



# Exploring Impacts of Psychosocial Factors on Receiving Accommodations and Employment Outcome



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## ABSTRACT

This quantitative study aims to better understand the impacts of psychosocial factors regarding getting accommodations among people with disabilities, and how the receiving of accommodations may further impact employment outcomes (e.g., job satisfaction and job performance). Our research was conducted on 596 participants with disabilities recruited from multiple national and state organizations and agencies serving or advocating for peoples with disabilities such as the American Association of People with Disabilities, the National Multiple Sclerosis Society, and its state chapters. A mediation model was conducted to investigate the impacts of the psychosocial factors, by running factor analyses for computing coefficient omega and the mediation model in Mplus 8.4. The results demonstrate the significance of workplace supports on receiving workplace accommodation and job satisfaction among people with disabilities; the results also show the direct impact of receiving accommodation on job satisfaction. No relations were found among other variables in the study.

## INTRODUCTION

- Past research has found mixed and often contradictory results of demographic and personal factors on accommodation receiving (Telwatte et al., 2017; Zafar et al., 2019; Zwerling et al., 2003), this suggest that certain psychological variables mediating the accommodation receiving may have been overlooked.
- Past research has primarily focused on factors affecting requesting accommodations among people with disabilities (e.g., Baldrige & Swift, 2013; Baldrige & Veiga, 2001; Dong, 2011; Dong et al., 2016). Considering the significance of accommodation and lack of access to accommodation, it is important to examine factors impacting one's receiving workplace accommodations and associated job satisfaction and job performance with provision of accommodations.
- Our study's research question includes: What are the impact of psychosocial factors on receiving workplace accommodations? What are the impact of accommodations accommodation receiving on job satisfaction and job performance?

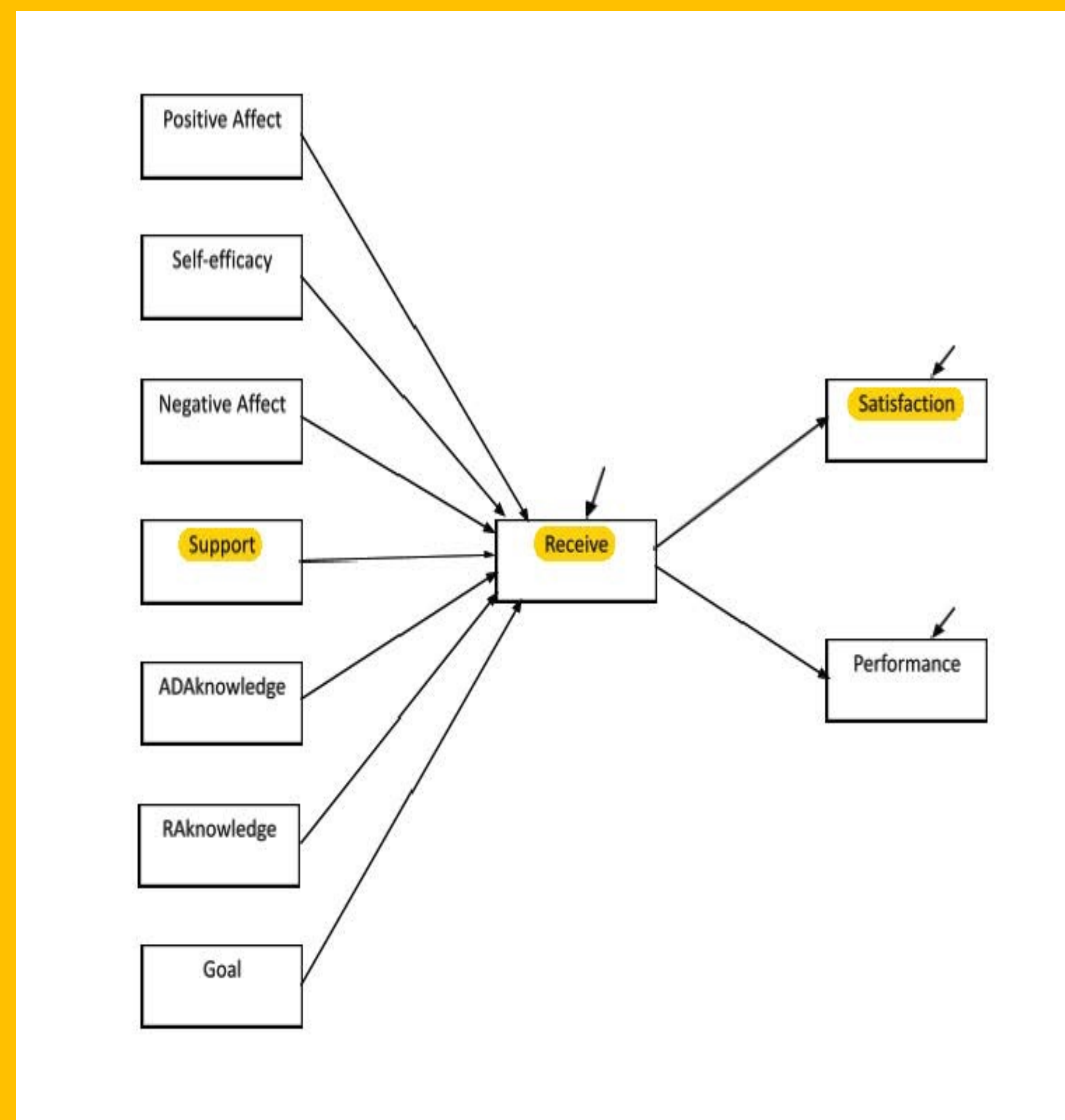


Figure 1. In the mediation model, we categorized self-efficacy, positive affect, negative affect, and workplace support, ADAknowledge, RAKnowledge, and work goal as “input” variables, receive as the mediator, and job satisfaction and job performance as the “output” variables.

## METHODS

- The sample consisted of 596 participants who self-reported that they 1) are 18 years of age or older, 2) are persons with disabilities, 3) requested workplace accommodations three months prior to the study.
- Participants; 33% were males, 64% were females and 64% were in the age range of 45 to 64, and over 75% were whites
- Qualtrics survey had questions related to demographic factors (such as age, gender, race, education, job level and status). Various scales (i.e., self-efficacy scale, positive affect scale, negative affect scale, and workplace support scale) were used to assess the psychosocial factors.
- A mediation model was conducted (Figure 1) to investigate the impacts of self-efficacy, positive affect, negative affect, workplace support, ADAknowledge, RAKnowledge, and work goal on receive, and the impacts of receive on job satisfaction and job performance.

## RESULTS

- The direct effect from workplace support to receive was significant at  $\alpha = .05$ . Its estimate suggests that with every one unit increase in workplace support, the odds of receiving accommodation(s) were 1.256 ( $= \exp(.228)$ ) times larger.
- In addition, the direct effect from receive to job satisfaction was significant ( $p < .05$ ). The difference in job satisfaction was predicted to be .662 between participants who received accommodation(s) and those who did not receive.
- Results indicate that self-efficacy, positive affect, negative affect, ADAknowledge, RAKnowledge, and work goal had no indirect effect (via receive) on job satisfaction and job performance.

## DISCUSSION

- The results demonstrate the significance of workplace supports on receiving workplace accommodation and job satisfaction among people with disabilities; the results also show the direct impact of receiving accommodation on job satisfaction
- Rehabilitation professionals and the workplace should encourage people with disabilities to request and use workplace accommodations as positive relationship between receiving accommodation and job satisfaction
- Rehabilitation professionals should foster favorable work environment to facilitate people with disabilities to request and take advantage of workplace resources and assistance to enhance their job retention and success.
- People with disabilities may also enhance their awareness and skills to cultivate workplace support to facilitate their efforts to level the play field.

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