Job attitudes among workers with disabilities: The importance of family support in addition to organizational support

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Abstract.
BACKGROUND: In the case of workers with disabilities, family support is often essential to gain access to the labor market and achieve personal autonomy and financial independence, in addition to fostering job satisfaction and permanence in the organization. Moreover, the support offered by organizations is particularly valued by workers with disabilities, as the organizations that hire such people generally go to considerable lengths to ensure their adaptation and integration in the workplace, contributing to job satisfaction and permanence in the organization.
OBJECTIVE: The aim of this study is to investigate the relationships between organizational support and family support with job satisfaction and intention to quit the organization among workers with disabilities employed in ordinary firms.
METHODS: Our study surveyed 204 workers using a questionnaire, and we used Structural Equation Modeling (SEM) analyses to test these relationships.
RESULTS: Our results show that organizational support is a significant explanatory factor in the levels of job satisfaction. Moreover, our results indicate that the participants perceived high levels of support from their families, facilitating the conciliation of work and family life.
CONCLUSIONS: Our results have practical implications in order to improve full integration and normalization of workers with disabilities in ordinary jobs.

Keywords: Workers with disabilities, perceived organizational support (POS), family support, job satisfaction, intention to quit

1. Introduction

Most existing research on workers with disabilities looks at the ways in which such people are perceived and/or treated at work and at the impacts of discrimination, stereotyping and stigma on their attitudes and behavior [1–4]. For example, there is evidence of preference for certain disabilities over others in selection processes [1], while benevolence bias [5,6] and negative

expectations about future performance [7,8] may influence performance appraisal. Furthermore, corporate culture affects the experience of workers with disabilities by fostering or hindering integration, socialization and performance within the organization [9]. However, few studies have addressed the relationship between social factors within organizations and the employment experiences of people with disabilities. The study by Schur et al. [4] can be considered an exception, which verified that those employees who perceived their treatment by the firm as being in some way unfair or unjust displayed low job satisfaction and a high intention to quit [4].

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