

# Supporting Workplace Participation: Effects of Job Accommodations

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# Activity vs. Participation (Community)

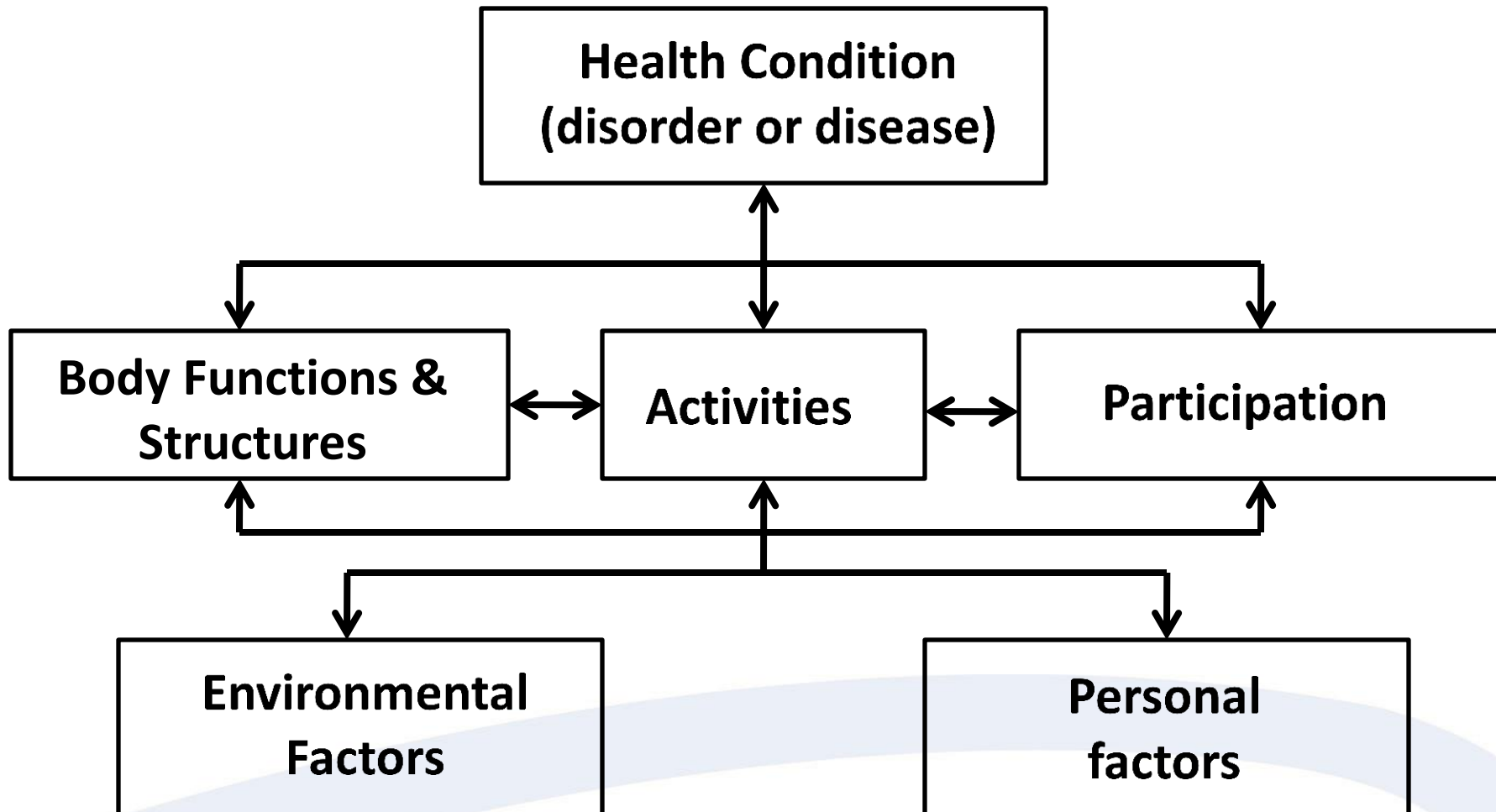
	Activity	Participation
<b>ICF definition</b>	<ul style="list-style-type: none"><li>• Execution of a task or action by an individual</li></ul>	<ul style="list-style-type: none"><li>• Involvement in a life situation</li></ul>
<b>Common constructs</b>	<ul style="list-style-type: none"><li>• Individual tasks</li><li>• Independence</li><li>• performance</li></ul>	<ul style="list-style-type: none"><li>• Valued occupations</li><li>• Independence/Interdependence</li><li>• Social roles</li><li>• Social relationships</li></ul>
<b>Measure</b>	<ul style="list-style-type: none"><li>• Quality, Efficiency</li></ul>	<ul style="list-style-type: none"><li>• Sense of Belonging or Inclusion</li></ul>
<b>Distinction</b>	<ul style="list-style-type: none"><li>• Individual</li></ul>	<ul style="list-style-type: none"><li>• Social</li></ul>

(Dijkers, 1998; Fougereyrollas et al., 1998; ICF, 2001; Rochette et al., 2006; Winkler et al., 2006 )

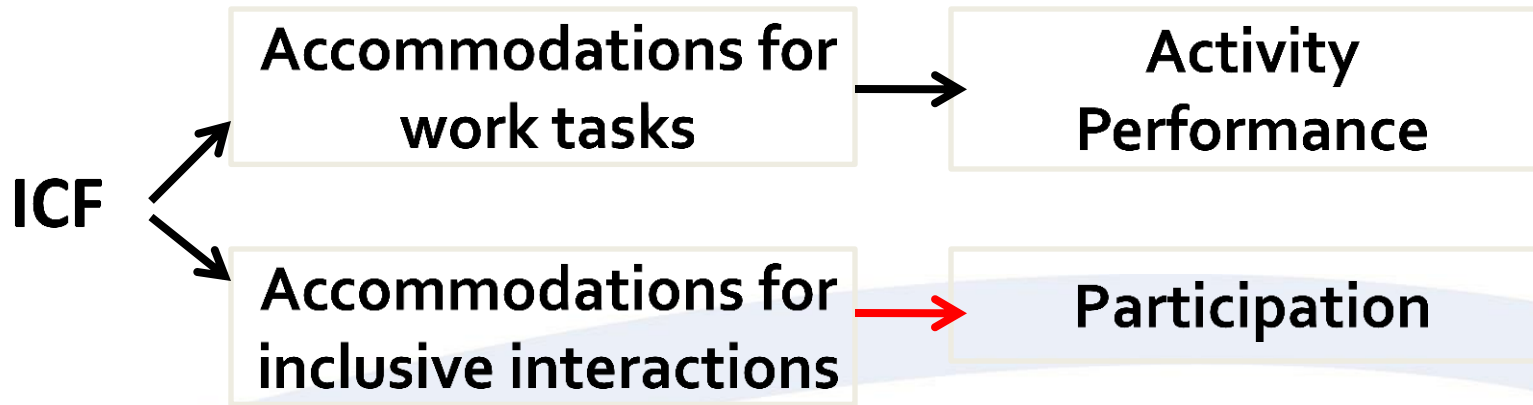
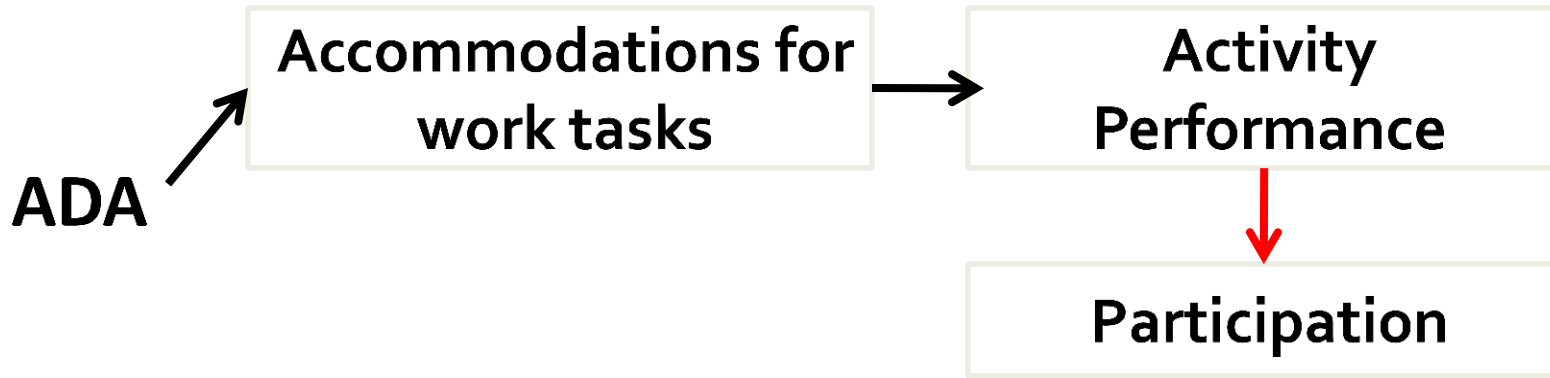
# ADA Title I (Employment )

- **Ensures that qualified individuals:**
  - Have equal opportunity to apply for jobs;
  - Have equal opportunity to work in jobs for which they are qualified and be promoted once working;
  - Have equal access to benefits and privileges of employment that are offered to other employees;
  - Are not harassed because of disability.
- Requires an employer to provide reasonable accommodation.
  - “Essential functions”

# ICF (WHO, 2001)



# ADA vs. ICF



# Importance of Workplace Participation

- Support job functions
  - execution of work-related tasks
  - coordination of group activities
  - transmission of office culture
  - team building

(Kraut et al, 1993; Whittaker et al, 1994)

- Enhance work outcomes
  - higher individual and firm productivity
  - Increased satisfaction with colleagues and their work
  - Less turnover intention

(Klein, D'Aunno, 1986; Pearce, Randel, 2004; Young, 1986; Whittaker, Guthrie, 2001)

# Impact of Activity-Focused Accommodations

- Telework
  - Difficulty in coordination of group activities
  - Ineffective exchange of simple information
  - Stigmatization
  - Reduced participation in the work group
  - Social and professional isolation
  - Low job satisfaction
  - Poor job performance and reduced productivity

(Anderson, Bricout, & West, 2001; Bailey & Kurland, 2002; Baker, Moon & Ward, 2006; Bricout, 2004; Guthrie, 1997; Hesse, 1991; Kerrin & Hone, 2001; Kurland & Cooper, 2002; Nie, 2001; Venkatesh & Speier, 2000)

# The Study

- Goal:
  - To better understand the influence of accommodations on participation as a sense of belonging and inclusion.
- Participants:
  - 50 employees with and 50 without **mobility disabilities**
  - Work > 50% FTE
  - In an **office** setting
- Measures:
  - Satisfaction with Activity and Inclusion
  - Accommodation Use / Unmet Needs



# Measures

Respondents reported on their ability to perform activities and participate in specific environments.

Accommodation Use was itemized for Individual Workspaces and Shared workspaces.

Unmet needs were identified when

1. individual reported difficulty with an activity or environment AND
2. had not received an accommodation for that barrier.

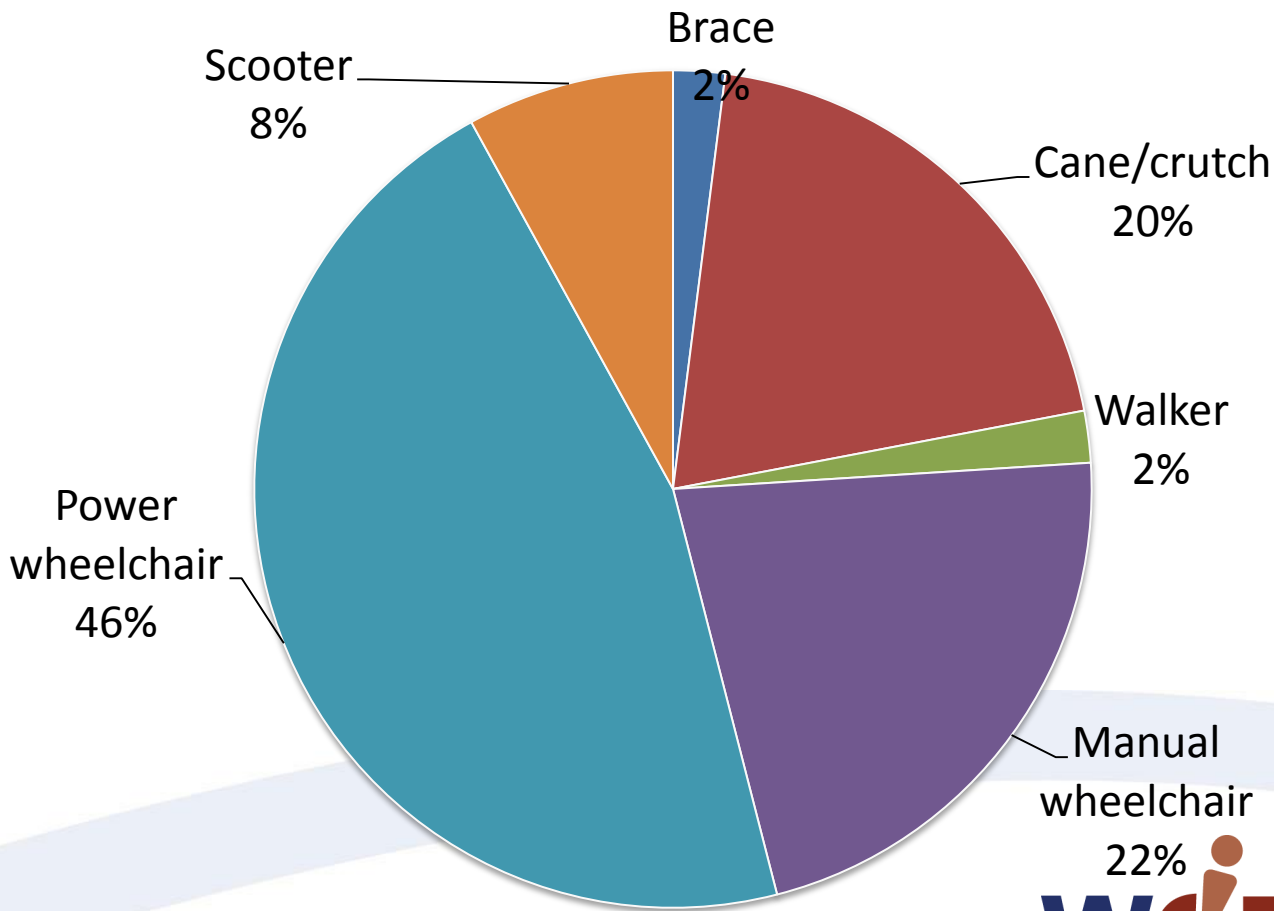
# Measures

- Job tasks
  - Quality
  - Efficiency
- Satisfaction with Workplace participation

	<b>Formal</b>	<b>Informal</b>
<b>Inside</b>	• Meetings	• Social interactions with coworkers and supervisor(s)
<b>Outside</b>	• Conferences • Prof. development activities	• Lunch outings, birthday parties, etc.

# Participants with mobility disabilities

- **Types of mobility device**

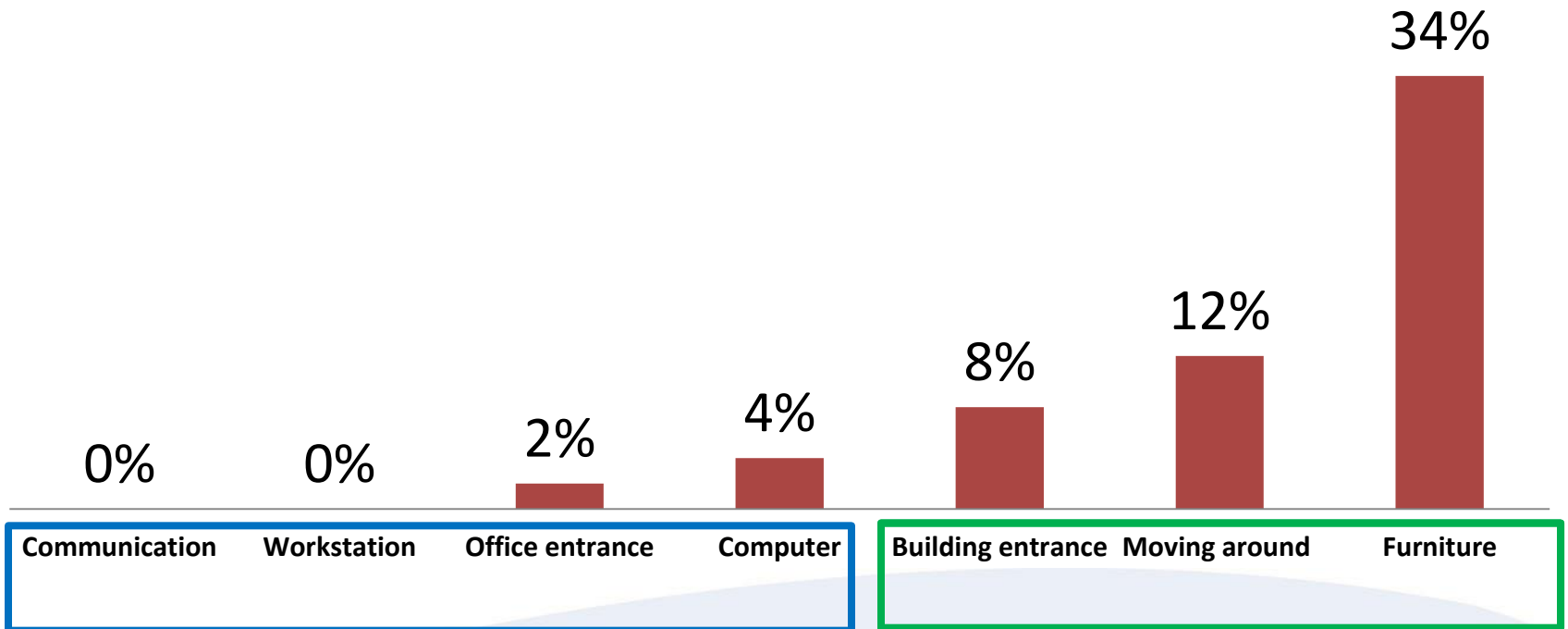


# Unmet Accommodation Needs

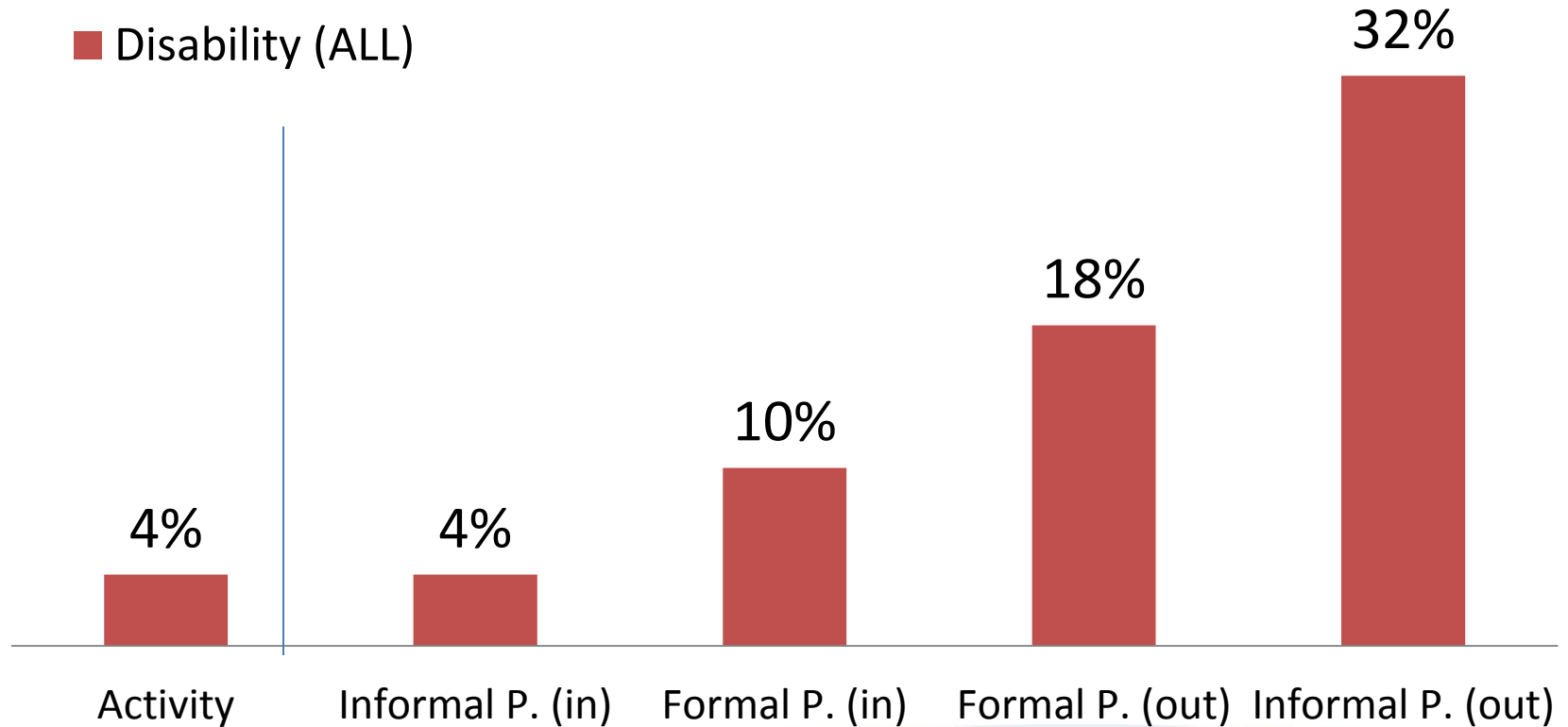
- **3/50** with unmet needs in the individual workspace
- **25/50** with unmet needs in the shared workspace
- Significant difference between individual and shared workspace unmet needs ( $p=.000$ )

# Unmet Accommodation Needs

- % of employees with disabilities

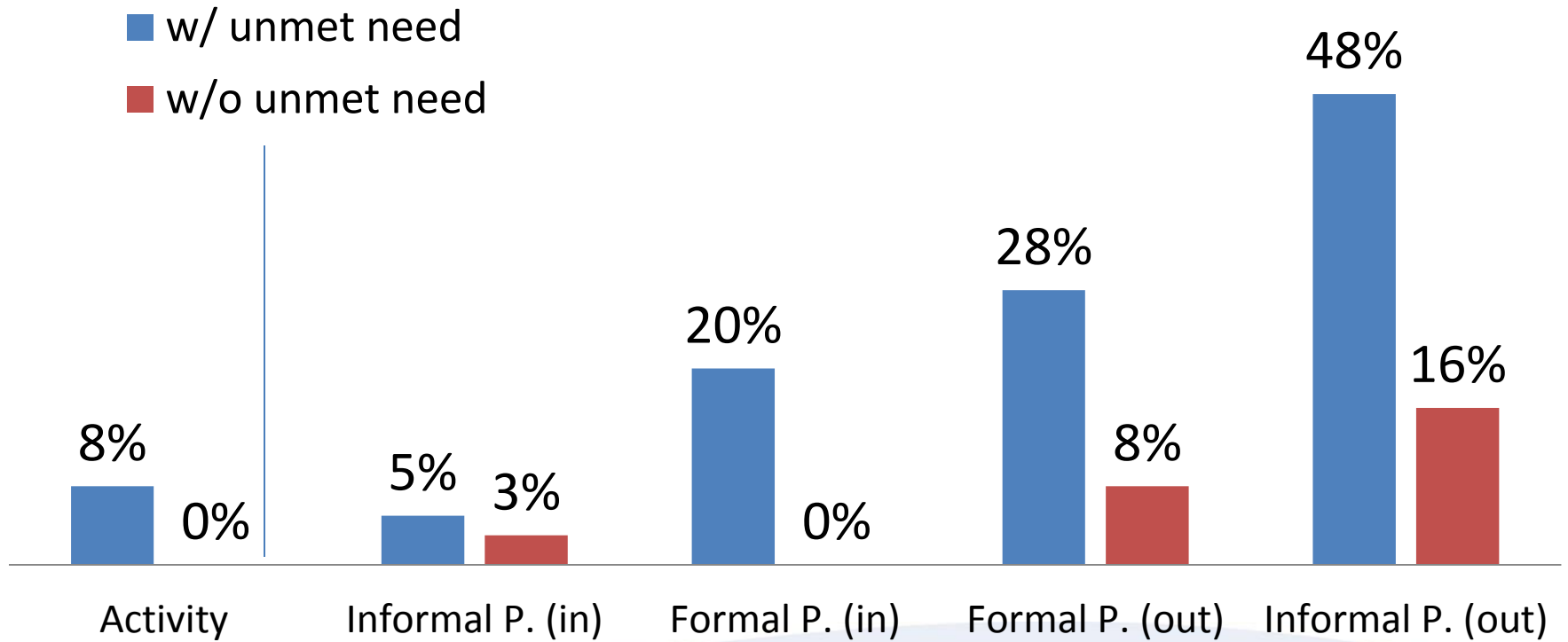


# Workplace Participation



*Dissatisfaction with Activity and Participation*

# Impact of shared-space unmet needs



**Dissatisfaction with Activity and Participation**

# Impact of shared-space unmet needs

	<u>w/</u> vs. <u>w/o</u> unmet needs
<b>Job tasks</b> Performance & efficiency	N.S.
<b>Workplace participation</b>	
Formal e.g. meetings, conferences	<b>.014</b>
Informal e.g. chatting, social events	<b>.016</b>



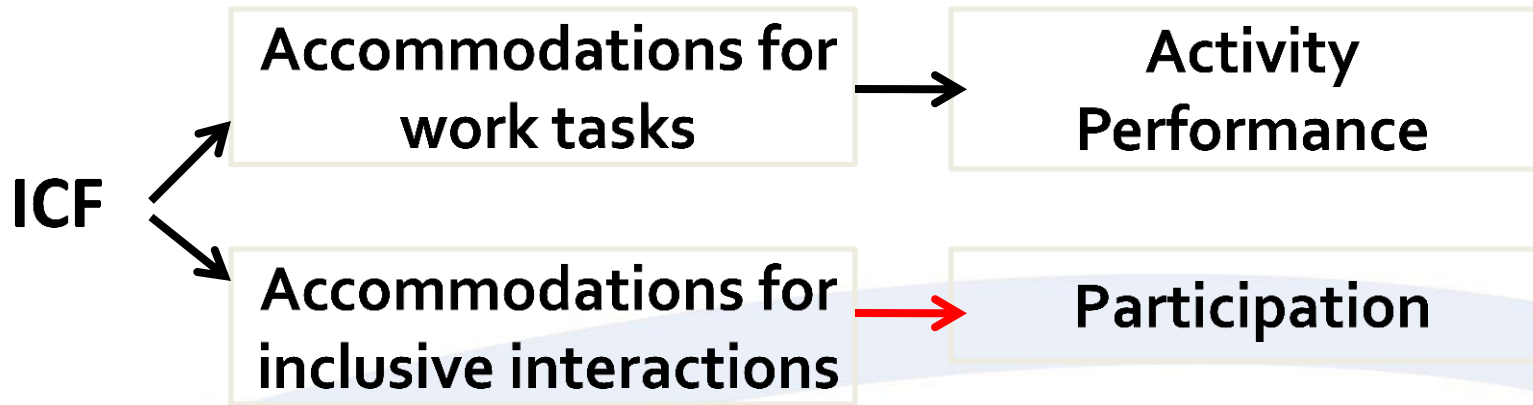
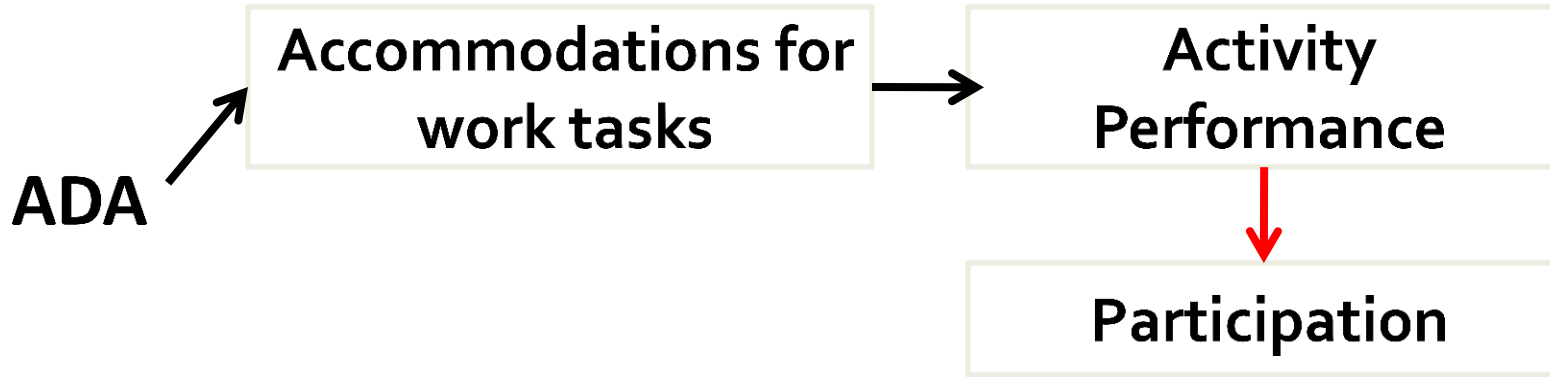
# Comparison of those with disabilities to those without

	<u>w/ unmet needs</u>	<u>w/o unmet needs</u>
<b>Job tasks</b>		
Performance & efficiency	N.S.	N.S.
<b>Workplace participation</b>		
Formal (e.g. meetings, conferences)	<b>.003</b>	N.S.
Informal (e.g. chatting, social events)	<b>.004</b>	N.S.

# Discussion

- Belonging and inclusion are more than (different than) just being able to complete job tasks.
- Evidence suggests that ADA assumptions about activity leading to participation have not been supported. The research indicates that activity and participation as suggested by the ICF, are independent constructs and that each requires accommodation.

# ADA vs. ICF



# Implications

In order to support workplace participation,

- Consider whether additional accommodations are needed for workplace social interactions, in addition to those for task performance.
- Consider social impact of recommended task accommodations. For example, accommodations should address “proximity” and “similarity”

# Thank you

This research was conducted as part of the RERC on Workplace Accommodations, which is supported by Grant H133E070026 of the National Institute on Disability and Rehabilitation Research of the U.S. Department of Education. The opinions contained in this publication are those of the grantee and do not necessarily reflect those of the U.S. Department of Education.