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Self-Efficacy, Outcome Expectations, Affect and Workplace Accommodations

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ABSTRACT

Title of Dissertation: IMPACT OF SELF-EFFICACY, OUTCOME EXPECTATIONS AND AFFECT ON REQUESTING JOB ACCOMMODATIONS AMONG INDIVIDUALS WITH DISABILITIES

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High unemployment rates and low job retention rates are challenges still faced by persons with disabilities. Despite empirical evidence showing the positive impact of requesting and using job accommodations on job retention and career development (Ellison, Russinova, MacDonald-Wilson, & Lyass, 2003; McNulty, 2007), the request and use of job accommodations is low among persons with disabilities (Allaire, 2001; Hutton, 2006). The purpose of this study was to examine the impact of factors that contributed to decisions for requesting job accommodations. Specifically, the researcher focused on the impact of self-efficacy, outcome expectations, and affect (feelings and emotions) on decisions about requesting job accommodations through the framework of Social Cognitive Career Theory using structural equation modeling (SEM). The proposed accommodation model fits the data well in that eight out of nine hypotheses were confirmed. Self-efficacy, outcome expectation, and affect were found to have direct

structural relationships with requesting accommodations. Furthermore, self-efficacy mediated the relationship between positive affect and intention to request accommodations; outcome expectation mediated the relationship between self-efficacy and intention to request accommodations.

The researcher also explored the extent to which job accommodation-specific variables not associated with the Social Cognitive Career Theory predicted job accommodation over and above the variables in the proposed accommodation request model (self-efficacy, outcome expectations, and affect) through a hierarchical regression analysis. The three variables in the proposed model were found to account for 50.2% of the variance in intention to request accommodations; the accommodation-specific variables were found to account for an additional 7.7% of the variance.

IMPACT OF SELF-EFFICACY, OUTCOME EXPECATIONS AND AFFECT ON REQUESTING JOB ACCOMMODATIONS AMONG INDIVIDUALS WITH DISABILITIES

by

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Chapter 1 Statement of the Problem

Introduction

Unemployment or underemployment rates among people with disabilities (PWDs) are very high (US Census, 2010). Despite progress that has been made in assisting people with disabilities to gain entry into jobs, the biggest problem faced by PWDs is the low rate of retention/ maintenance after getting jobs (Rumrill, Roessler, Battersby-Longden, & Schuyler, 1998; Rumrill, Schuyler, & Longden, 1997). This problem is evidenced by the fact that the majority of allegations under Title I of the Americans with Disabilities Act (ADA) with the Equal Employment Opportunity Commission (EEOC) have focused on job retention (e.g. job accommodation, terms of conditions of employment) rather than job acquisition (West et al., 2008).

Studies on program interventions, such as Vocational Rehabilitation (VR), Supported Employment (SE) and transitional employment approaches show a fairly steep drop in job maintenance, even after intensive interventions (Fabian, 1992; Gold et al., 2006; Mueser et al., 2004; United States General Accounting Office, 1993). The findings underscore the importance of ongoing job retention approaches, which include early barrier identification, accommodation planning, and employee education regarding procedures for seeking job accommodations and for asserting one's rights in the employment setting (Roessler, Neath, McMahon & Rumrill, 2007).

To ensure equal employment rights and opportunities for individuals with disabilities, the Americans with Disabilities Act (ADA, 1990) prohibits discrimination

against individuals with disabilities, and requires that job accommodations be provided to qualified individuals with disabilities in the workplace. Reasonable accommodation (RA) is defined as any change or adjustment to a job or work environment that allows a qualified applicant or employee with a disability to participate in all aspects of employment (from the application process, through receiving benefits, training and promotion) equal to those of employees without disabilities (Equal Employment Opportunity Commission, 1997). Reasonable accommodation is a legal term. I will use the term job accommodation in the rest of this study.

Job accommodations play important roles in assisting people with disabilities to take advantage of job opportunities. In addition to their importance in assisting with job entry (Rumrill, Roessler, & Cook, 1998), accommodations improve job retention rates for individuals with disabilities (Ellison, Russinova, MacDonald-Wilson, & Lyass, 2003; McNulty, 2007; Rumrill, Steffen, & Summer, 1996). Job accommodations can be of great importance in assisting individuals with disabilities with their job performance (Rumrill et al., 1998) and in extending their employment tenure (Chirikos, 2000). According to Rumrill (1993), initiating, requesting and using job accommodations may serve as resources in removing barriers to career maintenance. It has been suggested that the obstacles to productivity and employment satisfaction that employees with disabilities face can be overcome by making accommodations in work environments. These accommodations help level the playing field, and allow people with disabilities to be more competitive for employment and advancement opportunities (Baldridge & Veiga, 2001).

Despite the benefits of job accommodations, under-accommodation (under requesting and/or under utilization) is still prevalent (Allaire, 2001; Yelin, Sonneborn, & Trupin, 2000). Individuals with disabilities are reluctant to seek accommodations (Allaire, 2001; Hutton, 2006). Some persons with disabilities have failed to request accommodations until their physical and mental limitations have become severe and their job performance is compromised (Allaire, Wei, & LaValley, 2003). Job accommodations and supports may be less likely to assist PWDs to remain employed if accommodations were requested as a last resort when their work capacity has been significantly compromised (Allaire, 2001). In general, under-accommodation continues to be a major barrier to equal employment opportunities for people with disabilities (Braddock & Bachelder, 1994).

While there are many potential reasons for under-accommodation including lack of ADA awareness and employers' resistance, help-seeking and job accommodation research suggests that employees are often unwilling to request assistance (Baldridge & Veiga, 2001; Florey, 1998; Lee, 1997). This article will focus on factors that may contribute to employees' decisions to request or withhold requests for job accommodations.

Current Status of Research and Theoretical Models on Job Accommodation

Due to the significance of requesting and using accommodations, researchers have done tremendous work in understanding factors and processes that impact employees' decisions to request or withhold requests for accommodations. In general, research on accommodation requests can be roughly grouped into two major categories: exploratory and correlational types of studies that examine relationships between

accommodation requests, personal, and environmental variables (without paying due attention to cognitive processing in the course of accommodation request); and research that has examined the impact of cognitive processing on accommodation request and/or has been undergirded by relevant theoretical frameworks.

Many exploratory types of studies on accommodation requests have been conducted. Mainly through correlational types of studies, researchers intended to examine the relationship between accommodation request and provision, and such demographic and environmental variables such as age (Williams, Sabata, & Zolna, 2006), disability types (Fesko, 2001; Johnson, Baldwin, & Butler, 1998), types and magnitudes of accommodation requests (Friedman, 1993; Chirikos, 1999), workplace supports and barriers (Gates, 2000; Frank & Bellini, 2005), and other variables. These studies have provided a basic and preliminary understanding of job accommodation requests. However, mixed and often contradicting effects of these personal and environmental variables on accommodation requests suggest that some important constructs mediating the personal and environmental variables may have been overlooked in these studies. The guidance of a theoretical framework is needed to better understand the complex process of requesting accommodations.

More recent research on accommodation requests have been guided by two overarching theoretical frameworks: the Theory of Planned Behavior (Ajzen, 1988; 1991) and the Social Cognitive Career Theory (SCCT; Lent, Brown, Hackett, 1994). The two theories share similarities in terms of a common theoretical root, and similar theoretical constructs (Ajzen, 1991; Bandura, 1986; Lent et al., 1994). A salient feature of both theoretical models is an emphasis on the impact of cognitive processing in relation to

behavior intentions and actual behaviors. Examination of cognitive processing constructs (such as self-efficacy and outcome expectations) is of great importance for individuals with disabilities who often encounter stereotypes and discrimination in the workplace. According to Lent et al. (1994), self-efficacy and outcome expectations play more significant roles in affecting career goals and job-related behaviors under conditions where career choices are constrained by such unfavorable employment conditions as a lack of career opportunities, stereotypes, and discrimination.

In addition, both theoretical models highlight, at varying degrees, the impact of an individual's affect (feeling and emotion) on his or her perceptions of self-efficacy and outcome expectations. According to Lent et al. (1994), affect may serve as a filter through which efficacy and outcome expectation information is processed. Ajzen (1991) also asserted that affect and cognitive processing should be differentiated due to empirical evidence.

Several researchers have examined intentions to request accommodations or accommodation behaviors through the above-mentioned theoretical models, predominantly through the Theory of Planned Behavior. Hutton (2006) studied the relationship between self-efficacy and the likelihood of requesting accommodations among individuals with arthritis and found that a higher level of work self-efficacy was associated with more likelihood of requesting job accommodations. Other researchers (Baldridge, 2001; Baldridge &Veiga, 2006) tested a model of the likelihood of requesting Job accommodations from an outcome expectation perspective. Florey (1998) tested a model of job accommodation requests by examining a model of the impact of cognitive processing (attitude, subjective norms, and perceived behavioral control) in the

accommodation process. These studies have advanced accommodation research by examining the impact of cognitive processing (outcome expectation/subjective norms/attitudes toward behavior, and self efficacy/perceived behavior control) while considering the effects of variables such as accommodations attributes, disability attributes, and workplace attributes.

Gaps in Current Research on Accommodation Requests

Though these studies shed some light on factors associated with asking an employer for accommodations in the workplace, they have their limitations. First, most of the current empirical research on accommodation requests has failed to examine cognitive processing comprehensively. While Hutton (2006) focused on self-efficacy, Baldridge (2001) and Baldridge and Veiga (2006) concentrated on salient beliefs and values (analogous to outcome expectancies). According to Bandura (1982), self-efficacy and outcome expectations should be differentiated from each other. For example, an individual may believe that he/she possesses the ability to perform the necessary activities but may have serious doubts about the anticipated outcomes. Consequently, his/her behavior will not change in the expected direction. Therefore, a comprehensive approach is needed to examine the impact of both self-efficacy and outcome expectations in relation to accommodation requests. Second, instruments used in previous research lacked solid psychometric properties (Hutton, 2006). Measurement with solid psychometric properties should be used. Third, employees' responses to job accommodation needs have been examined narrowly from a dichotomous perspective (either request accommodations or withhold accommodation requests) in previous studies (Baldridge, 2001; Baldridge & Veiga, 2006; Florey, 1998). This limited perspective not

only fails to reflect the accommodation request reality but also restricts the statistical analysis approaches to the data related to accommodation request. Accommodation research has recognized the impact of timing of request (proactive or reactive to accommodation needs) on accommodation provision and job retention (Allaire et al., 2003; Friedman, 1993). Job accommodations may be less likely to assist PWDs to remain employed if accommodations were requested when their work capacity and performance was significantly compromised (Allaire, 2001). In addition, current research on accommodation requests dominantly uses logistic regression due to dichotomous perspective on accommodation request. Thus, employees' job accommodation requests need to be viewed from a broader perspective (adding intention to request job accommodations) to better reflect the accommodation request reality and gain an in-depth understanding of the relationships among variables through more sophisticated statistical analysis.

Fourth, the current empirical research on accommodation requests has overlooked the impact of affect (emotions and feelings) on an individual's cognitive processing: perceived self-efficacy (perceived behavior control) and outcome expectation (attitudes and subjective norms), and subsequent effect on an individual's decisions to request accommodations. Lent et al. (1994) pointed out that affect may serve as a filter through which efficacy and outcome expectation information is processed. Affect is also assumed to have a direct impact on an individual's cognitive and behavioral process, and job-related events (Forgas & George, 2001; Weiss & Cropanzano, 1996). According to Forgas (1999), affect can have two distinct kinds of effects on cognition, (a) informational effects, influencing what people think (the content of cognition), and (b)

processing effects, influencing how people think (the process of cognition). Mood effects were most marked when participants considered unconventional and problematic requests that were judged as more risky and were most likely to recruit elaborate, substantive processing strategies (Forgas, 1999). Requesting accommodations in the workplace can be a complex process which may elicit an individual's affect (emotion and feeling) (Miller, n.d.). However, so far no study has examined the impact of affect on requesting accommodations.

Purpose of the Study

This dissertation aims to examine the impact of cognitive processing (self-efficacy and outcome expectation) and affect on the decision to request or withhold accommodation requests among individuals with disabilities through the framework of the Social Cognitive Career Theory. The SCCT is chosen for the following reasons. First, SCCT is a theoretical model that specifically addresses career or job related activities and behaviors (Lent et al., 1994). Requesting and utilizing accommodations are important work-related behaviors that impact job performance and ability to stay on the job for individuals with disabilities. Second, disability has been incorporated as a theoretical component in SCCT model, which is a suitable framework for explaining the mechanism and process of career development and job-related behaviors among people with disabilities (Fabian, 2000; Waghorn, Chant, & King, 2005). Third, SCCT as a comprehensive model not only deals with how self-efficacy and outcome expectation impact goal setting, job related behaviors, and job performance, it also explores the antecedents that may affect self-efficacy and outcome expectation.

In addition, the dissertation aimed to explore the extent to which job accommodation specific factors, not included in the SCCT, predict over and above the self-efficacy, outcome expectation, and affect elements through hierarchical regression analysis. Specifically, employee (job performance, job tenure), nature of accommodation (cost, necessity, and supervision/involvement from supervisor), nature of disability (severity, and level of impact on job), employee's knowledge of ADA and job accommodations, and organizational support were assessed, since past research has demonstrated the impact of these factors on job accommodation requests. These studies will be examined in the literature review section.

Significance of the Study

This study is of significance in understanding the impact of factors and processes that may contribute to requesting or withholding of requests for job accommodations. The Americans with Disabilities Act specifically states that it is the employee's responsibility to request accommodations in order to be covered under ADA (ADA, 1990). If people with disabilities are unwilling to make job accommodation requests, their talents will continue to be underutilized (Braddock & Bachelder, 1994). On the other hand, the company who employs these individuals will forgo the improved performance benefits that might be accrued from providing accommodations (Baldridge & Veiga, 2001). Should a large number of individuals with disabilities remain unemployed/underemployed and continue receiving the Supplemental Security Income (SSI) and/or the Social Security Disability Insurance (SSDI) benefits, this can have a significant negative effect on their purchasing power (Imparato, Houtenville, & Shaffert, 2010), and add financial burdens to their family, and to society as a whole (Dell Orto &

Power, 2007). The findings of this dissertation may provide insights for future interventions that serve to enhance the levels of self-efficacy and outcome expectations for persons with disabilities. These, in turn, may increase the possibilities for requesting job accommodations and improve the potential for job retention and career development for individuals with disabilities.

Research Questions and Hypotheses

The research presented thus far suggests that self-efficacy, outcome expectation and affect in the SCCT may be moderately to strongly relate to job accommodations requests. The objectives of this study are: (a) to examine the bivariate correlations between these independent variables and job accommodation requests, (b) to explore the relationships of these independent variables to each other, (c) to test whether each variable contributes significant variance in the prediction of job accommodation request after accounting for all the other variables in the model, and (d) to determine if the proposed SCCT model provides a good overall fit to the data. Given these main objectives, this study aimed to answer the following research questions:

1. What are the impacts of self-efficacy, outcome expectation and affect on job accommodation requests for persons with disabilities?
2. Does each independent variable contribute significant variance in the prediction of job accommodation requests after accounting for other variables in the SCCT model?
3. How much variance do the accommodation-specific factors (i.e., nature of accommodation, employee's knowledge in ADA and RA, relationships with supervisors) add in prediction of job accommodation requests over and beyond

the variance accounted for by the self-efficacy, outcome expectation, and affect in the SCCT model?

Given the above-mentioned research questions, the following nine hypotheses (As per Figure 1) were proposed:

Hypothesis 1: Positive affect will correlate positively with job accommodation request (Path 1).

Hypothesis 2: Higher levels of self-efficacy will correlate positively with job accommodation request (Path 2).

Hypothesis 3: Higher levels of outcome expectation will correlate positively with job accommodation request (Path 3).

Hypothesis 4: Positive affect will correlate positively with self-efficacy (Path 4) and outcome expectation (Path 5).

Hypothesis 5: Higher levels of self-efficacy will correlate positively with outcome expectation (Path 6).

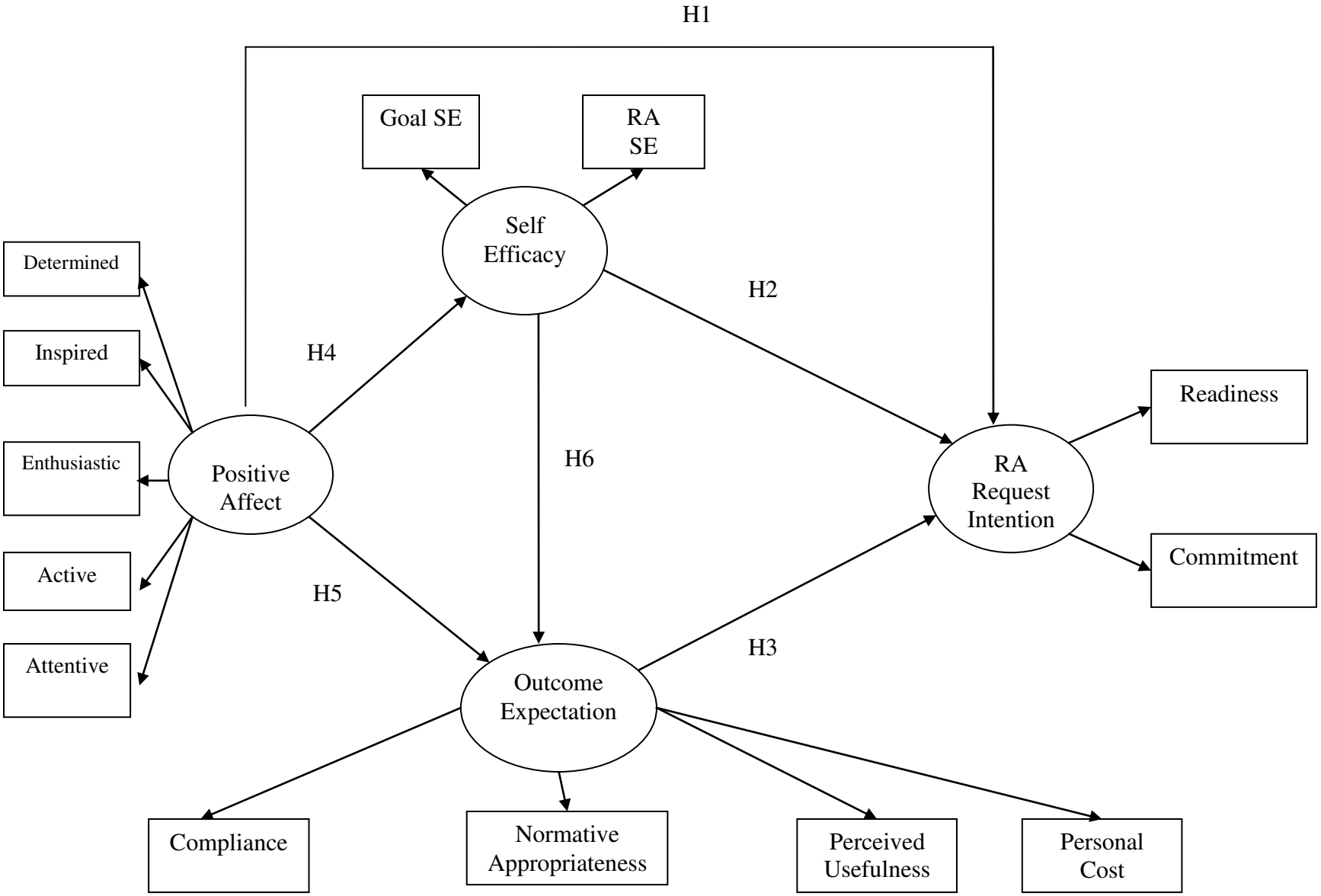
Hypothesis 6: Self-efficacy will partly mediate the relationship of affect and accommodation request.

Hypothesis 7: Outcome expectation will partly mediate the relationship of affect and accommodation request.

Hypothesis 8: Outcome expectation will partly mediate the relationship of self-efficacy and accommodation request.

Hypothesis 9: The proposed model of accommodation request will produce a good overall model fit to the data.

Figure 1: The proposed Job Accommodation Request Model



Chapter 2 Literature Review

This literature review first examines issues related to employment conditions for persons with disabilities, the impact of job accommodation on work performance and retention, and under-accommodation among employees with disabilities. Second, this section provides a review of the exploratory type of research that examined correlations between accommodation requests, and personal and environmental factors. Third, two major theoretical models used in accommodation request research are introduced: Theory of Planned Behavior and the Social Cognitive Career Theory. Fourth, a review of literature on relationships between accommodation requests, cognitive processing (self-efficacy and outcome expectation), and affect is examined. Finally, this review examines gaps in current research on accommodation requests.

Employment Conditions for Persons with Disabilities and Job Accommodations

The employment rate for individuals with disabilities has remained low. According to a report by the U.S. Census Bureau of Labor Statistics (2010), the employment-population rate in 2009 was 19.2 percent among those with a disability, while the rate for persons without a disability was 64.5 percent. The unemployment rate of persons with a disability was 14.5 percent, higher than the rate for those with no disability, which was 9.0 percent. A recent study (Imparato et al., 2010) found that all three employment-related measures (the employment-to-population ratio, labor force participation rate, and unemployment rate) demonstrate significant gaps between the employment situation of people with disabilities and the employment situation of people without disability: the labor force participation rate, unemployment rate, and employment-to-population rate for persons with disabilities were 33.7%, 15.6%, and

28.5%, while the relevant rates for person without disabilities were 77.7%, 9.6%, and 70.3%, respectively.

According to Florey (1998), workforce inclusion and workplace inclusion have been two main approaches that can improve the employment opportunities and outcomes for individuals with disabilities. Workforce inclusion refers to offering assistance in job recruitment and removing various obstacles to job selection. Workplace inclusion refers to retaining employees with disabilities by providing accommodations and facilitating the adjustment to job demands. A significant aspect of successful outcomes for individuals with disabilities involves job maintenance (to stay employed and move on for career advancement). According to London and Greller (1991), the task of the job maintenance phase of career development includes adjusting successfully to on-the-job stressors so that the person not only gets a job, but retains and advances in his/her job.

Various Vocational Rehabilitation (VR), Supported Employment (SE), and organizationally-oriented workplace inclusion approaches (Fabian, 1992; Gold et al., 2006; Mueser et al., 2004; United States General Accounting Office, 1993) have been implemented to help people with disabilities to keep their jobs. However, few studies have focused on individually-oriented workplace inclusion approaches, which include personal adjustments and requesting job accommodations from employers and supervisors (Florey, 1998).

"Reasonable accommodation" has been an important provision under Title I of the Americans with Disabilities Act (ADA, 1990). The ADA was signed into law on July, 26, 1990, and was intended to provide a "clear and comprehensive national mandate for the elimination of discrimination" against people with disabilities. The ADA requires

employers to provide a reasonable accommodation, if such accommodation was necessary to allow an employee to perform the essential functions of the job, unless it causes undue hardship to the employer. "Reasonable accommodation" is defined as any change or adjustment to a job or work environment that allows a qualified applicant or employee with a disability to participate in all aspects of employment (from the application process, through receiving benefits, training and promotion) equal to those of employees without disabilities (Equal Employment Opportunity Commission, 1997). A few examples of the types of job accommodations an employer may undertake include making existing facilities readily accessible to and usable by individuals with disabilities, modifying work schedules, and providing qualified readers or interpreters.

Job accommodations for people with disabilities are pivotal to addressing the issues of unemployment and job retention (Baldridge, 2001; Baldridge & Veiga, 2001; Florey & Harrison, 2000). An employee's ability to overcome disability-related difficulties and barriers in the workplace will boost job mastery and satisfaction. This may, in turn increase the likelihood of his or her job retention and advancement." (Roessler & Rumrill, 1995). Research shows a positive impact of requesting and using job accommodations for work retention and career development (Baldridge & Veiga, 2001; Florey & Harrision, 2000; McNulty, 2007). In a similar vein, Rumrill, Roessler, and Cook (1998) found that job accommodations helped individuals with disabilities in their course of job applications and interviews. Job accommodations also improve job retention rates for individuals with disabilities (Rumrill et al., 1996; McNulty, 2007). Job accommodations can be of great importance in assisting individuals with disabilities with their job performance (Rumrill et al., 1998) and in extending their employment tenure

(Chirikos, 2000). These adjustments and accommodations help level the playing field and allow people with disabilities to be more competitive for employment and advancement opportunities (Baldridge & Veiga, 2001). The most effective job preservation and retention interventions of disability-associated issues are job accommodations with the current employers (Allaire, 2001).

Despite the positive impact of job accommodations on job retention, job accommodation is still under-requested and/or under-utilized (Allaire, 2001; Yelin et al., 2000). In Allaire's study, among 631 participants, 47% reported they encountered at least one ADA resolvable job barrier. However, only 14% requested ADA accommodations (Allaire, 2001). According to Hutton (2006), only one-third of those participants whose physicians had suggested a job accommodation had, in fact, requested one. In addition, many accommodation requests were made as a last resort to "save" jobs that were perceived to be "in jeopardy". Some persons with disabilities have failed to request accommodations until their physical and mental limitations have become severe and their job performance compromised (Allaire et al., 2003). Job accommodations and supports may be less likely to assist PWDs to remain employed if accommodations were requested as a last resort when their work capacity has been significantly compromised (Allaire, 2001). In general, under-accommodation continues to be a major barrier to equal employment opportunities for people with disabilities (Braddock & Bachelder, 1994).

While there are many potential reasons for under-accommodation, including lack of ADA awareness and employer resistance, help-seeking and accommodation research suggests that employees are often unwilling to request assistance (Baldridge & Veiga, 2001; Florey, 1998; Lee, 1997). Research has been conducted to examine the factors and

processes that affect an individual's decision in making or withholding accommodation requests. The following section will examine the literature on accommodation requests from employees' perspectives.

Exploratory and Correlational Types of Research on Accommodation Requests

Literature on accommodation requests can be roughly categorized into two major groups: exploratory type of research that have examined correlations between accommodation requests, and personal and environmental factors (without paying attention to the cognitive process in the course of accommodation request); and research that has examined the impact of cognitive processing undergirded by explicit theoretical frameworks.

The exploratory and correlational types of studies aimed to explore relationships between various personal and environmental factors and accommodation requests among individuals with disabilities. Dong, MacDonald-Wilson, and Fabian (2010) investigated various factors that may contribute to request and provision of job accommodations. This section examined research that explores the relationship between accommodation requests and the following factors: variables related to employees with disabilities, variables related to the nature of accommodations, and variables related to employers/organizations. This section also examined the contributions and limitations of current research on accommodation requests.

Accommodation Variables Related to Employees with Disabilities. The employee-related variables that have been studied in relation to accommodation requests included: demographic characteristics (age, education, disability types and severity), types of job, and employee's knowledge of the ADA and accommodations.

Age. Age is often a variable studied in job accommodations. Older adults with vision impairments reported less use of accommodations than the other age groups. Accommodations for those with visual and hearing impairments were associated with the age of onset. Those who became visually impaired at a young age were more likely to use Braille than those who have become visually impaired at an older age. Those who became hearing impaired at a young age were more likely to use sign language whereas older adults were more likely to use hearing aids (Williams et al., 2006).

Age at disability onset served as a moderator between the perceived workgroup supportiveness and the frequency of withholding accommodation requests among 555 participants with hearing impairments (Baldridge, 2005). In general, the significance of age as a variable related to accommodation request was mixed. Age per se does not directly impact the decision to request or withhold accommodation requests.

Education. Two studies have investigated the relationship between education and the use and provision of job accommodations. A positive relationship existed between the use of job accommodations by PWDs and levels of education among individuals with arthritis and rheumatic diseases (Allaire et al., 2003); in addition, accommodations were more frequently available for managerial and professional occupations that were often associated with a high level of education (Allaire et al., 2003). However, education level itself was not a significant predictor of the use of any job accommodations (Allaire et al., 2003). In addition, Campolieti (2004) found that educational attainment was not an important determinant for a request of job accommodations in a study of permanently impaired workers who intended to reenter the labor force following workers' compensation claims. The above mentioned studies have revealed that there is no strong

and conclusive evidence that education per se is a significant predictor of the request or use of job accommodations.

Type of job and employment. Five studies have explored the relationship between the request and use of accommodations, and the type of job or employment. The findings are mixed. In a study of individuals who were deaf, Mowry and Anderson (1993) found that type of employment sector did not seem to be a variable influencing whether accommodations were provided. In addition, Dowler and Walls (1996) found that type of job and career had a limited impact on the request for job accommodations in their study of 392 individuals with hearing impairments.

Accommodations were more frequently available for managerial and professional occupations (Geyer & Schroedel, 1999). However, in other studies, provision of accommodations was in favor of non-professional or part-time workers in two studies (Chirikos, 1999; Conyers & Boomer, 2005). Somewhat unexpectedly, workers covered by a union contract are less likely to be accommodated, a result perhaps attributable to seniority provisions in union contracts that impede flexibility in job assignments (Chirikos, 1999). The above studies have indicated that impact of type of job on accommodation request and use are mixed and conflict with each other.

Type of disability. The following three studies have showed that types of disabilities are, to certain degree, related to the request and provision of job accommodations. Johnson et al. (1998) found that types of disabilities (back pain and other work-related illness) were associated with the use of accommodation. Individuals with mental limitations received fewer accommodations from their employers compared to coworkers with other types of limitations (Williams et al., 2006). In another study,

more individuals who had cancer reported having received an accommodation than those who were HIV+. Individuals who had cancer reported receiving more than one accommodation (medical leave of absence, flexible schedule, reduced workload) whereas those with HIV reported receiving one (schedule modifications for medical appointments) (Fesko, 2001).

Disability severity. Baldridge (2005) stated that the relationship between the perceived workgroup supportiveness and the frequency of withholding accommodation requests was moderated by the severity of the disability (among individuals with hearing impairments). The strength of the relationship between workgroup supportiveness and the frequency of withholding accommodation requests was negatively affected by the disability severity (Baldridge, 2005). In addition, disability onset controllability influenced the requester's formulation of beliefs, which, in turn, affected the likelihood of accommodation request (Baldridge & Veiga, 2001). Severity of impairment could determine the type of accommodation requested (Geyer & Schroedel, 1999). In addition, some types of injuries (such as severe back pain) were associated with significant decreases in the probability that an accommodation was made (Campolieti, 2004).

In contrast, disability severity may result in the request and use of accommodations (Conyers & Boomer, 2005). The researchers found that four factors were associated with accommodation use for people with AIDS: the diagnosis, depression, interference with work, and low T-cell count. All four of these variables were associated with a more severe disability. More severe disability is associated with more use of accommodation. In a similar vein, Allaire et al. (2003) found that the greater the functional limitations, and the greater one's self-efficacy in the managing the job

accommodation request process, the more likely the individual requested and used job accommodations. The current research has failed to provide conclusive results whether disability severity is associated with greater or lesser request and/or use of accommodations.

Knowledge about ADA and accommodations. The possession of knowledge about the ADA itself may mean that employees request and use job accommodations. In a study of individuals with schizophrenia, some employees with this disability requested and used accommodations and some did not, though they had knowledge of their rights under the ADA (Gioia & Brekke, 2003). In contrast, Granger (2000) found that employees' under-utilization of job accommodation was related to their lack of knowledge of their rights under the ADA. Similarly, Scherich & Mowry (1997) found that the lack of request and use of accommodations among their participants (individuals who are deaf or hard of hearing) were related to limited knowledge about accommodation options and accommodation procedures in the organizations. While knowing about the ADA may increase the probability of using accommodation, it is not a direct and reliable indicator; other factors also play roles.

Communication skills and capacity to address barriers. Communication skills and capacity to address barriers in requesting accommodation were found important in requesting job accommodation (Gates, 2000). Psycho-education, in view of increasing employees' communication skills in requesting accommodations, is beneficial regardless of the levels of support offered. Conversely, limitations in communication, assertiveness, and problem solving skills make it difficult for individuals with schizophrenia to request accommodations (Gioia & Brekke, 2003). Good communication among employees,

employers, and others may increase the likelihood of a successful accommodation outcome (Houlihan & Reynolds, 2001). Likewise, individuals who had a higher level of social competence (after receiving social competence training) were more confident in their ability to request an accommodation, were more knowledgeable about the ADA, and were more likely to meet with the employer to discuss job accommodations in Rumrill's (1999) study of individuals with hearing impairments. On the other hand, lack of competence in using technology was reported as a barrier to accommodation requests (Frank & Bellini, 2005). In general, higher self-efficacy, social competence, and assertiveness were associated with more frequent requests for job accommodations.

Accommodation Variables Related to Nature of Accommodations. The nature of accommodations that have been examined in relation to accommodation requests comprised the following: cost, type, magnitude, and deliverability of accommodation.

Cost. Most of the studies (Friedman, 1993; Hendricks, Batiste, Hirsh, Schartz, & Blanck, 2005; MacDonald-Wilson, Rogers, Massaro, Lyass, & Crean, 2002) found that costs of job accommodations were often not large. In addition, many accommodation arrangements are simple, and much depends on the match between a person's disability and job duties.

Both the likelihood and extent of job accommodation were significantly influenced by cost-increasing and cost-decreasing factors, and the prevailing rates of different types of accommodation appear to vary inversely with the probable cost. On one hand, actual or perceived high cost normally impedes the likelihood of request and provision of job accommodations (Chirikos, 1999). On the other hand, actual or perceived low cost may enhance the likelihood of requesting and receiving job

accommodations. Employees were more likely to request an accommodation if they did not perceive the cost as being too high for the employer (Baldridge, 2001). The study indicated that accommodations were requested based on the employee's perception of monetary cost of the accommodation, perceived compliance of the employer, and effectiveness of the accommodation in increasing job performance.

Type, magnitude, deliverability of accommodations. The nature of accommodation such as magnitude of the request, deliverability, and ease of use influence the attitude toward and obligation for provision of job accommodations. Complexity in delivery and high magnitude (such as multiple accommodation requests at one time) of job accommodation may serve as barriers to request and to the provision of accommodation (Baldridge, 2001). Conversely, ease of use of the accommodation may lead to a request for accommodations from individuals with disabilities (Baldridge, 2001). Accommodation magnitude influences the requesters' formulation of beliefs, and, in turn, the likelihood of an accommodation request. Specifically, the greater the accommodation magnitude, the more negative the requester's personal and normative assessment will be, thereby decreasing the likelihood of an accommodation request (Baldridge &Veiga, 2001). In another study, persons with disabilities were unwilling to make requests if the requests were relatively major (Friedman, 1993).

Accommodation Variables Related to the Organization. Research has examined the following organization-related variables affecting accommodation requests: organizational culture, supervisors and coworkers' attitudes, and stigmatization and discrimination.

Organizational culture. Organizational culture related to job accommodation has been intensively studied. MacDonald-Wilson, Fabian, and Dong (2008) suggested that organizational values and culture are closely related to job accommodation. Similarly, broken trust and betrayal between employees and an organization was one of the barriers associated with the failure to request needed job accommodations (Frank & Bellini, 2005; Williams-Whitt, 2007).

Corporate culture influences perceived fairness towards, actual request for, and provision of job accommodations. Greater perceived work group supportiveness leads to lower frequency of withholding accommodation requests; the relationship between the perceived workgroup supportiveness and request withholding frequency is moderated by the presence of others with disabilities, such that when other people with disabilities are present in the workplace, employees with disabilities are more likely to request job accommodations when they believe that workplace support is available (Baldridge, 2005). In addition, the way an organization implements job accommodations can have ramifications for areas such as perceptions of a company (Greene, 2002).

Employer and coworkers' attitude. Employers' attitudes, the communication between employees and employer/supervisors, supervisory style, and co-worker support are critical organizational management practices that may facilitate the job accommodation process (Gates, 2000). On the other hand, broken trust and betrayal between employers and employees could serve as a barrier to accommodation requests (Frank & Bellini, 2005).

Stigmatization and discrimination. Workplace stigmatization and discrimination are important factors that employees need to consider in the course of disclosing and

requesting job accommodations. Fesko (2001) found that those who chose not to disclose their health status feared that the information would be used against them. Frank and Bellini (2005) found that fear of retaliation (discrimination) by the employer was a barrier that prevented the employee from requesting accommodation. Overall, stigmatization and discrimination could serve as a barrier for employees with disabilities to request job accommodation (West et al., 2008).

In general, these exploratory and preliminary studies have provided a basic understanding of the relationships between these personal and environmental factors and accommodation requests. However, most of these studies include only certain personal and environmental variables, and explore their associations with accommodation request and or provision. Few of these studies used a theoretical model to assess the multiple predictors of job accommodation requests. These studies were unable to ascertain how variables such as the environmental or personal variables may be mediated or moderated by other predictors. In addition, the mixed and often contradictory findings seem to suggest that some important constructs, mediating the effects of personal and environmental variables, have been overlooked in these studies. As Baldridge (2001) pointed out, situational characteristics (such as personal attributes, nature of accommodation, and environmental attributes) are important to the extent that they influence a requester's cognitive process (such as a requester's salient beliefs or assessment). Thus, guidance of theoretical frameworks is needed to better understand the complex process of requesting accommodations.

Major theoretical Frameworks on Accommodation Request

Considering these challenges in exploratory research on accommodation requests and the complex nature of the accommodation process (Stone & Colella, 1996), researchers seek to gain a better understanding of factors and mechanisms impacting accommodation request through guidance from relevant theoretical frameworks. Current major research on accommodation requests have been mainly guided by two overarching and interlocking theoretical frameworks: the Theory of Planned Behavior (Ajzen, 1991) and Social Cognitive Career Theory (Lent et al., 1994). This section will introduce the two theoretical frameworks, and examine the similarities between theoretical frameworks.

Introduction of Two Major Theoretical Frameworks. Key concepts and main points of view of the Theory of Planned Behavior and the Social Cognitive Career Theory will be introduced.

Theory of planned behavior. The Theory of Planned Behavior is based upon the theory of reasoned action (Ajzen & Fishbein, 1980; Fishbein & Ajzen, 1975), and differs from the theory of reasoned action by the addition of perceived behavioral control. The Theory of Planned Behavior postulates three conceptually independent cognitive processing constructs for behavioral intent and actual behavior: attitudes towards the behaviors, subjective norm, and perceived behavior control (Ajzen, 1991). Attitude toward the behavior refers to "the degree to which a person has a favorable or unfavorable evaluation or appraisal of the behavior in question"; subjective norm refers to "perceived social pressure to perform or not to perform the behavior"; perceived behavioral control refers to "perceived ease or difficulty of performing the behavior" (Ajzen, 1991, p. 188). The three determinants of behavioral intentions are conceptually

independent concepts and each of them has a significant place in explaining and determining behavioral intention and actual behavior.

Behavioral intention refers to an indicator of an individual's readiness to perform a given behavior. It is assumed to be the immediate antecedent of behavior (Ajzen, 2002). It is based on attitude toward the behavior, subjective norm, and perceived behavioral control, with each predictor weighted for its importance in relation to the behavior. Behavior is an individual's observable response in a given situation with respect to a given target. Ajzen (2002) mentioned that a behavior is a function of compatible intentions and perceptions of behavioral control in that perceived behavioral control is expected to moderate the effect of intention on behavior, such that a favorable intention produces the behavior only when the perceived behavioral control is strong.

Social cognitive career theory. The Social Cognitive Career Theory (SCCT; Lent, Brown, & Hackett, 1994) is based upon Social Cognitive Theory (Bandura, 1986). The SCCT posits various impacts (direct and meditating) of cognitive processing (self-efficacy and outcome expectation) on career interests, goal-setting, and job-related performance and behaviors. Self-efficacy can be defined as an individual's sense of control and responsibility for his/her personal environment. It is refers to a person's belief in his/her ability to perform the tasks necessary to achieve a desired goal (Lent et al., 1994). People with disabilities, due to diminished capabilities and concern over future loss, may experience decreased self-efficacy and personal control (Gecas, 1989). Thus, the individual may be less likely to assert his or her right to request an accommodation.

Outcome expectations refer to the personal belief that successfully performing certain tasks may result in probable response outcomes (Lent et al., 1994). It constitutes

several classes of outcome expectancies such as self-evaluative, social, and physical outcomes (Bandura, 1986). For example, an individual with disabilities may believe that accommodations may remove career barriers and enhance job performance, thus increasing his/her job retention (positive outcome expectations). However, the individual may also be concerned that requesting job accommodations may lead to seeking favoritism and contribute to discrimination in the workplace, and low compliance possibility from employers (negative outcome expectations). An individual may be optimistic about his/her capability to perform essential functions of a job and request accommodations (high self-efficacy), but be concerned that his coworkers would have a negative assessment (low outcome expectations). Either of these situations may lead the individual to not be motivated to seek job accommodations.

Similarities of the Two Theoretical Models. The Theory of Planned Behavior and the Social Cognitive Career Theory share the following similarities. First, the two models are derived from the same theoretical root, the Social Cognitive Theory (Bandura, 1986). Ajzen (1991) asserted that much of the knowledge about the role of perceived behavioral control was derived from the systemic research program of Bandura and his associates (Bandura, Adams, & Beyer, 1977; Bandura, Adams, Hardy, & Howells, 1980). The Social Cognitive Career Theory is deeply rooted in Social Cognitive Theory (Lent et al., 1994). Second, the two theoretical frameworks share similar theoretical constructs. Ajzen stated that the view of perceived behavioral control is most compatible with Bandura's (1982) concept of perceived self-efficacy which "is concerned with judgments of how well one can execute courses of action required to deal with prospective situations" (Bandura, 1982, p.122). In addition, the outcome expectations incorporate the

concepts of values and subjective norms (Lent et al., 1994). Third, both theoretical models highlight, at various levels, the impact of an individual's affect (feeling and emotion) on his or her perceptions of self-efficacy (or perceived behavior control) and outcome expectations (or attitudes and subjective norms). According to Lent et al. (1994), affect may serve as a filter in which efficacy and outcome expectation information is processed. Ajzen (1991) also asserted that affect and evaluation should be differentiated due to empirical evidence. Though both models recognize importance of affect to cognitive processing, affect is not the focus of the two models.

Research on Accommodation Requests with Explicit Theoretical Underpinning

Current major research on accommodation requests has focused on the impact of cognitive processing. The cognitive processing elements include: self-efficacy (analogous to perceived behavioral control) and outcome expectation (analogous to attitude toward behavior/subjective norms) in the process of requesting accommodations. This section will examine existing literature on relationships between accommodation requests, cognitive processing (self-efficacy and outcome expectation), and affect. In addition, a review of interrelationships between independent variables (self-efficacy, outcome expectation, and affect) will be explored.

Accommodation Request. Current studies on accommodation requests (Baldrige, 2001; Baldridge & Veiga, 2006; Florey, 1998) tend to categorize responses to job accommodation needs in a dichotomous manner: to request accommodation or not to request (withhold) accommodations. However, responses to accommodation needs are not only viewed from this dichotomous perspective. Research has recognized the impact of the timing of a request on accommodation provision, and job retention (Allaire et al.,

2003; Friedman, 1993). Job accommodations may be less likely to assist PWDs to remain employed if accommodations were requested when their work capacity and performance has been significantly compromised (Allaire, 2001). An accommodation request at the time when job quality/performance has been "in jeopardy" will be perceived and treated differently than the accommodation requested at the time when an individual's job performance has not been compromised. Some individuals may choose self-accommodation (rely on their own resources without soliciting external supports), while others may choose to do nothing (neither request accommodations nor self-accommodate). Thus, employees' accommodation responses need to be viewed from a broader perspective: adding the accommodation request intention into accommodation responses.

Self-efficacy and Accommodation Request. Self-efficacy and social competence have been found important in the course of requesting accommodations. Greater self-efficacy in managing the accommodation request process, together with greater functional limitations, was a significant predictor of the increased use of any job accommodations (Allaire et al., 2003). For job accommodation request self-efficacy, the odds ratio was 1.03 for a one-unit increase on the self-efficacy scale (Wald $\chi 2(1, N = 242) = 4.9, p = .03$).

Florey (1998) examined the impact of perceived behavioral control (self-efficacy) on employees' intention to request job accommodations. Perceived behavioral control was found to correlate .39 with request intention for job accommodation, and it was also found to have a unique and significant effect on accommodation request likelihood ($\beta = .23$, $p < .01$, $\eta^2 = .04$). No significant mediating effects were found for perceived

behavioral control (self-efficacy) to mediate the relationships between accommodation request likelihood and characteristics of disabled employees, nature of disability, attributes of accommodation, and/or work environment. This may possibly be attributed to the lack of domain-specific items related to accommodation requests in the perceived behavioral control (self-efficacy) scale.

In another study, Hutton (2006) studied the relationship between self-efficacy and individuals' likelihood of requesting job accommodations and employment status. Hutton (2006) found that work-self-efficacy was significantly related (odds=1.021, p=.029) with requesting accommodations for employees with arthritis. This suggests that higher work self-efficacy was associated with increased likelihood of requesting accommodations.

Outcome Expectation and Accommodation Request. Several researchers have examined impact of outcome expectation (subjective norm and attitudes to behavior) on accommodation requests. Based upon theories of planned behavior and help seeking literature, Baldridge and Veiga (2001) proposed a model of the likelihood of requesting accommodation, in which three important components were included: a requester's salient belief, situational characteristics and likelihood of requesting accommodations. Situational characteristics include such variables like workplace attributes, accommodation attributes and disability attributes. A requester's salient beliefs are comprised of personal and normative assessments. Personal assessment refers to "judgments regarding the favorableness to the requester" (Baldridge & Veiga, 2001, p.88). Personal assessment include salient employee's beliefs: perceived accommodation usefulness, anticipated image cost, perceived fairness, and anticipated compliance. Personal assessment is very similar to Ajzen's (1991) concept of "attitude toward the

behavior" (Baldridge & Veiga, 2001). Normative assessment refers to what the individual believes others think he or she should do. It consists of the functions of perceived help-seeking appropriateness and perceived social obligation. This concept is very close to Ajzen's (1991) subjective norms. Baldridge and Veiga (2001) hypothesized that a requester's salient beliefs would have direct positive or negative impact on request likelihood. In addition, the requester's salient belief would also have a mediating impact (for situational characteristics) on request likelihood.

Baldridge (2001) conducted an empirical study based upon the model proposed by Baldridge and Veiga (2001). In this study, cognitive processing has been limited to the anticipated compliance in providing accommodations, anticipated personal cost, and perceived accommodation request appropriateness by others. In addition, the situational characteristics have been restricted to the nature of the accommodation (i.e. effectiveness of accommodation, ease of use of accommodation, and monetary cost of accommodation). Baldridge (2001) reported that the anticipated compliance in providing accommodations, perceived accommodation request appropriateness, and perceived accommodation effectiveness were found to be significantly associated with the decision to request accommodations at $r=.26$ ($p<.01$), $r=.30$ ($p<.01$), and $r=.32$ ($p<.01$); while perceived personal cost, accommodation monetary cost and ease of use of accommodation were not directly related to the decision to request accommodation. In addition, the requester's compliance assessment was found to mediate the relationship between the accommodation effectiveness and the likelihood of requesting accommodation; the requester's normative appropriateness assessment was found to mediate the relationship between the accommodation effectiveness and the likelihood of requesting

accommodation. In another study, Baldridge (2001) reported that many respondents would only request an accommodation if they believed the employer would comply. These studies have provided evidence that employee's perception of employers' compliance and commitment to job accommodation were closely linked to their request for job accommodations.

Florey (1998) also studied the cognitive processing related to outcome expectancy (attitude and subjective norm) while considering other factors related to characteristics of individuals with disabilities, nature of accommodation, and attributes of disabilities. Attitude (the degree to which a person has a favorable or unfavorable evaluation or appraisal of the behavior in question) was found to correlate .41 with request intention for job accommodation, and it was also found to have unique and significant predictive effects on intentions to request accommodation (β=.29, $p<.01$, η^2=.06); however, subjective norms (perceived social pressure to perform or not to perform the behavior) were not found to have a main anticipated effect on intention to request accommodations. But subjective norms were involved in important interactive effects that aim to predict accommodation request intention. No significant mediating effects were found for attitude and subjective norms mediating the relationships between accommodation request likelihood and characteristics of disabled employees, nature of disability, attributes of accommodation, and work environment. However, this may possibly be related to the fact that some important outcome-expectancy related items (such as perceived organizational support, perceived availability of resources) were not included in the cognitive processing, but deemed as components under characteristics of work environment.

Besides the above-mentioned studies, other researchers have examined the outcome expectancy constructs such as the perception of compliance and employer's commitment, and fear of negative reactions from employers and coworkers. Employees' perception of employers' compliance with ADA regulations and commitment to the job accommodation process is crucial to the request for job accommodation. Broken trust and betrayal were seen by employees with visual impairment as barriers to requesting an accommodation. Employees' perceptions of employers' lack of a genuine desire to provide an accommodation would prevent them from requesting accommodation (Frank & Bellini, 2005). They also found that fear of retaliation (discrimination) by the employer was a barrier that prevented the employee from requesting accommodation.

Employees' perception of negative reactions from employers and coworkers may be a major reason people with disabilities choose not to disclose their disability and not to request accommodations. The negative reactions may generate fear. One fear cited in several research studies is the fear of isolation (Dalgin & Gilbride, 2003; Ellison et al., 2003; Fesko, 2001). The sense of isolation may serve as a barrier to employees with disabilities requesting accommodations. Concern about disclosure (and requesting accommodations) may be due, in part, to the fear of being treated differently by coworkers if employees with disabilities disclose their disability status (Granger, 2000). Moreover, prior negative experience with accommodation requests impeded the future requests for accommodations in the workplace (Michaels & Risucci, 1993). Accommodations are not requested by employees with disabilities when accommodations are perceived as damaging self-concept or harming their public image (Baldridge, 2001).

Stigmatization and discrimination could serve as a barrier to requesting job accommodation (West et al., 2008).

Self-efficacy and Outcome Expectation. Bandura (1997) argued that because the outcomes people expect are largely dependent on their judgments of what they can accomplish, it is unlikely that outcome expectations will make much of an independent contribution to predictions of behavior when self-efficacy perceptions are controlled. According to Bandura (1997), "In most social, intellectual, and physical pursuits, those who judge themselves highly

efficacious will expect favorable outcomes, whereas those who expect poor performances of themselves will conjure up negative outcomes" (p.24). Research has found that outcome expectation mediates the relationships between self-efficacy, and goal-setting, career choice and job satisfaction (Lent et al., 2005a; Lent, Lopez, Lopez, & Sheu, 2008). Thus, it can be expected that self-efficacy is expected to contribute to accommodation requests directly and indirectly, through outcome expectations. That is, people are likely to request accommodations for which they see themselves as efficacious and as likely to attain positive outcomes.

Affect and Its Relationship with Other Variables Related to Accommodations

Affect. Affect refers to a phenomenological state of feeling (Watson, 2000), often described in terms of emotions such as happy, sad, inspired, nervous. Watson, Clark, and Tellegen (1988) and Watson, Wiese, Vaidya, and Tellegen (1999) proposed two unipolar dimensions: positive affect and negative affect. Positive affect is described as the experience of feelings such as enthusiastic, active, inspired and interested (Watson et al., 1988). Trait positive affect (TPA) is regarded as the tendency to experience the positive

emotions. Individuals with TPA may tend to seek out the companionship of others, experience positive involvement with the environment, and hold positive views of themselves and external environment. On the other hand, negative affect is described as fear, nervousness, anger, and stress (Watson, 2000; Watson et al., 1988; Watson et al., 1999). Trait negative affect (TNA) is characterized by constant feelings of such emotions. Individuals with TNA may tend to have unfavorable opinions of themselves and regard their external environments as threatening and hostile (Watson et al., 1988).

According to Gray (1987, 1990), TPA and TNA are linked to two systems of responding to environmental stimuli: the behavioral activation system (BAS) and behavioral inhibition system (BIS), respectively. In Gray's theory, TPA is related to BAS sensitivity, or the tendency of the organism to actively engage the environment. As a consequence, high-TPA persons are thought to be highly sensitive to external reward. Conversely, the BIS, characterized by Watson et al. (1999) as a "stop, look, and listen system" (p. 830), is correlated with sensitivity to punishment. Dispositionally, BIS reactivity is associated with hypervigilance toward impending punishment, even in the absence of any clear environmental stressor (Watson et al., 1999).

Thoresen, Kaplan, Barsky, Warren, and Chermont (2003) stated that the distinction between the dispositional/trait versus situational/state aspect of affect warrants consideration. State affect relates to what one is feeling at any given moment in time. State affect can take the form of emotions, entailing intense feelings that demand attention and have a specific target; or it can take the form of moods—feelings that are less intense but typically longer in duration (George, 1996). Conversely, trait affect

indicates the dispositional tendency to experience certain affective states over time. Trait affect is a stable personality dimension.

Although no empirical research has been conducted to explore the direct relationship between affect and accommodation requests, multiple empirical studies have been done to examine the relationship between affect and self efficacy, and to a less degree affect and outcome expectations.

Affect, Work-Related Self-Efficacy, and Outcome Expectation. A number of studies have linked positive affect to generalized self efficacy and non-work domain self-efficacy (Judge & Ilies, 2004), but no studies have explored the relationship of work-related self-efficacy to positive affect. For example, Kashdan and Roberts (2006) explored the relation of positive affect to an individual's self-efficacy within the social domain, finding the correlation to be .52. Another study by Caprara and Steca (2006) explored self-efficacy within the domains of emotional regulation, marriage, and parenting, finding that these variables related moderately to positive affect (*r's* =.32-.42). Machin and Creed (2003) explored the relation of affectivity and generalized self-efficacy in a sample of 182 unemployed adults at two time periods during a training program. The authors found that when measured at similar time points, positive affect correlated strongly with generalized self-efficacy (r's = .49, .60). Lent et al. (2005b) explored the links between self-efficacy within academic and social domains to positive affect. The authors found that social self-efficacy correlated moderately with positive affect (*r* = .38) and academic self-efficacy correlated strongly with positive affect (*r* = .49). On the other hand, Hutton (2006) found that self-efficacy, measured by the

Work-Self-Efficacy Scale (WSES; The Development Team, 1990), was negatively associated (-.352) with negative affect.

Judge and Ilies (2002) discovered that Extraversion (analogous to TPA) was positively associated with expectancy motivation, autonomous goal setting, and work-specific self-efficacy, whereas Neuroticism (analogous to TNA) was negatively associated with these variables.

These studies have enriched accommodation research by examining the impact of cognitive processing (outcome expectation and self-efficacy) while considering the effects of variables such as accommodations attributes, disability attributes, and workplace attributes, etc.

Gaps in the Current Research on Accommodation Requests

Though these studies shed some light on factors associated with asking an employer for accommodations in the workplace, they have their limitations. First, except for Florey (1998), all current empirical research on accommodation requests has failed to examine cognitive processing comprehensively. Second, instruments used in previous research either lacked solid psychometric properties (Hutton, 2006) or focused either solely on certain specific domains or general self-efficacy/outcome expectation domains (Baldridge, 2001; Hutton, 2006; Florey, 1998). Researchers highlighted the importance of both domain-specific self-efficacy/outcome expectations (Hackett & Watkin, 1995) and general self-efficacy/outcome expectations (Smarr et al., 1997). Third, employees' responses to job accommodation needs have been examined narrowly from a dichotomous perspective (either request accommodations or withhold accommodation requests) in previous studies (Baldridge, 2001; Baldridge & Veiga, 2006; Florey, 1998).

Fourth, the current empirical research on accommodation requests has overlooked the impact of affect (emotions and feelings) on an individual's cognitive processing: perceived self-efficacy and outcome expectation, and subsequent impact on an individual's responses to accommodation needs.

Considering the gaps in the current research related to accommodation requests, this dissertation aims to examine the impact of cognitive processing (self-efficacy and outcome expectation) and affect on responses to accommodation needs among individuals with disabilities through the framework of the Social Cognitive Career Theory. The SCCT is chosen for the following reasons. First, SCCT is a theoretical model that specifically addresses career or job related activities and behaviors (Lent et al., 1994). Requesting and utilizing accommodations are important work-related behaviors that impact job performance and ability to stay on the job for individuals with disabilities. Second, disability has been incorporated as a theoretical component in SCCT model, which is a suitable framework for explaining the mechanism and process of career development and job-related behaviors among people with disabilities (Fabian, 2000; Waghorn et al., 2005).

Purpose, Hypotheses and Research Questions

The purpose of this study is to examine the impact of self-efficacy, outcome expectation, and affect in an individual's decision to request or withhold job accommodation. The objectives of this study are to: (a) examine the bivariate correlations between self-efficacy, outcome expectation, affect, and job accommodation request, (b) explore the relationships of these independent variables to each other, (c) test whether each variable contributes significant variance in the prediction of job accommodation

request after accounting for other variables in the model, (d) determine if the proposed SCCT model provides a good overall fit to the data, and (e) explore the extent to which job accommodation specific factors, not included in the SCCT, predict over and above the self-efficacy, outcome expectation, and affect through hierarchical regression analysis.

Given the purpose and objectives of the current study, the following research questions were investigated:

1. What are impacts of self-efficacy, outcome expectation and affect on intention to request workplace accommodations for persons with disabilities?
2. Does each independent variable contribute significant variance in the prediction of intention to request accommodations after accounting for other variables in the proposed accommodation request model?
3. How much variance do the accommodation-specific factors (i.e., nature of accommodation, employee's knowledge in ADA and RA, relationships with supervisors) add in prediction of job accommodation responses over and beyond the variance accounted for by the self-efficacy, outcome expectation, and affect in the proposed accommodation request model?

In addition, the following hypotheses (as per Figure 1) were proposed:

Hypothesis 1: Positive affect will correlate positively with job accommodation request; (Path 1).

Hypothesis 2: Higher levels of self-efficacy will correlate positively with job accommodation request (Path 2).

Hypothesis 3: Higher levels of outcome expectation will correlate positively with job accommodation request (Path 3).

Hypothesis 4: Positive affect will correlate positively with self-efficacy (Path 4) and outcome expectation (Path 5);

Hypothesis 5: Higher levels of self-efficacy will correlate positively with outcome expectation (Path 6).

Hypothesis 6: Self-efficacy will partly mediate the relationship of affect and accommodation request.

Hypothesis 7: Outcome expectation will partly mediate the relationship of affect and accommodation request.

Hypothesis 8: Outcome expectation will partly mediate the relationship of self-efficacy and accommodation request.

Hypothesis 9: The proposed model of accommodation request will produce a good overall model fit to the data.

The next section introduces the method section that intends to answer the research questions and explore the hypotheses.

Chapter 3 Method

This study examines the impact of self-efficacy, outcome expectation and affect on requesting job accommodations for individuals with disabilities. The following section introduces the sample, measures, study procedure and data analysis strategies.

Participants

The participants in this study consisted of 349 individuals with disabilities across the United States. This sample represents a subgroup of 444 participants who participated in the survey. Ninety five participants were excluded from data analysis due to missing data issues. These individuals were excluded because they failed to complete self-efficacy, outcome expectation scale, affect scales, and/or related demographic information. No statistically significant differences were found between the excluded cases and the study sample in terms of their readiness and commitment to request accommodations.

Several suggestions have been proposed for estimating the sample size needed for completing structural equation modeling (SEM). Weston and Gore (2006) recommended a minimum of 200 participants; however, given the number of constructs in the current model it was decided to use Kline's (1998) and Pett, Lackey, & Sullivan's (2003) recommendation of 10 participants per estimated parameter. The model for the current study has 6 parameters connecting the latent constructs and 13 parameters connecting the indicator variables to the latent constructs. Additionally, each of these 13 indicators has an associated error parameter (*e*) and each outcome variable has a disturbance error (*d*), making the total number of parameters 35. According to Kline's and Pett et al.'s suggestion, this would mean a minimum sample of 350 participants. Considering the

moderate and strong correlation between the indictor variables in the structural equation model (as per Table 12), the projected total number of participants for this study met these criteria for finding a meaningful model fit.

Of the study sample, 232 of the sample were female (66.5%), 110 were male (31.5%), and seven (2%) did not provided information on this variable. Furthermore, 291 participants self-reported as Caucasian (83.4%), 25 identified as African-American (7.2%), 9 were Asian American (2.6%), 11 were Latino (3.2%), and 8 identified as Native American (2.3%). Additionally, 106 participants had high school or associate's degree (30.7%), the rest of participants had bachelor, master, or doctoral/professional degrees (69.3%). Among the study sample, 80 (22.9%) were individuals with mobility disability, 72 (20.6%) were visually impaired, and 65 (18.6%) were hearing impaired. Individuals with psychiatric disability accounted for 60 (17.2%). Overall, the sample was highly educated, Caucasian, and female. See Table 1 for detailed demographic information for the sample participants.

Measures

This section introduces the measures that assessed the dependent variable (job accommodation request intention), the independent variables (self-efficacy, outcome expectation and affect), and supplemental variables (e.g., knowledge of the Americans with Disabilities Act (ADA), disability attributes, and workplace attributes).

Outcome Expectations. Four accommodation domain-specific outcome expectation scales were used. The four accommodation domain specific scales included: anticipated employer compliance for accommodation, perceived help-seeking appropriateness, perceived accommodation usefulness, and personal cost. Anticipated

Table 1: Demographic Characteristics of Participants

Variable		N	Percentage (%)
Gender*	Female	232	66.5
	Male	110	31.5
Age*	18-24	15	4.3
	25-34	65	18.6
	35-44	67	19.2
	45-54	113	32.4
	55-64	75	21.5
	>65	10	2.9
Race*	Caucasian	291	83.4
	African-American	25	7.2
	Asian-American	9	2.6
	Latino/Hispanic	11	3.2
	Native American	8	2.3
Education*	High school	55	15.8
	2-year college	51	14.6
	4-year college	135	38.7
	Masters	85	24.4
	Doctorate/professional degree	19	5.4
Work status*	Working part time	113	32.4
	Working full time	227	65.0
Job level*	Non-managerial	206	59.0
	Lower-level manager	47	13.5
	Middle-level manager	59	16.9
	Upper-level manager	28	8.0
Disability Type**	Hearing impaired/deaf	65	18.6
	Visual impaired/blind	72	20.6
	Psychiatric/Mental	60	17.2
	Cognitive	37	10.6
	Mobility	80	22.9
	Multiple Sclerosis	37	10.6
	Other	80	22.9

* Percentages do not necessarily add up to 100%, as not all 349 participants answered all demographic questions
** Percentages add up over 100%, as multiple disability types can be applied to a same participant

employer compliance was first developed by Florey (1998), and later expanded from a one-item measure to a five-item measure by Baldridge (2001). Considering the response burden of the participants, three items from Baldridge's scale were used with only minor modifications (i.e., replace "adjustment" with "accommodation"). The sample items included "If I requested the accommodation, I would likely receive it". Participants were asked to respond to each of the three items on a five- point scale ranging from "Disagree" (1) to "Agree" (5). Baldridge (2001) found the scale to have good internal consistency reliability, estimated at .97. The alpha level for this current study was .95.

Florey's (1998) three-item scale on accommodation appropriateness was modified (i.e. replace "adjustment" with "accommodation") for consistency with other parts of the survey. Sample items included "Most of people at work would approve of me requesting this accommodation". Participants were asked to respond to each of the three items on a five- point scale ranging from "Disagree" (1) to "Agree" (5). Florey (1998) found the scale to have good internal consistency reliability, estimated at .94. The alpha level for this current study was .96.

Perceived accommodation usefulness was initially a seven-item scale developed by David (1989), and later refined into a 5-item scale by Baldridge (2001). Three items from Baldridge's scale were used with only minor modification (i.e. replacing "adjustment" with "accommodation"). Sample items included "The accommodation (either requested or not requested) generally improves my performance." Participants were asked to respond to each of the three items on a five- point scale ranging from "Disagree" (1) to "Agree" (5). Baldridge (2001) found the scale to have good internal consistency reliability, estimated at .92. The alpha level for this current study was .88.

The seven-item personal cost measure was first developed by Anderson and Williams (1996). Baldridge (2001) revised slightly the measure and used in his study. Considering the response burden of the participants, three items from Baldridge's study were used with only minor modifications (i.e., replace "adjustment" with "accommodation"). The sample items included "I would feel inadequate or incomplete if I asked for this accommodation". Participants were asked to respond to each of the three items on a five- point scale ranging from "Disagree" (1) to "Agree" (5). Baldridge (2001) found the scale to have good internal consistency reliability, estimated at .97. The alpha level for this current study was .75.

Self-Efficacy. One accommodation domain-specific self-efficacy scale and one goal-setting self-efficacy scale was used. The accommodation domain-specific self-efficacy was measured by modified scale developed by Rumrill (1993), used to assess self-efficacy related to requesting job accommodations. The original instrument was used to assess the accommodation domain-specific self-efficacy among individuals with multiple sclerosis. Sample items include "Identifying your employment accommodation needs" and "Discussing your needs with your employer in a face-to-face meeting". A ten-point scale from "Not at all sure" (1) to "Very Sure" (10) was used. Rumrill (1993) found the scale to have good internal consistency reliability, estimated at .93. In addition, the scale has been used in studies for individuals with multiple sclerosis (Cronbach Alpha coefficient=.93; Roessler & Rumrill, 1994) and individuals with visual impairments (Cronbach Alpha coefficient=.86; Rumrill, 1999). The scale in this study was modified slightly (i.e., replacing "my needs" with "my accommodation needs"). Considering the response burden of the participants, four items from this scale were used. Sample items

included: “Discussing my accommodation needs with my employer”. In addition, to be consistent with other scales in this study, participants were asked to rate their level of confidence in accommodation tasks on a five-point Likert scale "Not at all confident" (1) to "Very Confident" (5). The alpha level for this current study was .88.

Work-Related Goal Self Efficacy. This construct was measured by a modified goal self-efficacy instrument (Karoly & Ruehlman, 1995), used to assess the degree to which participants feel capable of achieving their most important work-related goal. The original instrument was used to assess self-efficacy with regard to a particular goal and was not specific to the work domain. Sample items included, “I possess the necessary skills to attain my goal” and “I have the ability to reach my goal,” and participants were asked to respond to these statements on a 10-point scale ranging from “Not at all sure” to “Extremely accurate.” This scale was modified slightly for consistency with other parts of the survey, and address work domain goals. Sample items included, “Possessing the necessary skills to attain my work goal” and “Having the ability to reach my work goal.” For the purpose of this study, participants were asked to answer each item by considering *important* work-related goals they have, and respond to each item on a 5-point scale (refer to Appendix E for detail of self-efficacy scale). Karoly and Ruehlman (1995) reported reliability estimates for this scale ranging from .80 to .87 for health, interpersonal, and academic goals. Additionally, Karoly and Ruehlman (1995) found goal self-efficacy to correlate with self-monitoring (r = .49), planning (r = .38), and depression (r = -.50), and found the scale to have a two week test-retest reliability of .83. The alpha level for this current study was .94.

Positive Affect. The Positive and Negative Affect Schedule (PANAS; Watson et al., 1988) is a 20-item measure used to assess differences in positive and negative emotions. The scale assesses positive affect (PA), which is defined as the extent to which a person feels enthusiastic, alert, and active; and negative affect (NA) which reflects a person's negative emotions, including anger, contempt, distress, and guilt. The correlation between the two scales is low (r=-.12 to -.23), suggesting that the two scales measures independent constructs and thus, can be examined separately. It has also shown strong discriminant and convergent validity, indicating the measure is sufficiently discernable from related constructs such as depression and state anxiety (Watson et al., 1988). In consideration of the practicality of data collection and response burden for the participants, five items five items from positive affect was chosen. For the purposes of this study, participants were asked to rate how they feel on a five-point scale from "not at all" (1) to "extremely" (5) when considering asking for job accommodations in the past three months. The alpha level for this current study was .87 for positive affect (detail as per Appendix F).

Intention to Request Accommodations. Intention to request job accommodations were measured by two of the following items which were first used by Florey (1998): readiness in requesting job accommodations and commitment in requesting job accommodations. Participants were asked about their level of readiness and commitment in making accommodation requests in the past three months: "How do you rate your readiness in asking for adjustments or (job accommodations) in the past three months?" and "How do you rate your commitment in asking for adjustment or (job accommodation) in the past three months?" The first question was followed by a 5-point

response scale with “not at all ready to ask” and “definitely ready to ask” at each end of the scale. The second question was followed by a 5-point response scale with “not at all committed to ask” and “strongly committed to ask” at each end of the scale. The reliability of the scale was .94 (Florey, 1998). The alpha level for this current study was .77 (refer to Appendix B).

Supplemental Independent Measures. Such supplemental variables as employee's information (job performance, job tenure), nature of accommodation (cost, necessity, and supervision/involvement from supervisor), nature of disability (severity, and level of impact on job), employee's knowledge of ADA and reasonable accommodations, and organizational support were assessed (Refer to Appendix B and G).

Procedure

Participants in this study met the following requirements: 1) they are persons with disabilities, 2) they are 18 years of age or older, 3) they needed job accommodations in the past three months prior to taking the survey study.

Participants in this study were recruited through the following sources: the National Empowerment Center, the National Mental Health Consumer Self-Help Clearinghouse, the national and state centers for independent living, the National Multiple Sclerosis Society, the Disability and Business Technical Assistance Center (DBTAC), and the Job Accommodation Network (JAN) . The researcher contacted the directors of the above organizations, and asked them to invite their constituents to participate in this study. The researcher emailed the recruiting letter (as per Appendix C) and the web link of the survey to the directors of the above-mentioned agencies, and asked them to invite participants through their E-newsletters and list-serves.

Once employees with disabilities accessed the survey website, the first page of the survey contained an informed consent form briefly explaining the nature of the study and reiterating issues related to confidentiality and participation (Appendix A). Once the participant gave informed consent, he or she was directed to subsequent pages containing a series of questions, including demographics, job information, and measures assessing the requesting of job accommodation, self-efficacy, outcome expectation. Each of the instruments included directions on how to respond to the items. The survey took approximately 20~30 minutes to complete. The survey was pilot-tested for readability and accessibility for individuals with disabilities before its administration.

Participants who completed the surveys were invited to participate in a raffle with a chance to win a gift certificate by providing their email or mailing address: one winner out of every four of the first 100 participants got a $25 gift certificate (the first 100 respondents); one winner out of every four of the rest of participants got a $10 gift certificate. Once the raffle was drawn, the gift codes were mailed to 85 winners, according to the contact information provided.

The survey remained active for three months. The participants' contact information was destroyed after the raffle was drawn, and the gift cards were sent to winners.

Data Analysis

The following steps were taken to analyze the data and test hypotheses. First, each of the independent and dependent variables were analyzed with regard to normality, outliers, and multicollinearity. Second, descriptive statistics were computed to determine the means and standard deviations of each of the variables. Third, correlational analyses

were conducted to determine the relationships among each of the variables measured. Fourth, a confirmatory factor analysis (CFA) was conducted to test the measurement model, that is, to determine if the observed variables loaded as hypothesized on each latent construct. This analysis was conducted using LISREL 8.8 by examining the covariance matrix among the observed variables. Finally, upon determining the proper placement of each observed variable, structural equation modeling (SEM) also using LISREL 8.8 was used to "determine whether the associations among measured and latent variables in the researcher's estimated model adequately reflect the observed associations in the data" (p. 741, Weston & Gore, 2006). More simply, SEM examined if the data from the current study support the hypothesized structural model.

To statistically assess the goodness of fit of the model, analyses were conducted to answer the following questions: (a) how well the model fit the observed data, (b) the significance and strength of the estimated parameters, (c) the univariate normality of the data, and (d) the variance accounted for by the latent constructs (Weston & Gore, 2006). Using the LISREL 8.8 data analysis program, four fit indices were presented: χ^2, comparative fit index (CFI), standardized root mean square residual (SRMR), and root mean square error of approximation (RMSEA). A non-significant χ^2 suggests that the model fits the data adequately, though the larger the sample size, the more likely it is that the χ^2 will be significant. The CFI test determines if the hypothesized model is a better fit for the data than a null model, where no relationships among the constructs are expected. Values of CFI range from 0 to 1, and researchers have suggested a minimum cutoff of .95 (Hu & Bentler, 1999). The SRMR index determines the difference between the observed data and the general model by comparing bivariate correlations of variables in the model

to the parameter estimates. Values closer to 0 indicate a better fit and SRMR values of .08 are usually taken as reflecting a good fit (Weston & Gore, 2006). Finally, RMSEA assesses the degree of complexity in the model and whether or not a simpler solution is warranted. Values closer to 0 indicate a better fit, where maximum cutoffs have been recommended at the .06 level (Hu & Bentler, 1999). After these fit indices were computed, each of the parameter estimates were explored to determine their significance and ability to predict unique variance in responses to accommodation needs.

A supplemental hierarchical regression analysis was conducted to explore the extent to which job accommodation specific variables (such as employees' job performance, job tenure, nature of accommodation, nature of disability, employee's knowledge of ADA and job accommodations, and organizational support), not included in the proposed accommodation request model, predicted job accommodation over and above the core variables (self-efficacy, outcome expectations, and affect).

Chapter 4: Results

Preliminary Analyses

Demographic data for the study sample were presented in the previous chapter (see Table 1). Two hundred and eighty participants (80.2%) in this study requested job accommodations. Among these 280 participants who made accommodation requests, 225 (80.4%) participants received the accommodations, five (1.8%) persons' requests were in process. In addition, among these 280 participants, 182 (65%) disclosed their disability, 87 participants (31.1%) mentioned that their disability was obvious and observable by employers, 11 participants (3.9%) did not disclose their disabilities (as per Table 2 for detail).

Table 2: Accommodations Requested and Received

Variable		*N*	*Percentage(%)*
Did you ask for accommodation(s)?	No	69	19.8
	Yes	280	80.2
	Total	349	100.0
For those who requested accommodation(s), did you receive the accommodation(s)?	No	50	17.9
	Yes	225	80.4
	Request in process	5	1.8
	Total	280	100.0
For those who requested accommodation(s), did you disclose your disability to your employer/supervisor?	No	11	3.9
	Yes	182	65.0
	Employers know it by observing	87	31.1
	Total	280	100.0

Nearly 60% of the participants reported being "ready" or "definitely ready" in requesting job accommodations, the remaining participants reported being "somewhat

ready", "not ready" and "definitely not ready"; 2/3 of the participants reported being "committed" or "definitely committed" to request job accommodations when they felt the need to do so, the remaining 1/3 were "somewhat committed", "not committed", and "definitely not committed" (see Table 3 for detail).

Table 3: Readiness and Commitment in Asking for Accommodation(s)

Variable		*N*	*Percentage (%)*
Readiness*	Not at all ready	14	4.0
	Not ready	40	11.5
	Somewhat ready	90	25.8
	Ready	101	28.9
	Definitely ready	104	29.8
	Total	349	100.0
Commitment*	Not at all committed	5	1.4
	Not committed	25	7.2
	Somewhat committed	81	23.2
	Committed	119	34.1
	Definitely committed	119	34.1
	Total	349	100.0

*(*These are the indicating variables of latent construct: Intention to request accommodations)*

Participants also reported the types of job accommodations they requested or considered. Assistive technology and flexible schedule were the top two accommodations requested; flexible schedule, assistive technology, and job restructuring were the top three accommodations considered by participants but not requested (see Table 4 for detail).

In addition, the researcher compared the perceptions of accommodation cost, accommodation necessity, and the need of employers' extra supervision between those

Table 4: Type of Job Accommodation(s) Requested or Considered

Accommodation Type		*N*	*Percentage (%)**
Subjects who requested accommodation(s)	Job restructuring (i.e., change in job duties)	30	10.7
	Assistive technology	98	35
	Flexible Schedule	96	34.3
	Telework	28	10.0
	Reassignment to another job	16	5.7
	Physical alteration to building/office space	43	15.4
	Assistance by another person	55	19.6
	Others	76	27.1
Subject who did not request but considered accommodation(s)	Job restructuring (i. e., change in job duties)	17	24.6
	Assistive technology	16	23.2
	Flexible Schedule	31	44.9
	Telework	7	10.1
	Reassignment to another job	7	10.1
	Physical alteration to building/office space	6	8.7
	Assistance by another person	14	20.3
	Others	15	21.7

* Percentages add up over 100%, as multiple accommodations can be chosen

requested accommodations and those did not. Among 280 participants who made job accommodation requests, 93.3% reported that the requested job accommodations were necessary or very necessary for them to do job well; among those 69 participants who did not request accommodations, nearly 60% of participants regarded the accommodations are necessary or very necessary. Consistent with previous findings on cost of job accommodation (Hendricks, et al., 2005; MacDonald-Wilson, et al., 2002), around 70%

of participants who either requested or did not request accommodations believed the cost of the accommodations were either free or less than $500. The percentage of individuals who reported that they did not request accommodation and had no idea about the cost of accommodation (21.7%), were higher than that (13.6%) of individuals who reported that they requested accommodation but had no idea on cost of accommodations (as per Table 5 for detail).

A large difference in percentage of the study sample who reported satisfaction with their job performance between those who requested job accommodations (66.8%) and those did not request (43.5%). However, no difference was found between these two groups in terms of their perceptions of employers' satisfaction with their job performance (see Table 6 for detail).

In addition to the above-mentioned statistics, a preliminary T-test was conducted to examine the differences between those who requested job accommodations and those who did not request accommodations on variables indicated in Table 7. Those who requested accommodations demonstrated higher levels of ADA knowledge, accommodation process, self-efficacy, outcome expectations, positive affect, and satisfaction level with their job performance (see Table 7 for detail). In addition, the research also found statistically significant differences ($p<.001$) between the two groups on their intention to request job accommodations (comprising of readiness and commitment to request job accommodations): the means to intention to request job accommodations were 5.71 and 8.08 for those who did not request job accommodations and those who requested job accommodations accordingly. This validates the assumption

Table 5: Considerations for Requesting Accommodation

Variable Question			*N*	*Percentage (%)*
How necessary was the accommodation(s) in helping you to do your job well?	Subjects who requested accommodation(s)	Nice to have but not necessary	11	3.9
		Necessary	137	48.9
		Very necessary	127	45.4
		Missing	5	1.8
		Total	280	100.0
	Subjects who did not request accommodation(s)	Not at all necessary	7	10.1
		Nice to have but not necessary	21	30.4
		Necessary	28	40.6
		Very necessary	12	17.4
		Missing	1	1.4
		Total	69	100.0
How much do you think the accommodation(s) cost your employer?	Subjects who requested accommodation(s)	No cost involved	126	45.0
		less than $100	32	11.4
		less than $300	28	10.0
		less than $500	20	7.1
		More than $500	33	11.8
		Have no idea	38	13.6
		Missing	3	1.1
		Total	280	100.0
	Subjects who did not request accommodation(s)	No cost involved	32	46.4
		less than $100	11	15.9
		less than $300	4	5.8
		less than $500	2	2.9
		More than $500	5	7.2
		Have no idea	15	21.7
		Total	69	100.0
Did the requested accommodation(s) require ongoing and extra supervision or involvement from your supervisor?	Subjects who requested accommodation(s)	Never	194	69.3
		Sometimes	68	24.3
		Often	8	2.9
		Always	10	3.6
		Total	280	100.0
	Subjects who did not request accommodation(s)	Never	43	62.3
		Sometimes	24	34.8
		Often	2	2.9
		Total	69	100.0

Table 6: Satisfaction on Job Outcome with/without Requesting Accommodation(s)

Variable	*Question*	*N*	*Percentage (%)*
For subjects who requested accommodation, were you satisfied with your job outcome/performance with provision of the accommodation(s)?	Not satisfied	5	1.8
	Neutral	22	7.9
	Satisfied	72	25.7
	Very Satisfied	115	41.1
	Have no idea	3	1.1
	Missing	63	22.5
	Total	280	100.0
For subjects who did not requested accommodation, were you satisfied with your job performance without requesting the accommodation(s)?	Not at all satisfied	3	4.3
	Not satisfied	13	18.8
	Neutral	22	31.9
	Satisfied	16	23.2
	Very Satisfied	14	20.3
	Missing	1	1.4
	Total	69	100.0
For subjects who requested accommodation, was your employer/supervisor satisfied with your job outcome/performance after provision of the accommodation(s)?	Not at all satisfied	2	0.7
	Not satisfied	2	0.7
	Neutral	23	8.2
	Satisfied	74	26.4
	Very Satisfied	92	32.9
	Have no idea	25	8.9
	Missing	62	22.1
	Total	280	100.0
For subjects who did not request accommodation, was your employer/supervisor satisfied with your job performance?	Not at all satisfied	2	2.9
	Not satisfied	2	2.9
	Neutral	10	14.5
	Satisfied	23	33.3
	Very Satisfied	19	27.5
	Have no idea	13	18.8
	Total	69	100.0

Table 7: Exploratory Statistics in Comparing Two Groups (Requested vs. Not Requested)

Variable	Group requesting accommodation	N	Value Range	Mean	Sd.	P-value*
Knowledge level on ADA	Yes	273	1 - 5	2.8	.989	.000
	No	67		2.3	1.073	
Knowledge level on accommodation processes	Yes	278	1 - 5	2.51	1.142	.007
	No	68		2.09	1.243	
Accommodation request self-efficacy	Yes	280	4 - 20	15.81	3.429	.000
	No	69		11.70	4.184	
Work goal efficacy	Yes	280	4 - 20	17.16	3.197	.001
	No	69		15.29	4.325	
Compliance	Yes	280	3 - 15	12.43	3.384	.000
	No	69		10.04	3.732	
Appropriateness	Yes	280	3 - 15	12.56	3.231	.000
	No	69		9.88	3.616	
Usefulness	Yes	280	3 - 15	13.77	2.046	.000
	No	69		12.42	2.862	
Personal cost	Yes	280	3 - 15	11.73	3.183	.000
	No	69		8.52	3.076	
Determined	Yes	280	1 - 5	3.94	1.102	.000
	No	69		2.75	1.265	
Inspired	Yes	280	1 - 5	3.04	1.391	.004
	No	69		2.49	1.368	
Enthusiastic	Yes	280	1 - 5	2.91	1.409	.001
	No	69		2.29	1.351	
Active	Yes	280	1 - 5	3.32	1.337	.000
	No	69		2.59	1.298	
Self-rating job performance	Yes	277	1 - 5	3.04	.802	.018
	No	68		2.75	.920	
Supervisor-rating job performance	Yes	241	1 - 5	2.99	.926	.253
	No	60		2.83	1.076	
Importance of work goal	Yes	222	1 - 5	3.58	.610	.309
	No	52		3.48	.610	
Self-rating relationship with employer	Yes	273	1 - 5	3.22	.990	.033
	No	66		2.92	1.057	
Self-rating employer's supportiveness	Yes	275	1 - 5	2.86	1.189	.026
	No	66		2.50	1.085	
Self-rating company's disability-friendly environment	Yes	275	1 - 5	2.66	1.317	.009
	No	66		2.20	1.218	
Self-rating coworkers' supportiveness	Yes	276	1 - 5	3.01	1.043	.091
	No	66		2.77	.957	
Self-rating relationship with coworkers	Yes	275	1 - 5	3.20	.837	.291
	No	65		3.08	.872	
Self-rating acceptance by coworkers	Yes	274	1 - 5	3.12	.993	.000
	No	66		2.55	.948	

* P-value from t-test (All the variables are participants' self-reported perceptions)

in SCCT model that behavior intentions are highly related to actual behaviors (Lent et al., 1994).

The researcher found that participants who are younger (18~34 years of age) were more likely (though not statistically significant) to request job accommodation than participants who are older (35 years and older). However, the younger participants had lower knowledge of the ADA and job accommodation procedures ($p<.05$) compared with those of older participants.

See table 8 for range, mean, standard deviation, skewness, and kurtosis for the indicator variables in the proposed accommodation request model. DeCarlo (1997) and Hopkins and Weeks (1990) suggested that one criterion for determining if levels of skewness or kurtosis are meaningful is checking to see if these values exceed the absolute value of 1 for skewness and value of 3 for kurtosis (DeCarlo, 1997; Hopkins & Weeks, 1990). All these variables except for accommodation usefulness, are within or close to the standards, indicating majority of these variables are normally distributed. The researcher decided not to conduct area transformation for the variable of accommodation usefulness due to the following concerns: the values of skewness and kurtosis are only slightly higher than the standards. In addition, transforming this one variable would keep transformed and non-transformed variables in different units, adding difficulty in terms of interpreting the study results.

Table 8: Variables Included in the Proposed Accommodation Request Model

	Range	Mean	Std. Deviation	Skewness	Kurtosis
Readiness to request	1-5	3.69	1.133	-.515	-.563
Commitment to request	1-5	3.92	.993	-.642	-.240
Accommodation Request self-efficacy	4-20	14.99	3.941	-.562	-.427
Work Goal efficacy	4-20	16.79	3.523	-1.183	1.153
Compliance	3-15	11.96	3.578	-1.064	.106
Appropriateness	3-15	12.03	3.474	-1.041	.144
Usefulness	3-15	13.50	2.290	-1.832	3.660
Personal cost	3-15	11.10	3.408	-.444	-.936
Determined	1-5	3.71	1.230	-.687	-.516
Inspired	1-5	2.93	1.401	-.004	-1.240
Enthusiastic	1-5	2.79	1.418	.149	-1.243
Active	1-5	3.18	1.359	-.201	-1.149
Attentive	1-5	3.26	1.301	-.244	-.964

The correlations of all of the observed variables used in the current study are presented in Table 9. Readiness to request accommodations and commitment to ask for accommodations were found to moderately to strongly correlate with items in positive affect scale, subscales of self-efficacy (accommodation self-efficacy and work goal self-efficacy), and subscales of outcome expectation (compliance, appropriateness, usefulness of accommodation, and personal cost).

Table 9: Correlations among the Variables in the Proposed Accommodation Request

	Range	Mean	SD	Skewness	Kurtosis	1	2	3	4	5	6	7	8	9	10	11	12
1. RA readiness	1-5	3.69	1.133	-.515	-.563	-											
2. RA commitment	1-5	3.92	.993	-.642	-.240	0.63*	-										
3. RA efficacy	4-20	14.99	3.941	-.562	-.427	0.63*	0.55*	-									
4. Goal efficacy	4-20	16.79	3.523	-1.183	1.153	0.40*	0.35*	0.64*	-								
5. Compliance	3-15	11.96	3.578	-1.064	.106	0.33*	0.20*	0.49*	0.29*	-							
6. Appropriateness	3-15	12.03	3.474	-1.041	.144	0.39*	0.28*	0.57*	0.33*	0.56*	-						
7. Usefulness	3-15	13.50	2.290	-1.832	3.660	0.18*	0.17*	0.25*	0.25*	0.24*	0.25*	-					
8. NonPersonalcost	3-15	11.10	3.408	-.444	-.936	0.40*	0.43*	0.52*	0.31*	0.30*	0.41*	0.18*	-				
9. Determined	1-5	3.71	1.230	-.687	-.516	0.43*	0.50*	0.51*	0.28*	0.20*	0.31*	0.15*	0.29*	-			
10. Inspired	1-5	2.93	1.401	-.004	-1.240	0.33*	0.35*	0.40*	0.22*	0.17*	0.24*	0.08	0.21*	0.59*	-		
11. Enthusiastic	1-5	2.79	1.418	.149	-1.243	0.32*	0.32*	0.38*	0.22*	0.13**	0.21*	0.03	0.20*	0.49*	0.65*	-	
12. Active	1-5	3.18	1.359	-.201	-1.149	0.41*	0.37*	0.45*	0.30*	0.17*	0.25*	0.04	0.25*	0.57*	0.61*	0.71*	-
13. Attentive	1-5	3.26	1.301	-.244	-.964	0.29*	0.29*	0.36*	0.23*	0.09	0.20*	0.08	0.20*	0.50*	0.50*	0.53*	0.61*

* Correlation is significant at the .01 level (2-tailed)

**Correlation is significant at the .05 level (2-tailed)

Confirmatory Factor Analyses

Prior to testing the structural model presented in Figure 1, a confirmatory factor analysis (CFA) using LISREL 8.8 (Jöreskog & Sörbom, 2006) was conducted to determine if the observed variables in the hypothesized model each loaded on their presumed latent constructs, and if the latent constructs covaried among themselves as expected. The process focused on testing the measurement model, and served two main purposes for the current study. First, this process tested the composition and structure of the latent constructs. Assuming that the hypothesized four-factor structure is validated, the resulting latent factors can be used to examine the bivariate relations among these constructs. These analyses can provide answers to hypotheses 1-5 (hypothesis 1: positive affect will correlate positively with job accommodation request; hypothesis 2: higher levels of self-efficacy will correlate positively with job accommodation request; hypothesis 3: higher levels of outcome expectation will correlate positively with job accommodation request; hypothesis 4: positive affect will correlate positively with self-efficacy (Path 4) and outcome expectation; hypothesis 5: higher levels of self-efficacy will correlate positively with outcome expectation.

Second, the formation of these latent constructs allowed the researcher to examine the structural paths among the constructs. These can provide answers to hypotheses 6-9: hypothesis 6: Self-efficacy will partly mediate the relationship of affect and accommodation request; hypothesis 7: Outcome expectation will partly mediate the relationship of affect and accommodation request; hypothesis 8: Outcome expectation will partly mediate the relationship of self-efficacy and accommodation request;

hypothesis 9: The proposed model of accommodation request will produce a good overall model fit to the data.

A four factor CFA was conducted according to the hypothesized model (See Figure 1). The CFA was modeled with correlations among each of the four factors, and tested with the covariance matrices and maximum likelihood (ML) estimation.
For each of these factors, one observed variable loading was fixed to 1 and the loadings of other variables were freely estimated. As shown in Table 10, RA readiness and RA commitment loaded on the RA request factor; RA self-efficacy and Goal efficacy were expected to load on the Self-efficacy factor; RA compliance, RA appropriateness, RA usefulness and Non-personal cost loaded on the outcome expectation factor; determined, inspired, enthusiastic, active and attentive loaded on the positive affect factor.

All structural equation modeling analyses in this study (i.e., CFA measurement model and the structural model tests) were tested with the following goodness of fit indices: χ^2, comparative fit index (CFI), and root mean square error of approximation (RMSEA). A non-significant χ^2 suggests that the model fits the data adequately, though the larger the sample size, the more likely it is that the χ^2 will be significant. The CFI test determines if the hypothesized model is a better fit to the data than a null model, where no relations among the constructs are expected. Values of CFI range from 0 to 1, and researchers have suggested a minimum cutoff of .95 (Hu &Bentler, 1999). Finally, RMSEA assesses the degree of complexity in the model and whether or not a simpler solution is warranted. Values closer to 0 indicate a better fit, where maximum cutoffs have been recommended at the .06 level (Hu & Bentler, 1999). Additionally, the

Table 10: Factor Loadings for the Hypothesized Model

	Accommodation Request Intention	Efficacy	Outcome Expectation	Positive Affect
RA readiness	.902			
RA commitment	.902			
RA efficacy		.906		
Goal efficacy		.906		
Compliance			.783	
Appropriateness			.836	
Usefulness			.508	
Personal cost			.663	
Determined				.768
Inspired				.826
Enthusiastic				.837
Active				.869
Attentive				.765

Lagrange Multiplier (LM) test was used to detect error covariances and variable-factor loadings that might improve model fit. Table 10 contains the variable-factor loadings. Table 10 indicates that each variable was found to load as expected on the appropriate factor.

Results of the four-factor confirmatory factor analysis (CFA) are shown in Table 11. The measurement model produced a significant χ^2 statistic (139.37, *df*= 59, $p < .001$) and satisfactory values of CFI (.98) and RMSEA (.06), suggesting a good fit of the measurement model to the data.

Table 11: Fit Indices for the Measurement and Structural Models

Model	x^2	df	CFI	RMSEA
Measurement	139.37*	59	.98	.06
Structural	139.37*	59	.98	.06

Note: N=349
df=degree of freedom
CFI=comparative fit index
RMSEA=root mean square error of approximation
*significant p<.001

Table 12 shows the correlations among the latent factors, from the proposed accommodation request model. The latent factor correlations in Table 12 were used to test hypotheses 1-5. Consistent with hypothesis 1, (Positive affect would correlate positively with job accommodation request), hypothesis 2 (Higher levels of self-efficacy would correlate positively with job accommodation request), and hypothesis 3 (Higher levels of outcome expectation would correlate positively with job accommodation request), job accommodation requests correlated moderately to strongly with positive affect (.57), self-efficacy (.73), and outcome expectation (.61). Hypothesis 4 (Positive affect will correlate positively with self-efficacy), and hypotheses 5 (Higher levels of self-efficacy will correlate positively with outcome expectation) were also supported in that positive affect correlated positively with self-efficacy (.53) and outcome expectation (.39); self-efficacy correlated positively with outcome expectation (.75).

Table 12: Correlations among the Factors in the Proposed Model of Accommodation Request

	Accommodation Request Intention	Efficacy	Outcome Expectation	Positive Affect
Accommodation Request Intention	-			
Efficacy	.73	-		
Outcome Expectation	.61	.75	-	
Positive Affect	.57	.53	.39	-

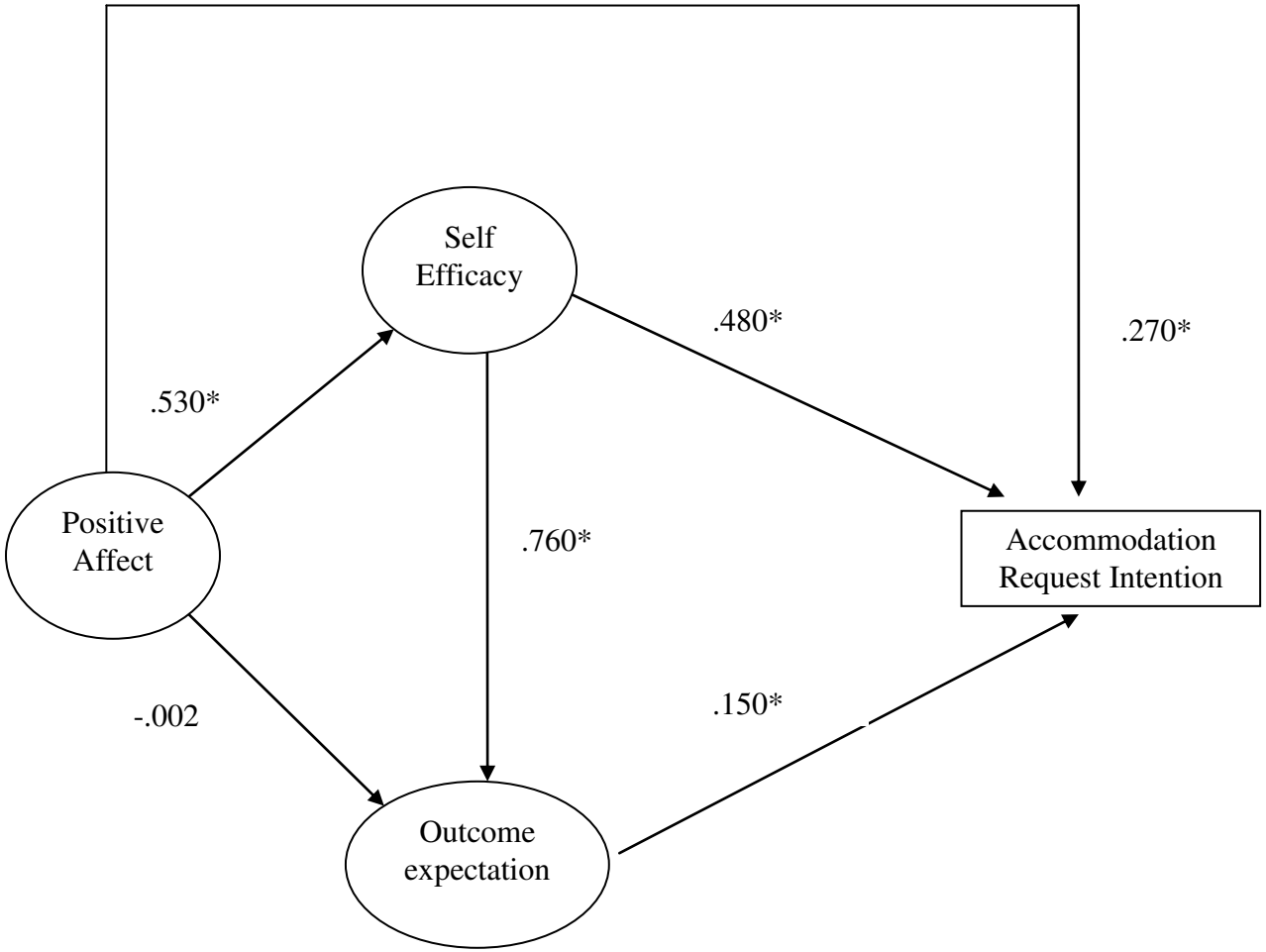
Note: All correlations were significant at the p<.01 level.

Structural Model Tests

Based on the four factor measurement model, the structural model was tested using the covariance matrices and the robust ML estimation procedures of LISTREL 8.8 (Jöreskog & Sörbom, 2006). The structural models allow researchers to examine the degree to which each of the three latent constructs predict unique variance in intention to request accommodations; the degree to which the relation of particular independent variables to intention to request accommodations are mediated by other variables; and the degree to which the proposed structural equation model provided a good fit to the data.

The proposed model was found to yield a statistic of 139.37 (df= 59, p < .001), with a CFI of .98 and a RMSEA of .06 (see Table 11). The CFI and RMSEA values, which are the main fit indices used in this study, meet Hu and Bentler's (1999) criteria for good model-data fit, thereby supporting Hypothesis 9 (The proposed model of accommodation request would produce a good overall model fit to the data). Path coefficients for the proposed structural model were shown in Figures 2.

Figure 2: Path Estimates for the Proposed Model of Accommodation Request



*P<.05

As seen in Figure 2, self-efficacy, outcome expectation, and positive affect each added unique variance in the prediction of intention to request accommodation. The bulk of the unique variance in intention to request accommodations was contributed by self-efficacy (.48); positive affect and outcome expectation yielded path coefficients to intention to request of more modest magnitudes (.27 and .15 respectively). In general, the three independent variables were found to account for 59% of variance in intention to request accommodation in the proposed job accommodation request model.

Mediating Hypotheses

Hypotheses 6-8 stated that various constructs in the model act as mediators in the prediction of job accommodation requests. According to Baron and Kenny (1986), and Frazier, Tix, and Barron (2004), in order to test a mediator hypothesis, one must show that (a) the predictor is correlated with the criterion variable, (b) the predictor is correlated with the mediator, (c) the mediator is correlated with the criterion, and (d) that after the mediator variable is controlled for, the relation of the predictor to the criterion variable is substantially reduced or eliminated. These conditions for establishing mediation, however, assume a trivariate scenario (that is, one predictor, one mediator, and one dependent variable). The current study involved a more complex multivariate situation in which there were multiple predictors and mediators of RA request intention, all assumed to be operating simultaneously and jointly. To test mediation within the context of the full model, the pattern of path coefficients in the target model (Figure 2) was examined.

Hypothesis 6 stated that self-efficacy would partially mediate the relationship of affect and intention to requesting accommodation. As seen in Figure 2, hypothesis 6

posited that self-efficacy mediates the relationship between positive affect and intention to request accommodations. Support was found for this hypothesis: the paths from positive affect to self-efficacy (.53) and from self-efficacy to intention to request (.48) were each significant ($p<.05$), and the direct path from positive affect to intention to request accommodation (.27), while significant ($p<.05$), was substantially lower than in the unmediated (measurement) model (.574). This pattern is consistent with partial mediation. This indicates that positive effect (independent variable) causes the self-efficacy (mediator variable), which in turn causes the intention to request accommodations (dependent variable). The self-efficacy, then, serves to clarify the nature of the relationship between the positive affect and intention to request accommodations.

Hypothesis 7 stated that outcome expectation would partly mediate the relationship between positive affect and intention to request accommodation. Although there was a significant path from outcome expectation to intention to request accommodation (.15, $p<.05$), the path from positive affect to outcome expectation was small and non-significant (-.002), thereby failing to support Hypothesis 7. This means that outcome expectation does not serve to clarify the nature of the relationship between positive affect and intention to request accommodations.

Hypothesis 8 stated that outcome expectation would partly mediate the relationship between self-efficacy and intention to request accommodation. Support was found for this hypothesis: the paths from outcome expectation to self-efficacy (.76) and intention to request accommodation (.15) were each significant ($p<.05$), and the direct path from self-efficacy to intention to request accommodation (.48), while significant ($p<.05$), was substantially lower than in the unmediated (measurement) model (.727).

This pattern is consistent with partial mediation. This indicates that self-efficacy (independent variable) causes the outcome expectation (mediator variable), which in turn causes the intention to request accommodations (dependent variable). The outcome expectation, then, serves to clarify the nature of the relationship between the self-efficacy affect and intention to request accommodations.

Though not specified in the original model, part of the relation of positive affect to intention to request accommodation was mediated by the more circuitous set of paths from positive affect to self-efficacy (.53), from self-efficacy to outcome expectations (.76), and from outcome expectation to intention to request accommodation (.15). The direct path from positive affect to intention to request accommodation was reduced in the context of the full model compared to the CFA measurement model (.270 vs. .574), which is consistent with partial mediation.

In sum, the results from the structural model and mediator analyses reveal mixed support for the hypotheses. The proposed structural model was found to be a good fit to the data. Within the proposed model, self-efficacy, positive affect and outcome expectation were each found to add unique variance in the prediction of intention to request accommodations. In addition, self-efficacy was found to partially mediate positive affect and intention to request accommodations; outcome expectation was found to partially mediate the self-efficacy and intention to request accommodations; finally, positive affect and intention to request accommodations was partially mediated by its path through self-efficacy and outcome expectations.

Supplemental Analysis

A supplemental multiple regression analysis was conducted to explore the extent to which the accommodation related variables (i.e., cost, disability nature, individual's knowledge on ADA and accommodation procedures/process, individual's job performance, job tenure, size of company, employers' support and relationship, and coworker's support and relationship) contribute unique variance in predicting accommodation requests over and above the three predictors in the proposed accommodation request model. Descriptive statistics of these variables are listed in Table 13. Since these accommodation variables were not included in the hypothesized measurement or structural models, the researcher decided to use a multiple regression analysis with the observed variables to examine this research question. The researcher was interested in examining the extent to which this set of accommodation specific variables relates to intention to request accommodations after controlling for the set of variables within the proposed model. As seen in Table 14, the three predictor variables in the proposed model were found to account for 50.2% of the variance in accommodation request intention in the first step of the equation. After controlling for this set of variables, the accommodation-specific variables were found to account for an additional 7.7% of the variance in intention to request accommodations at the second step of the equation.

Table 13: Descriptive Statistics for Variables Not Included in the Proposed SEM Model

	Range	Mean	Std. Deviation	Skewness	Kurtosis
RA necessity	0-3	2.27	.713	-.789	.545
RA Cost	0-4	1.11	1.453	.982	-.526
RA supervision	0-3	0.41	.687	1.944	3.990
Disability severity	0-3	1.64	.822	.217	-.734
Disability affect job function	0-3	0.83	.720	.780	.901
ADA Knowledge	0-4	2.70	1.024	-.467	-.173
Knowledge of RA	0-4	2.43	1.173	-.314	-.674
Job performance rated by employee	0-4	2.99	.833	-.518	.020
Job performance rated by supervisor	0-4	2.96	.958	-.812	.402
Job tenure	0-3	1.76	1.200	-.242	-1.532
Company size	0-5	2.02	1.621	.393	-1.208
Relationship with employer/supervisor	0-5	3.16	1.009	-.973	.462
Employer supportiveness	0-4	2.79	1.177	-.749	-.330
Disability-friendly environment	0-4	2.57	1.310	-.576	-.771
Relationship with coworker	0-4	3.18	.844	-.966	1.074
Coworker supportiveness	0-4	2.96	1.030	-.805	.046
Coworker acceptance	0-4	3.01	1.009	-.972	.617

Table 14: Incremental Variance Added in Intention to Request Accommodations after Accounting for Variables in the Proposed Accommodation Request Model

Variables	R	R^2	ΔR^2	*F*
Step 1: Variable in the proposed model	.708	.502		37.437*
RA efficacy				
Goal efficacy				
RA compliance				
RA appropriateness				
RA usefulness				
Personal cost				
Positive affect				
Step 2: Accommodation specific variables	.761	.579	.077	13.925*
Cost of accommodation				
Necessity of accommodation				
Supervision needed for accommodation				
Employee knowledge on ADA				
Employee knowledge on accommodation				
Employee job tenure				
Company size				
Job performance				
Disability severity				
Level of job functionality affected by disability				
Employer support and relationship				
Coworker support and relationship				

*significant p<.001

Chapter 5: Discussion

This study explored the impact of self-efficacy, outcome expectation and positive affect on job accommodation request using the Social Cognitive Career Theory (SCCT) model among individuals with disabilities. According to Lent et al. (1994), the constructs in SCCT model are individuals' perceptions of their abilities to perform certain tasks and anticipated consequences of performing these tasks. These perceptions are important since they are assumed to be highly associated with individuals' job related behaviors and career related activities (Lent et al., 1994).

Job accommodations were found necessary to perform the essential functions of their jobs or to do the jobs well in this study, and in general the accommodations were estimated to be low in cost. Among participants who requested job accommodations, a dominant portion (93%) deemed that RAs were necessary or very necessary to help them to do the job well. Among participants who considered but did not request accommodation, a majority (nearly 60%) of participants who believed RAs were necessary or very necessary. In addition, the cost of job accommodation was reported to be low. More than 70% of the participants reported the cost of RAs were free or less than $500. In most cases, accommodation did not require ongoing or extra supervision from supervisors.

Despite the necessity and low cost of job accommodation, this study revealed that under-accommodation is still prevalent. Even though most of the participants requested accommodations, a significant portion (40%) indicated that they had some concerns about feeling ready to ask for those accommodations. Among participants who did not request accommodation, the majority (60%) of them believed that the job

accommodations are important or very important to them. This means that individuals with disabilities may need further training and education to increase their readiness and commitment to request job accommodations. In addition, the fact that a high percentage (21.7%) of individuals who reported that they did not request accommodation and had no idea about the cost of accommodation, indicates that knowledge training on job accommodations is needed to facilitate job accommodation requests for individuals with disabilities. On the other hand, the high level of self-reported satisfaction on job performance among those who requested job accommodation in this study confirms the positive impact of job accommodations.

The statistically significant low levels of knowledge about the Americans with Disabilities Act and job accommodation process among those who did not request job accommodations compared with those did request accommodations highlights the need for training on the ADA and job accommodations. Furthermore, the statistically significant low levels of self-efficacy, outcome expectation, and positive affect among those who did not request job accommodations underscore the importance of training in these areas for individuals with disabilities.

This study also reveals that younger participants had less knowledge l of the ADA and job accommodation procedures ($p<.05$) compared with those of older participants, though younger participants were more likely to request job accommodations. This finding was consistent with the findings of Mcmullin and Shuey (2006), in which older participants were less likely to make request for job accommodation than younger participants. According to Moore, Konrad, Yang, Ng, and Doherty (2011), receiving workplace accommodations is positively associated with satisfaction and negatively

associated with discrimination for both groups. In addition, these relationships are stronger in magnitude for the individuals with early disability onset. These study highlight the importance of training students with disabilities in school curricula about ADA and accommodations.

The study validates the assumption in SCCT model that behavior intentions are highly related to actual behaviors (Lent et al., 1994). The research found statistically significant differences ($p<.001$) between the participants who requested job accommodation and those who did not request in their intention to request job accommodations, which comprised of two indicating variables: readiness and commitment to request job accommodations.

The measurement structure of all the variables in the proposed accommodation request model revealed that all the observed variables loaded strongly on their hypothesized latent constructs. In the case of self-efficacy, outcome expectation and positive affect, these constructs were comprised of observed indicator variables from separate scales. Considering the response burden for individuals with disabilities, and attempts to minimize the impact of missing data, shortened versions of the scales were used.

The structural model aimed to test the direct and indirect effects of self-efficacy, outcome expectation, and positive affect on job accommodation request. After accounting for other variables in the proposed model, all three variables (self-efficacy, outcome expectation, and positive affect) were found to contribute unique variance in predicting job accommodation requests. This study adds to the literature by exploring the

relationship between positive affect and job accommodation requests, demonstrating the significant impact of positive affect on job accommodation request after controlling for self-efficacy and outcome expectation. The relationship between positive affect and job accommodation was found to be mediated by self-efficacy, but not by outcome expectation. In addition, positive affect was found to have an indirect relationship to job accommodation request via its relation with self-efficacy, and via its relations with self-efficacy and outcome expectation. These findings indicate that participants in this study who felt positively (i.e., determined, active, and attentive, etc.) in the accommodation process had a higher level of requesting accommodations. In addition, a higher level of positive affect may lead to a higher level of self-efficacy, which, in turn, may lead to a higher level of outcome expectation and a higher likelihood of job accommodation request.

The relationship of self-efficacy to requesting job accommodations supports past findings in the work domain (Florey, 1998; Hutton, 2006). According to Hutton (2006), work self-efficacy is highly associated with seeking accommodation among individuals with arthritis. Work self-efficacy and requesting accommodations were significantly related suggesting that higher work self-efficacy was associated with increased likelihood of requesting accommodations (Hutton, 2006). The findings in the current study suggest that participants who possess a higher level of confidence in performing accommodation-related tasks and goal-achieving related activities are more likely to request job accommodation. In addition, self-efficacy was also found to mediate the relationship between positive affect and job accommodation request. Lent and Brown (1996) asserted that self-efficacy is a malleable variable. Rehabilitation counselors may help people with

individuals who have lower level of self-efficacy associated with job accommodation request to develop confidence in job skills and in requesting accommodations. In addition, the significant path coefficient from self-efficacy to outcome expectation supports Bandura's (1997) assertion: the outcomes people expect are largely dependent on their judgments of what they can accomplish. That is, people are likely to request accommodations for which they have confidence in asking for them and when they are confident in asking for them and believe that the requests will result in positive outcomes.

Outcome expectation was found to add unique variance to the likelihood of requesting job accommodations, after accounting for other variables in the model. This study's findings reveal that individuals with disabilities who feel that their employers support their accommodation requests, who believe that accommodations request are useful to their jobs, and who believe that others on the job deem their accommodation requests appropriate, are more likely to request accommodations. The findings in this study support previous research (Baldridge, 2001; Baldridge & Veiga, 2006) where the majority of subscales of outcome expectation (perceived employers' compliance in providing accommodation, perceived usefulness of accommodation, and perceived appropriateness of accommodation) have been found to be strongly correlated with job accommodation requests. However, the findings of perceived personal cost were not directly related to the decision to request accommodations (Baldridge, 2001), was not supported by this study in which low or no personal cost were related to more intention to request job accommodations.

This study also partially confirms Florey (1998)'s research findings. Florey (1998) found the outcome expectancy (attitude and subjective norm) has direct or interactive

effects on predicting job accommodation request. Attitudes (the degree to which a person has a favorable or unfavorable evaluation of the job accommodation) was found to have unique and significant predictive effects on intentions to request accommodation. The attitude variable was similar to subscales of outcome expectations (perceived usefulness of accommodation, and personal cost to request accommodation) in this study and they were found to have direct effect on intention to request accommodations. Subjective norms (perceived social pressure to perform or not perform the behavior) were not found to have a main effect on intention to request accommodations in Florey's study. However, a similar construct (perceived appropriateness of accommodation) has been found to have a direct effect on intention to request accommodations in this study.

This study adds to the literature by examining the impact of positive affect on intention to request accommodations. Positive affect added unique variance in the prediction of intention to request accommodations. This means that individuals who felt determined, enthusiastic, and positive in the accommodation process are more likely to request accommodations. In addition, this study also investigated the impact of positive affect on outcome expectation and self-efficacy related to requesting accommodations. The high bivariate correlation between positive affect and self-efficacy (.53) remained the same (.530) after accounting for other variables in the proposed accommodation request model; however, the high bivariate correlation between positive affect and outcome expectation (.574) was reduced to almost zero. Self-efficacy was found to mediate the relationship between positive affect and job accommodation request; however, outcome expectation was not. This highlights the direct and mediating effects of positive affect and self-efficacy to the intention to request accommodations.

In summary, the three independent variables within the proposed accommodation request model were found to account for 50.2% of the total variance on job accommodation request. Other variables not included the proposed SEM model contributed an extra 7.7% of the total variance after controlling variables included in the proposed SEM model. All these indicate the majority of the variance in job accommodation requests is associated with the independent variables (self-efficacy, outcome expectation, and positive affect) in the proposed model. A small portion of variance is related to variables chosen for this study but not included in the proposed model. The unexplained variance (more than 30%) for intention to request accommodation indicated that some important variables (such as organizational related variables) in predicting intention to request accommodation may not have been included in the analysis.

The findings of this study reveal that an individual's job accommodation request can be primarily understood by examining the work related outcome expectations, self-efficacy, and positive affect in the course of accommodation process. Individuals who feel competent in identifying accommodations, assessing accommodation effectiveness, having a positive affect in the course of requesting accommodation, and believing that accommodations are useful and appropriate, are more likely to request accommodation. In general, self-efficacy, outcome expectations and positive affect each added unique variance in explaining the job accommodation request.

Limitations

Several limitations in this study may restrict the findings and limit their implications for rehabilitation professional and researchers. First, the parsimony of the

model may be at the expense of limiting important factors in the proposed job accommodation request model. Such variables may include the perceived organization supports, and relationship with employers and coworkers. Although the three independent factors in the proposed model contributed to 50.2% of variance in the job accommodation request, unaccounted variance still exists. Second, considering the response burden for participants in this study, abbreviated versions of the scales were used. Though the indicators of measures fall as expected, it could be possible that constructs in the model may not have been fully captured by the indicating variables.

Third, the majority of the participants in this study are Caucasian, female, and highly educated. This may not necessarily be representative of the population of individuals with disabilities. This may limit the degree to which these findings may be applied to individuals with disabilities of diverse backgrounds, including those who are male, or have high school education levels.

Fourth, all the scales in the current study were self-report in nature. The findings of the study may be subject to the accuracy and objectivity of the responses. This data collection method may have yielded participants responding to survey items in a similar fashion, or in a socially desirable manner. Thus it may fail to measure the variables completely and accurately. It would have been beneficial to adopt multiple and mixed data collection methods and measures: objective, subjective and observational data from employers/supervisors who worked with the research participants in the current study.

Finally, considering the parsimony of the model, only positive affect was included in the current accommodation request model. Since positive affect and negative affect stand for unique constructs, it would be important to include negative affect and other

forms of personality (extroversion and neuroticism) in the job accommodation request and request outcome model.

Implications

This is the first study that attempts to examine the impact of positive affect on job accommodation requests, and its impact on cognitive processing (self-efficacy and outcome expectation) related to job accommodation requests. This study indicates that individuals who requested job accommodations and those did not differ on the above-mentioned variables. In addition, this study reveals that each of these variables adds unique variance in the prediction of intention to request accommodation. The SCCT model is unique in that it focuses on variables that may be relatively modifiable (e.g., self-efficacy, outcome expectation, and situational affect), and thus may be especially useful for the rehabilitation professional working with clients presenting with accommodation-related issues.

The findings of this study may have implications for rehabilitation counselors working with individuals with disabilities who underutilize job accommodation. As reported in this study, individuals who did not request job accommodations had a lower level of self-efficacy compared with individuals who did request accommodations. In addition, the majority of the variance associated with job accommodation request was attributed to construct of self-efficacy, which was composed of accommodation-specific self-efficacy and work-goal self-efficacy in this study. The findings of the study suggested that self-efficacy served to mediate the relationship between positive affect and job accommodation request, and it also had a big impact on outcome expectation. As Lent and Brown (1996) pointed out, self-efficacy is a malleable variable subject to

change. Rehabilitation counselors need to help individuals with disabilities to boost their level of self-efficacy to facilitate the job accommodation request. Lent and Brown (1996) proposed in their SCCT model that four significant factors precede an individual's self-efficacy and outcome expectation: direct learning experience, vicarious learning (role modeling), verbal persuasion, and physiological states. Among these preceding factors, personal experience is most important to boost self-efficacy. Rehabilitation counselors may help individuals with disabilities in engaging in accommodation and goal setting tasks in which individuals with disabilities feel competent. For example, rehabilitation counselors may role-play with individuals with disabilities on practicing job accommodation requests and negotiating skills. In addition, counselors may assist individuals to develop reasonable and feasible work-related goals. The positive experiences in identifying accommodation needs, negotiating the accommodation process, and achieving work-related goals may create positive work experience, and employees receive favorable feedback from supervisors or employers. All these may enhance employees' level of self-efficacy.

Rehabilitation counselors should also work closely with employers to educate them on the benefits of job accommodation to employers: enhancing employees' productivity and job performance through provision of accommodation; and availability of tax credits. Rehabilitation counselors should work with employers to organize psycho-educational training on enhancing skills in requesting accommodations. Training may include goal-setting, accommodation skill retraining, and information about the ADA.

Counselors need to hold training on ADA, mutual benefits of job accommodation to employees with disabilities and employers who provide job accommodations. These

benefits may include but not limit to improved job productivity, higher job performance, minimized accommodation related dispute, and availability of tax credits in providing job accommodations.

In working with individuals who tend to have negative situational affect, rehabilitation counselors may need to use various behavioral and cognitive approaches to work with negative and biased thought patterns. Accommodation requests require communication between employers and employees. Situational affect is an important component that affects the communication outcome. Prior and/or during the course of accommodation request process, individuals with disabilities encounter uncertainty in terms of the outcome of the making request such as the negative attitudes and stereotypes from supervisors and coworkers (Forgas, 1999). An individual with disabilities may not possess complete information on influential components related to making a request, and the available information is limited to cognitive and affective filters (Lord & Maher, 1990). First, rehabilitation professionals need to help individuals with disabilities in recognizing the significance of situational affect on job accommodation request and its impact on cognitive processing. In addition, rehabilitation professionals may utilize their counseling skills to identify the concerns that are attributed to situational negative affect. All these serve to help individuals to make full use of workplace supports and accommodation through enhancing their situational positive affect, and minimizing situational negative affect. Third, rehabilitation professionals can teach individuals with disabilities coping skills in dealing with challenges and uncertainty in the accommodation request process. All these serve to minimize adverse impact of negative situational affect on the likelihood to seek and take advantage of workplace support and accommodation.

All these are often essential to complete their essential functions of their jobs, and achieve equal employment opportunities as their peers without disabilities.

Last but not the least, rehabilitation counselors should work closely with transition professionals and school counselors in boosting the knowledge level on ADA, accommodation procedures and legal mandates. This study showed that participants who are younger were more likely to request accommodation. However, their knowledge levels about the ADA and job accommodation procedures were lower compared with those of older participants. Individuals with disabilities who have graduated from secondary education institutions are covered by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act rather than the Individuals with Disabilities Education Act (IDEA).

The difference in legal mandate requires that individual with disabilities who enter the workplace must take a proactive role to be covered under Section 504 and the ADA: they need to disclose their disabilities, provide disability documentation, and request accommodations from their employers. However, students' experience in secondary education, characterized by a service dependency system in which students with disabilities are normally passive service recipients (Schutz, 2002) does not encourage the development of necessary skills to identify and advocate for their needs and accommodations. Rehabilitation professionals should collaborate with school counselors and transitional professionals in developing curricula that covers legal mandates and providing accommodation related training to high students with disabilities who will enter workplace or postsecondary education.

Future Research

Some future research is suggested based upon the findings of this study. First, future research should incorporate employer and organizational level variables in the job accommodation request model. All the variables in the proposed model are related to cognitive and emotional aspects of individuals with disabilities. Help seeking literature (Anderson & Williams, 1996) indicates that the social environment not only influences personal assessments regarding the cost of asking for help, but also influences normative assessment about when help should or should not be sought (Gross & McMullen, 1983). Future research needs to examine the impact of the workplace environment (such as presence or lack of workplace supports) on cognitive and emotional processing (affect, work self-efficacy, and outcome expectation). Though the inclusion of these variables may create complexity to the model, it may provide more realistic aspects of job accommodation process.

Second, future research may need to examine how the predicting variables in the model are related to accommodation request outcomes such as receiving accommodations, and job satisfaction. The intention and initiative to request accommodations is important. However more important is to examine the outcome of the request in helping the individual to complete the essential functions of their jobs, and have equal access and opportunities in employment as their peers without disabilities, which in turn, may lead to job satisfaction among individuals with disabilities. Future research needs to explore the relationship between domain-specific self-efficacy in accommodation to work satisfaction. The domain specific self-efficacy refers to “personal beliefs about one’s capability to perform particular behaviors necessary to achieve valued school or work

goal or, more generally, to perform tasks requisite to success in one's work or school context" (Lent et al., 2006).

Third, future research should focus on interventions that facilitate the use of job accommodation. Self-efficacy, outcome expectation, and positive affect, were found to have important impacts on an individual intention to request job accommodation through this study and previous studies. Since under-utilization of job accommodation is still a barrier in preventing individuals with disabilities to participate fully in the workforce, future research should examine impacts of various behavioral and cognitive interventions that aim to increase the self-efficacy, outcome expectation, and positive situational affect, which in turn, would lead to full utilization of workplace resources and accommodation to level an equal playground for persons with disabilities.

Finally, future research may be conducted to analyze if the proposed model remain consistent across different disabilities groups. Should any differences be found, it may provide insights for rehabilitation counselors in creating and implementing different strategies in working individuals with different types of disabilities.

In summary, this study highlights the unique contribution of self-efficacy, outcome expectation, and positive affect on an individual's request of job accommodations. The differences in these scales between those requested job accommodations and those did not have broad implications for employees with disabilities, employers, rehabilitation counselors, and rehabilitation researchers.

Appendices

Appendix A: Consent Form

Appendix A: Consent Form

Project Title
Impact of Self-efficacy, Outcome Expectations and Affect on Requesting Job Accommodations among Individuals with Disabilities

Purpose of the Study
This is a research project being conducted by Shengli Dong under the supervision of Dr. Kim MacDonald-Wilson at the University of Maryland, College Park. We are inviting you to participate in this research project if you meet the following requirements: 1) you are persons with disabilities, 2) you are 18 years of age or older, 3) you need for job accommodations in the past three months. The purpose of this research project is to examine what factors are important in requesting job accommodations among individuals with disabilities.

Procedure
This study consists of filling out questionnaires related to your abilities in requesting job accommodations, and answering a few questions about yourself and your organization. Some of the factors in the survey questionnaire include your perceived ability to request accommodation, your employers' response to your accommodation request, and cost and type of accommodations. It will take you approximately 20~30 minutes to complete the survey.

After completing the survey, you may choose to participate in a raffle (one winner out of every four participants) to get a $25 gift certificate (the first 100 respondents), or $10 gift certificate (the rest of the respondents) by providing your contact information.

Potential Risks and Discomforts
There are no known risks associated with participating in this study.

Potential Benefits
This research is not designed to assist you personally. However, the results may help investigators/service providers/employers learn more about factors affecting job accommodation
requests, and to help improve future services.

Confidentiality
Your survey responses and your contact information (if you choose to participate in the raffle) will be kept completely confidential. Your name and other identifying information will not be linked to your survey responses. Your survey responses are only accessible to the investigators. Once the survey responses are entered into a database, and the raffle results come out, all the survey data and contact information will be destroyed. Research results will contain only aggregated data. No individual identifying information will be disclosed. Participation in this study is completely voluntary. You are free to discontinue participating at any time without being penalized.

Right to Withdraw and Questions
Your participation in this research is completely voluntary. You may choose not to take part at all. If you decide to participate in this research, you may stop participating at any time. If you decide not to participate in this study or if you stop participating at any time, you will not be penalized or lose any benefits to which you otherwise qualify.

If you have any questions about the research study or need **alternative** formats of the survey (i.e. Braille, large printout), you can contact the University Maryland College Park investigators, Shengli Dong at 3214 Benjamin Building, 301-405-9126, yerliang@umd.edu, or Dr. Kim MacDonald-Wilson at 3214 Benjamin Building, 301-405-0686, kmacdona@umd.edu.

Participant Rights
For questions regarding your rights as a research participant, please contact the Institutional Review Board Office, University of Maryland at (301)405-0678 or by email at irb@deans.umd.edu.

Statement of Consent
Your signature indicates that you are at least 18 years of age; you have read this consent form or have had it read to you; your questions have been answered to your satisfaction and you voluntarily agree to participate in this research study. You will receive a copy of this signed consent form.

If you agree to participate, please sign your name below.

Name (Print):_____
Signature: _____
Date:_____

If do the survey online:

By filling out the survey, you have read the information and consented to participate in the study! To protect yourself, please remember to close your computer browser once the online survey has been completed. Participants completing the consent online may print a copy of consent for your their records. Thank you in advance for taking the time to fill out this survey!

Appendix B: Survey on Job Accommodation Requests

Appendix B: Survey on Job Accommodation Requests

Please recall one important work situation in the past 3 months in which you needed accommodation(s), and answer the following questions.

1. How do you rate your readiness in asking for job accommodations in the situation?

   Not at all ready to ask — Definitely ready to ask
   1 2 3 4 5

2. How do you rate your commitment in asking for job accommodations in the situation?

   Not at all committed to ask — Strongly committed to ask
   1 2 3 4 5

3. Did you ask for job accommodations in the situation?
   ☐ Yes ☐ No

<u>If your answer is "Yes" in Question 3, please go to Question 4. If your answer is "No" in Question 3, please skip to Question 16.</u>

4. Did you disclose your disability to your employer/supervisor when you requested the job accommodation(s)?
   ☐ Yes ☐ Implicit/Not specific ☐ Employer knew by observing (i.e. physical disabilities) ☐ No

5. If you chose "yes" in the previous question (i.e., disclosed your disability), was this your first time to disclose your disability in the workplace?
   ☐ Yes ☐ No

6. If you chose "no" in the previous question (i.e. did not disclose your disability), did you disclose your disability before this situation to your employer/supervisor?
   ☐ Yes ☐ No

7. Had your employer (or supervisor) given you any negative feedback about your job performance prior to the time when you decided to request the accommodation?
   ☐ Yes ☐ No

8. What was the type of job accommodation(s) you requested?(check all that apply)
   ☐ Job restructuring (i.e. change in job duties) ☐ Assistive technology
   ☐ Flexible Schedule (i.e. shift change, breaks)
   ☐ Telework ☐ Reassignment to another job ☐ Purchasing of an equipment
   ☐ Physical alteration to building/office space

☐Assistance by another person (i.e. reader, interpreter) ☐ Other (please specify)_____

9. What was the approximate cost (to your employer) of the job accommodation you requested?

(First accommodation requested)
☐ No cost involved ☐ less than $100 ☐ less than $300 ☐ less than $500
☐ More than $500 ☐ Have no idea

(Other accommodation(s) requested, if applicable)
☐ No cost involved ☐ less than $100 ☐ less than $300 ☐ less than $500
☐ More than $500 ☐ Have no idea

10. Did the job accommodation require ongoing and extra supervision or involvement from your supervisor?

(First accommodation requested)
No ongoing/extra supervision On-going/extra supervision
1 2 3 4 5

(Other accommodation(s) requested, if applicable)
No ongoing/extra supervision On-going/extra supervision
1 2 3 4 5

11. Did you receive the requested accommodations?
First accommodation requested
☐ Received requested accommodations ☐ Received other accommodations (alternatives)
☐ Request denied ☐ Request ignored

Other accommodation(s) requested (if applicable)
☐ Received requested accommodations ☐ Received other accommodations (alternatives)
☐ Request denied ☐ Request ignored

12. If you received the job accommodations, did you feel satisfied with the job accommodation outcomes? (you may skip this question if you have no idea on the level of satisfaction)

Not at all satisfied Extremely satisfied
1 2 3 4 5

13. If you received the job accommodation/alternatives, was your employer/supervisor satisfied with the job accommodation outcomes? (you may skip this question if you have no idea on the level of satisfaction)

Not at all satisfied				Extremely satisfied
1	2	3	4	5

14. How useful was the job accommodation in helping you improve job performance?

Not at all useful				Extremely useful
1	2	3	4	5

15. If the job accommodation was not provided, what did you do?

☐ Made a new accommodation request ☐ Transferred to another job in the company

☐ Filed an EEOC complaint against the organization

☐ Stayed in the same company ☐ Quit the job ☐ Got fired

☐ Others (please specify)_____

Thank you for filling out this section of the survey, please go to the Section of Outcome Expectation Scale.

If you did not ask for accommodations (as you reported in Question 3), please answer the following questions:

16. Did you disclose your disability to your employer/supervisor in the above-mentioned work situation?
☐ Yes ☐ Implicit/Not specific ☐ Employer knew by observing (i.e. physical disabilities) ☐ No

17. If you chose "yes" in the previous question (i.e., disclosed your disability), was this your first time to disclose your disability in the workplace?
☐ Yes ☐ No

18. If you chose "no" in the previous question (i.e. did not disclose your disability), did you disclose your disability before this situation to your employer/supervisor?
☐ Yes ☐ No

19. Had your employer (or supervisor) given you any negative feedback about your job performance prior to the time when you consider an accommodation(s) but did not request it?
☐ Yes ☐ No

20. What was the type of job accommodation(s) you considered?(check all that apply)
☐ Job restructuring (i.e. change in job duties) ☐ Assistive technology
☐ Flexible Schedule (i.e. shift change, breaks)
☐ Telework ☐ Reassignment to another job ☐ Purchasing of an equipment
☐ Physical alteration to building/office space
☐ Assistance by another person (i.e. reader, interpreter) ☐ Other (please specify)_____

21. What was the approximate cost of the job accommodation you considered?
(First unrequested accommodation)
☐ No cost involved ☐ less than $100 ☐ less than $300 ☐ less than $500
☐ More than $500 ☐ Have no idea

(Other unrequested accommodation(s), if applicable)
☐ No cost involved ☐ less than $100 ☐ less than $300 ☐ less than $500
☐ More than $500 ☐ Have no idea

22. Did the job accommodation(s) that you did not ask for require ongoing and extra supervision or involvement from your supervisor?

(First unrequested accommodation)

No ongoing/extra supervision On-going/extra supervision

1 2 3 4 5

(Other unrequested accommodation(s), if applicable)

No ongoing/extra supervision On-going/extra supervision

1 2 3 4 5

23. If you did not request the accommodation(s), were you satisfied with your job performance? (you may skip this question if you have no idea on the level of satisfaction)

Not at all satisfied Extremely satisfied

1 2 3 4 5

24. If you did not request the accommodation(s), was your employer/supervisor satisfied with your job performance? (you may skip this question if you have no idea on the level of satisfaction)

Not at all satisfied Extremely satisfied

1 2 3 4 5

25. What were the main barriers that stop you from asking for the accommodations (please specify)? _____

Thank you for filling out this section of the survey, please go to the Section of Outcome Expectation Scale.

Appendix C: Recruitment Email

Appendix C: Recruitment Email

Dear Sir or Madam,

This is a research study conducted by Shengli Dong under the supervision of Dr. Kim MacDonald-Wilson at the University of Maryland College Park. I am looking for individuals with disabilities who have made decisions about asking for accommodations in workplace. You are invited to share your perceptions on job accommodations request through (a) answering a few questions about you and the organization who are working with, and (b) completing a few measures on your ability to request accommodation, and your feelings and emotions in the process of requesting accommodations. This survey will take about 20 minutes.

For the first 100 respondents completing the survey, you will be eligible to enter a lottery and have a 1 in 4 chance of winning a $25 gift certificate; the rest of the respondents completing the survey will have a 1 in 4 chance of winning a $10 gift certificate! In addition, you will be assisting us to learn more about how to improve the job accommodation process.

If you are an individual with a disability (18 years of age or older), and have a need for accommodation in your workplace in the past three months, please click the link below to get more information and get started.

http://s-27b8d8-i.edu.surveygizmo.com/s3/

If you have any questions about the research study itself or need **alternative** formats of the survey, you can contact Shengli Dong at (301)405-926 or by email at yerliang@umd.edu.

Thanks so much – your assistance is invaluable!

Appendix D: Outcome Expectation Scale

Appendix D: Outcome Expectation Scale

Please recall an important work situation in the past 3 months in which you needed accommodation(s), and rate the following items upon your perceptions of them in your decision to ask or not ask for accommodation(s).
At the time (I made a request/ I did Not make a request), I believed that:

1. If I asked for the accommodation, it would probably be provided

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

2. If I requested the accommodation, I would likely receive it

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

3. If I requested the accommodation, there was a good chance that it would be provided

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

4. Most of people at the work would approve of me requesting this accommodation

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

5. Most of people at the work would support my requesting for this accommodation

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

6. Most of people at the work would be in favor of me requesting for this accommodation

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

7. The accommodation (either requested or not requested) generally increases my productivity

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

8. I generally find the accommodation (either requested or not requested) is useful in my work

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

9. The accommodation (either requested or not requested) generally enables me to do my work better

   Disagree Somewhat disagree Neutral Somewhat Agree Agree

10. I would feel inadequate or incomplete if I asked for this accommodation

Disagree Somewhat disagree Neutral Somewhat Agree Agree

11. Asking for this accommodation would make me feel foolish

Disagree Somewhat disagree Neutral Somewhat Agree Agree

12. Asking for this accommodation would make others be aware of my disability

Disagree Somewhat disagree Neutral Somewhat Agree Agree

Adapted from Baldridge (2001) and Florey (1998)

Appendix E: Self Efficacy Scale

Appendix E: Self Efficacy Scale

Please recall an important work situation in the past 3 months in which you needed accommodation(s), and rate your ability to perform the following tasks in the situation.

1. Identifying my job accommodation needs

   1 2 3 4 5 6 7 8 9 10

   Not at all confident Very Confident

2. Discussing my accommodation needs with my employer

   1 2 3 4 5

   Not at all confident Very Confident

3. Negotiating with my employer in implementing job accommodation

   1 2 3 4 5

   Not at all confident Very Confident

4. Evaluating the effectiveness of a job accommodation

   1 2 3 4 5

   Not at all confident Very Confident

5. Possessing the necessary skills to attain my work goal

   1 2 3 4 5

   Not at all confident Very Confident

6. Having what it takes to reach my work goal

   1 2 3 4 5

   Not at all confident Very Confident

7. Having the necessary knowledge to reach my work goal

   1 2 3 4 5

   Not at all confident Very Confident

8. Having the ability to reach my work goal.

   1 2 3 4 5

   Not at all confident Very Confident

Adapted from Rumrill (1993) and Karoly & Ruehlman (1995).

Appendix F: The Positive and Negative Affect Scale (PANAS)

Appendix F: The Positive and Negative Affect Scale (PANAS)

This scale consists of a number of words that describe different feelings and emotions. Please indicate to what extent you felt this way when you considered asking for job accommodations in the past three months.

1	2	3	4	5
Not at all	a little	moderately	quite a bit	extremely

_____ determined
_____ inspired
_____ irritable
_____ ashamed
_____ upset
_____ nervous
_____ enthusiastic
_____ active
_____ afraid
_____ attentive

Adapted from Watson, Clark, & Tellegen (1988).

Appendix G: Demographic Information and Company Profile

Appendix G: Demographic Information and Company Profile

1. What is your gender?
☐ Male ☐ Female
2. What is age range?
☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54, ☐ 55-64 ☐ >65
3. Which of the following racial/ethnic backgrounds apply to you (Check all that apply)?
☐ Caucasian ☐ African-American ☐ Asian-American ☐ Latino/Hispanic
☐ Native American ☐ Others
4. What is your highest educational level completed?
☐ Below high school ☐ Some high school ☐ High school graduate
☐ Post high school vocational training ☐ Associate's degree
☐ Bachelor's degree ☐ Master's degree ☐ Doctoral/professional degree
5. What is your work status?
☐ Working full time ☐Working part time ☐ Unemployed ☐ other (please specify)_____

6. What is your job level?
☐Professional ☐ Technical ☐ Semi-Skilled ☐ Unskilled ☐ Other _____

7. What is your type of disability?
☐ Hearing impairment/deaf ☐ Visual impairment/blind ☐ Psychiatric ☐ Cognitive
☐ Mobility ☐ Physical ☐ Other (please specify)_____

8. How knowledgeable are you about the Americans with Disabilities Act?

Low				High
1	2	3	4	5

9. How knowledgeable are you about job accommodations?

Low				High
1	2	3	4	5

10. How long have you been working in the organization where you considered or needed job accommodations?
☐ Less than a year ☐ 1~3 years ☐ 3~5 years ☐ more than 5 years ☐ Not applicable

11. Please list your work goal which you have set on your own. A self-set work goal would be defined as something you personally aspire to achieve in your job. Examples of work goals might be, "improving my work skills," "getting acceptance at the workplace" "being less stressed at work".
Please list this goal below_____ OR

You may choose "I do not have a work goal" (Skip to Question #14)

12. How important the work goal is to you?

Not all important				Very Important
1	2	3	4	5

13. How important the job accommodations (you requested or considered) will be to help you reach the work goal?

Not all important				Very Important
1	2	3	4	5

14. How many employees are in the organization where you considered job accommodations?
☐ 1-14 ☐ 15-100 ☐ 101-500 ☐ 501-1000 ☐ 1001 or more ☐ Have no idea
☐ Not applicable

15. How do you rate your relationship with your supervisor
☐ Very bad ☐ Bad ☐ Neutral ☐ Good ☐ Very good ☐ Don't have a supervisor

16. How you do rate the support in your work environment?
☐ Not supportive at all ☐ Somewhat supportive ☐ Neutral ☐ Supportive
☐ Very supportive

17. Do you have any other comments?

_____

_____

_____

Thank you so much for your participation! If you would like to participate in a raffle to have a chance to win a gift certificate, please go ahead and click this button!
Raffle for the Factors Related to Job Accommodation Requests

Please enter your address (email or mailing) for a chance to win a gift certificate!

_____

Thank you so much for your participation!!!

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