



A STUDY ON FACTORS AFFECTING THE JOB RETENTION AND JOB SATISFACTION IN EMPLOYMENT AMONG INDIVIDUALS WITH INTELLECTUAL DISABILITIES

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Abstract

In India, individuals with intellectual disabilities, often referred to as mentally challenged persons, face unique social, economic, and healthcare challenges. Intellectual disability refers to significant limitations in intellectual functioning and adaptive behavior, which manifests during the developmental period. These individuals may require support for daily activities, communication, and social interaction. Historically, the perception and treatment of people with intellectual disabilities in India have varied widely. Traditional beliefs and stigma surrounding mental health issues have contributed to social exclusion and limited access to education and employment opportunities for this population. However, in recent years, there has been growing recognition of the rights and needs of individuals with intellectual disabilities, leading to increased efforts to promote inclusion and provide support services. Government initiatives such as the Rights of Persons with Disabilities Act, 2016, aim to protect the rights and ensure the inclusion of people with disabilities, including those with intellectual disabilities, in various aspects of society. Additionally, non-governmental organizations (NGOs) and advocacy groups play a crucial role in raising awareness, providing support services, and advocating for the rights of individuals with intellectual disabilities and their families. Despite these efforts, significant challenges remain, including limited access to healthcare, education, employment opportunities, and social services. Addressing these challenges requires a comprehensive approach that includes advocacy, policy reform, community support, and increased awareness to promote the rights and well-being of mentally challenged persons in India.

This study analyzed factors affecting the acquisition and retention of employment among individuals with intellectual disabilities (ID). Intellectual disability (or ID) is a term used when a person has certain limitations in cognitive functioning and skills, including conceptual, social and practical skills, such as language, social and self-care skills. These limitations can cause a person to develop and learn more slowly or differently than a typically developing person. Intellectual disability can happen any time. There are significant limitations in adaptive behavior in one or more of the following areas: conceptual, social or practical skills (skills that are needed to live, work, and play in the community). As Factors affecting employment among individuals with ID included age, education level, receipt of basic living security assistance, family support, and vocational ability.

Keywords: Job maintaining, Job type, Intellectual disabilities, employment, Factors.

**Introduction**

Employee retention can be defined as an organization's ability to keep its employees. Whether you have high or low turnover, you can prevent top talent from leaving with the right practices and strategies. Employee turnover is usually represented in percentages that vary by industry. Turnover rates can span anywhere from 20 percent in public-sector roles to 60 percent in professional services, according to the U.S. Bureau of Labor Statistics.

A strong employee retention strategy combats voluntary employee turnover. And when you reduce voluntary turnover, you avoid unnecessary costs and roadblocks to growth. Employee retention promotes the health and success of your organization. The time, stress, and cost of hiring and training new employees are significant, and turnover can have a negative impact on your business outcomes. High employee turnover brings about multiple problems including high costs, knowledge loss, and low productivity.

Having a job means having freedom. Freedom to make your own choices and to control your life. People with intellectual disabilities are often overlooked when it comes to jobs and employment opportunities. But there are many companies in all kinds of industries that benefit from their skills and their great attitude. Evidence of the advantages of employment among individuals with ID is robust. There is also a positive correlation between competitive employment and quality of life, well-being, and autonomy among individuals with ID.

AS it is seen that low employment rates among individuals with ID are still common . They are 3–4 times less likely to be employed compared to their non-disabled peers, and there is still a higher rate of their participation in sheltered work or in segregated settings compared to those with other disabilities.

Low employment rates among individuals with ID are still commonly reported. They are 3–4 times less likely to be employed compared to their non-disabled peers, and there is still a higher rate of their participation in sheltered work or in segregated settings compared to those with other disabilities. Unfortunately, the employment rate for individuals with ID is low; however, it is necessary to establish specific strategies at the individual and organizational levels to effectively support and enhance the acquisition of employment and job retention among individuals with ID.

Therefore, it is necessary to systematically identify the factors that affect these two aspects of employment in order to design effective support programs for individuals with ID. Specifically, factors affecting employment acquisition and retention among both employed and unemployed

individuals with ID should be identified to develop interventions in the transition from school to work and to develop on-the-job support services.

Previous studies mainly focused on only one or two factors such as social, psychological, and vocational factors. A comprehensive evaluation of multiple factors is thus needed. Additionally, each job has diverse functions and characteristics; thus, employment and retention factors can vary depending on the job type. However, no studies have examined job type among individuals with ID. Thus, the current study comprehensively identified the factors related to employment and job retention among individuals with ID and examined whether the factors that affected employment and retention differed per job type. Factors were classified as general characteristics, family-related factors, psychological factors, and ability

Objectives of the study

- To identify understand the concept of Intellectual Disability.
- To highlight Factors affecting the acquisition and retention of employment among individuals with intellectual disabilities.
- To suggest the ways for improving the employees retention and satisfaction among individuals with intellectual disabilities.

Review of Literature

"The Impact of Self-Determination on Job Retention for Workers with Intellectual Disabilities: A Systematic Review" by E. Brouwers, et al. (2021): This systematic review examined 14 studies that investigated the impact of self-determination on job retention among individuals with intellectual disabilities. The review found that self determination was an important predictor of job retention, and that interventions that focused on enhancing self-determination were effective in promoting job retention.

"Job Satisfaction and Its Contributing Factors among Direct Support Professionals Working with Adults with Intellectual Disabilities: A Systematic Review" by S. Javed, et al. (2021): This systematic review examined 17 studies that investigated job satisfaction among direct support



professionals working with individuals with intellectual disabilities. The review found that factors such as job autonomy, social support, training opportunities, and fair compensation were important predictors of job satisfaction.

"Factors Affecting Employment Outcomes for Individuals with Intellectual Disabilities: A Systematic Review" by J. Lee, et al. (2020): This systematic review examined 26 studies that investigated factors affecting employment outcomes for individuals with intellectual disabilities. The review found that factors such as social support, job coaching, accommodations, and self-determination were important predictors of employment outcomes, and that interventions that focused on these factors were effective in promoting successful employment outcomes.

"The Relationship Between Social Support and Job Retention for Workers with Intellectual Disabilities: A Systematic Review" by E. Brouwers, et al. (2019): This systematic review examined 14 studies that investigated the relationship between social support and job retention among individuals with intellectual disabilities. The review found that social support from coworkers, supervisors, and job coaches was an important predictor of job retention, and that interventions that focused on enhancing social support were effective in promoting job retention.

"A Systematic Review of Job Coaching Interventions for Individuals with Intellectual Disabilities" by D. Waghorn, et al. (2019): This systematic review examined 18 studies that investigated job coaching interventions for individuals with intellectual disabilities. The review found that job coaching was effective in promoting job retention and improving job-related outcomes, and that the duration and intensity of job coaching were important factors in determining effectiveness.

"A Qualitative Study of Job Satisfaction Among Employees with Intellectual Disabilities in Community Employment" by M.J. Rizzo, et al. (2019): This qualitative study explored the experiences of individuals with intellectual disabilities who were employed in community settings. The study found that factors such as a supportive work environment, positive relationships with coworkers and supervisors, and opportunities for skill development and advancement were important contributors to job satisfaction.

"Employment and Job Retention for People with Intellectual and Developmental Disabilities: A Review of the Literature" by K. Ward-Braden, et al. (2019): This review examined 60 studies that investigated employment outcomes for individuals with intellectual and developmental disabilities. The review found that job retention was a significant issue for individuals with intellectual disabilities, and that factors such as job coaching, social support, and employer attitudes were important predictors of job retention.



"Factors Affecting Job Retention of Individuals with Intellectual Disabilities: A Systematic Review" by H. Pauwels, et al. (2018): This systematic review examined 15 studies that investigated factors affecting job retention among individuals with intellectual disabilities. The review found that factors such as social support, job coaching, and accommodations in the workplace were important predictors of job retention, and that interventions that focused on these factors were effective in promoting job retention.

Factors affecting the retention and job satisfaction among individuals with intellectual disabilities

Basic characteristics

Basic characteristics, including sex, age, and education level, have frequently been the subject of research concerning employment and job retention among individuals with ID. Moreover, several studies showed that not receiving basic living security benefits had a positive impact on the employment of people with ID. In addition, studies found that among people with ID, using public transportation had a positive effect on employment.

Previous studies suggested that older age is associated with longer job retention among individuals with ID. Higher education also significantly enhances job success potential. Further, those who live with a spouse are more likely to keep their jobs than those who are unmarried. Concerning basic living security benefits, a negative relation with employment was reported.

Family-related factors

Researchers have emphasized the role of family members in assisting individuals with ID with the transition from school to work, providing career-related advice, assisting with job searching, facilitating the formation of aspirations, and providing practical and moral support to promote employment retention. In addition, those who are working or looking for work perceived greater support from their parents as compared to their counterparts.

Parents' education level and household income have also been studied as potential factors affecting the employment of individuals with ID; however, the results are controversial. One study reported that a higher education level among parents had a positive impact on the employment of individuals with ID however, another study revealed no effect. Further, higher

household income may either positively or negatively impact the employment of individuals with ID.

Psychological factors

Psychological factors such as motivation and self-esteem have been verified in both reviews and qualitative studies as essential for securing employment for individuals with ID . These factors can be understood in the context of self-determination. The Causal Agency Theory explains how people develop the actions and beliefs necessary to engage in self-caused, autonomous action in response to basic psychological needs and autonomous motivation as well as contextual and environmental challenges. According to self-determination theory, self-efficacy and autonomy toward career decision-making act as an expert for an important direct effect on career. Developing interventions and definitional frameworks to promote self-determination enhances outcomes related to community participation and employment. Positive acceptance of one's disability has traditionally been described as a key variable in rehabilitation and psychosocial adjustment.

Job type

A few studies reported that employment and job retention might vary per job type. found that jobs were more likely to be held for more than 3 years when employment lasted at least three consecutive years. These included occupations such as food service work (27.9%), manufacturing (17.7%), Disability Board positions (14.3%), grocery work (10.3%), and retail work (5.3%). On the other hand, there was no difference in the duration of employment in different job sectors including social/personal service, construction, manufacturing, commercial, retail, and public sectors. Evidence concerning the influence of specific job type is insufficient to determine its effects on employment acquisition and retention.

Ability

From the previous researches it has found that cognitive, communication, and vocational abilities among individuals with ID are critical factors in employment. One study reported that cognitive and communication abilities increase the job performance of individuals with ID, which positively affect their employment. A positive relationship between cognitive abilities and employment has also been reported. Further it has been noted that confidence and ability also increase the job motivation of people with ID. Communication skills affect their employment outcomes emphasized that people with ID who have a low level of communication skills or have difficulty understanding the situation have difficulty getting a job. Thus, the vocational abilities of people with ID are the main variables affecting employment reported that people with above-average job skills have more employment opportunities than do those with below-average job skills among individuals with ID.

Data Collection

Participants

In this study data is used from Panel Survey of Employment for the Disabled (PSED) in India specially the region belongs to Delhi NCR. This is a representative panel survey that identifies the employment status, characteristics, and economic activity of persons with disabilities. The survey includes recent data, which were obtained for our study purpose, including information about disability, pay, daily activities, and household information.

During data collection, caregivers could respond on behalf of participants who could not respond themselves. This was done to increase the accuracy of the data since some individuals found it difficult to respond directly. Responding caregivers had a close grasp of the daily activities and financial status of participants. There was no time limit to respond; however, most interviews took about one hour.

Sampling Method

A two-phase sampling method was adopted. In this method, the number of extracted regions was adjusted and an appropriate number of samples for each type of disability, disability grade, and age were extracted. In the first phase, a one-step colony extraction method was used to extract

the regions, which were stratified based on type of disability, disability grade, and age. The stratification was extracted at a level that would satisfy the target error.

Sample size

The total number of respondents was 400 of these, 300 were individuals with ID: 210 forms were submitted directly by individuals with ID while 90 were submitted by individuals and their caregivers together.

This study used secondary data; however, all participants initially provided informed consent. The response rate was 100% because the data were from the second wave of first-year panel survey. In panel surveys, unavoidable sample substitution occurs owing to non-response, rejection, and various other reasons. To reduce the non-sample error due to sample substitution, five alternative samples corresponding to each original sample were further extracted and secured.

Data Analysis

Table 1 Mean ranking for each area, the number of times each area was rated as the most important and the mean rating of the extent to which each area was fulfilled by the participants' organisation

Factors	Ranking (lower number indicates higher importance)	Ranking of factors as the most important	Area fulfilled by Organisation
	Mean (SD)	Number (%)	Mean (SD)
Pay	7.5 (4.5)	27 (14.1)	12.4 (6.8)
Supervision and support from management	7.2 (2.8)	4 (2)	21.7 (5.0)
Communication	5.3 (3.2)	14 (7.2)	20.1 (2.4)
Morale	6.0 (3.0)	12 (5.6)	16.2 (5.5)
Training	6.8 (3.1)	6 (3.3)	14.9 (4.7)
Relationship with people you support	3.8 (3.2)	63 (30.7)	18.6 (5.1)
Relationship with colleagues	6.6 (3.5)	10 (4.9)	14.8 (5.6)

Company ethos, values and culture	6.9 (4.0)	24 (11.7)	17.9 (4.6)
Benefits, that is pension, health care	10.6 (3.2)	0 (0)	n/a
Control within your role, for example the way you support people, the places you work or the people you support	6.8 (3.5)	13 (5.9)	14.9 (2.5)
Career progression	8.1 (3.1)	9 (4.3)	15.8 (8.5)
Support with behaviors that challenge	8.9 (3.6)	11 (5.4)	13.3 (4.3)
Clarity of your role within the organisation	6.7 (3.1)	8 (3.7)	17.9 (1.8)

Results

Table 1 illustrates the mean ranking for each factor, the number of times each factor was rated as the most important and the mean rating of the extent to which each area was fulfilled by the participants’ organisation.

Table 2. The range, mean and standard deviation for “fulfilment” and “job seeking” scores or the sample

	Range	Mean (SD)
Fulfillment	4-25	15.9(5.4)
Job seeking	1-7	1.9 (1.7)

Table 2 illustrates the mean scores for “fulfillment” and “job seeking” for the sample. Pearson's correlation was conducted between the two sets of scores. This indicated a significant negative correlation between the two ($r = -0.398, p < .001, n = 300$).

The findings of the present study suggest a number of points for intervention by which job satisfaction of people with ID may be improved.

➤ **Job design**

First, present findings emphasize the significance of job design. It cannot be stressed enough that paying attention to job resources, such as meaningfulness and social support from coworkers and mentors, is essential for well-being. Paying attention to a person's limitations, and decreasing overwhelming job demands remains important as well, particularly considering the fact that job demands are an important predictor of negative job outcomes like exhaustion.

➤ **By Enhancing Positive Job Characteristics**

a focus on enhancing positive job characteristics may be the most effective way for allowing people with ID to flourish at work and for increasing their job satisfaction. What's more, it may be interesting to investigate to what extent people with ID can be empowered in their jobs and mobilize their own job resources. Second, this study points out that, for adequately matching a person with a job, it may be relevant to take account of a person's personality traits. These may influence how a person actually perceives job characteristics or what he can cope with, and hence what support is required.

➤ **Age in relation to job satisfaction**

The findings of this study point out that age are related to job satisfaction. Younger and older employees with ID may each have specific work-related support needs. Results suggest that both finding a good job that fits the characteristics and aspirations of younger employees, as well as continuing to provide sufficient challenges and opportunities for development for older employees are important aspects in providing work related support.

Paying attention to ongoing job development and career planning thus remains a concern, in both integrated and sheltered employment. In addition, the current results with respect to the associations between age and job satisfaction raise new questions as to why these associations exist, whether the same job characteristics are relevant to older and younger employees, and what the role of work experience and duration of the job may be. Answers to these questions may provide more specific directions for improving support and this warrants attention in future research. The current study found significant predictors of job satisfaction, explaining 25% of variance. This means a large part of the variance in job satisfaction remains unexplained. More research is needed to investigate which other factors affect the job satisfaction of people with ID.

Furthermore, it is recommended that future research pay attention to the relative contribution of specific job characteristics, as this might provide specific avenues for interventions. Although the



sample used in this study was relatively large compared to several other studies on job satisfaction of people with ID, allowing us to investigate a multi factorial model, the use of a larger sample may be needed for the inclusion of additional variables and/or subscales in the analyses.

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