors affecting the Settling into the workplace are "Self-management of psychiatric impediments and residual symptoms", "Continuation of employment management policy that promotes moderate working", "Understanding and approval to the work attitude oriented toward maintaining the present status", "Employment management policy aiming for medium- and long-term career progression", "Practice of positive feedback", and "Job matching".

These findings re-confirm the previous findings obtained related to employment problems of persons with Mental Disabilities; they are not new findings, which have come to light in this research. However, we could organize analytically the basic requirements necessary for promoting the Settling into the workplace of persons with Mental Disabilities.

Hereafter, in order to improve the present situation that nearly 60% of persons with Mental Disabilities leave their jobs in less than a year, it is necessary to grasp the needs of job applicants with Mental Disabilities appropriately and conduct consultation of employment together with further enhancement of Follow-up by staff at the Public Employment Security Office and work support institution after employment.

In addition, after acceptance, it is essential that the considerations organized in the quantitative analysis be reflected on employment management policy of the companies to some extent. For this reason, it is necessary to continue informing the past findings related to employment of persons with Mental Disabilities to the companies with no experience in employing such persons. At the same time, for the companies having already accumulated know-how on employment management of persons with Mental Disabilities, it will be an effective effort to collect detailed information on the cases where both career progression and the Settling into the workplace are achieved and organize/consider specific measures of career progression, which leads to the next progressive step of employment of persons with Mental Disabilities. The latter effort will be left for the future Survey and Research.

9 Usage of research results

This research is expected to be used as basic materials to confirm the specific measures and considerations concerning the support for the Settling into the workplace to persons with Mental Disabilities by the following: work support institutions such as the Public Employment Security Office, support staff in psychiatric medical institution, staff in charge of employment management in the companies which accept the persons with Mental Disabilities.