

# Attitude towards persons with disabilities and their satisfaction in work

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## Abstract

Social help contributes not exclusively to helping individuals with disabilities to incorporate into work, yet additionally to keeping up a good atmosphere and a fitting environment at work, which are key components of the representative's expert fulfillment. The examination loaned 28 individuals with handicaps who had an employment for in any event a half year. The subjects were asked a poll worked out of 6 inquiries that concerned associations with partners, managers, work fulfillment, and the longing to change their work environment. The outcomes acquired show that work fulfillment is basic to remaining at work for a more extended time. This fulfillment is straightforwardly affected by the disposition of partners and managers towards the individual with incapacities who is being helped.

**Keywords:** *Attitudes; workplace; people; social; disabilities.*

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## 1. Theoretical frame

Through the mediation and intercession of social help, individuals in trouble are upheld and assisted with acquiring the essential conditions for a good life, and to build up their own abilities and aptitudes for legitimate social working.

Help generally takes a restricted time until individuals with uncommon necessities discover social, mental, monetary assets to lead a typical, independent life. Social help, as a significant piece of social insurance, is a target method of actualizing programs, social assurance measures for the accompanying social classes, which are viewed as a component of the populace with extraordinary requirements: helpless families; kids living in an unfavorable family or social climate; relinquished kids; adolescent deadbeats; youthful socially unintegrated; medication or liquor addicts; individuals truly and explicitly mishandled; truly and intellectually crippled; individuals with constant sickness without lawful allies; defenseless elderly folks individuals; individuals who have experienced characteristic, social, abuse and segregation of any sort (Miftode 2010).

Social help tends to issues at various levels:

*At the individual level* - financial, mental, moral help to those out of luck, for example, the jobless, medication or liquor addicts, those with issues of reconciliation into work, casualties of maltreatment of any sort;

*At relational and bunch level* - family treatments, couple, gatherings of minimized individuals;

*At people group level* - comprehending ethnic, bunch clashes, assembling individual and aggregate energies to reestablish the assets required for their ordinary incorporation (Buzducea 2005).

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Frequently, social security is characterized as a bunch of approaches, measures, foundations, bodies that offer help to individuals and gatherings in trouble and who cannot accomplish typical day to day environments through their own endeavors. The social assurance framework looks to reallocate the material and HR of the network to those people and gatherings in trouble to dispose of the huge hole among them and the greater part populace. Social assurance points not to make a persistent reliance condition of those out of luck, however to reintegrate them into typical life by invigorating dynamic powers, expanding their abilities to manage these issues, diminishing times independently. By and large terms, social assurance is a bunch of measures equipped towards guaranteeing a specific degree of government assistance and federal retirement aide for the whole populace and, specifically, for certain social gatherings. Social security may likewise address the fulfillment of aggregate requirements that cannot be sufficiently accomplished through its own endeavors through the unregulated economy (eg uphold for schooling and preparing for all, advancement of culture, satisfactory general wellbeing, ecological assurance, and so forth) (Bucur and Mociovan 2003). The response policies and procedures should focus on reducing the social inequalities generated by discriminated access to education and on providing the proper social and economic level of education for the younger generation, thus avoiding the intergenerational transmission of poverty and of the resulting deprivation (Toderici 2018).

Social protection can be placed at distinct levels:

- *at the level of the whole community* (eg, protecting the income of the population from inflation, ensuring a minimum level of consumption, minimum income per family, protecting the population in cases of natural or social calamities, protection against crime, violence, ethnic conflicts, mass illnesses, protection at work, protection of property rights, protection against corruption, political alienation, drugs and abuse, etc.);
- *at different categories level* (children, elderly, disabled, unemployed, etc.);
- *at personal level* (solving some personal problems related to the individual's state at a certain moment) (Miftode 2002).

Occupational health and safety legislation is a component of the national regulatory system, which establishes the responsibilities of the institutions involved, the framework for the establishment and organization of the activity in the field and ensures the observance of the principles of prevention of occupational accidents and diseases. Its fundamental characteristic is that it is in a process of harmonization with the provisions of the European directives in the field.

The Romanian Constitution, stating the right to social protection, also refers to the measures of safety and hygiene of labor, and the Labor Code (Law no. 53/2003) contains legal provisions that, by their application, contribute to the protection of the life and health of the employees. The legislative system in the field of occupational safety and health is a component of the social protection legislation system, which aims at ensuring the protection of workers from the risks of injury and occupational disease generated by work processes (Miftode 2010).

Legislation in the field of health and safety at work is harmonized with European legislation in the field and is in a continuous process of transformation. By transposing the Framework Directive (89/391/ EEC) into Law 319/2006, the principles of prevention mentioned above, which, due to the global approach to occupational safety and health, determine the change in the attitude of employers and workers through their involvement in the prevention of accidents at work and occupational diseases. The law and the methodological norms for its application define the organizational framework of safety and

health at work as well as the powers of the state institutions regarding the coordination and control of this activity. The provisions of Law 319/2006 apply to all sectors of activity, both public and private, to employers, workers and workers' representatives, except for armed forces, the police and other cases that contradict the provisions of the law.

In order to provide the necessary framework for the participation and information of workers on safety and health at work, Law no. 319/2006 provides for the creation of health and safety committees at the level of the economic units with more than 50 employees, obliging the employers to ensure the conditions of their activity. The field of assistance for people with special needs takes on terms, concepts from other disciplines whose significance is used in a distinct interdisciplinary manner, depending on the variety of forms of deficiency and inadequacy following the type of deficiency (Străchinaru 1994).

The investigation of expert combination is done by finishing a perplexing course that incorporates avoidance, identification, determination, treatment, recuperation, training, school and expert direction of the individual, social joining and checking of the resulting advancement of the individual in trouble. Stages in work with individuals with handicaps can be remembered for an equation explicit to this region that generally legitimizes its sober minded, actional nature - psycho-instructive and social help. The psycho-instructive and social help of people with extraordinary requirements establishes a bunch of mental, academic and social measures for the location, analysis, recuperation, schooling, preparing, professionalization, transformation and social coordination of people with an uncommon need a progression of scholarly, tactile, physical, mental, conduct or language inadequacies just as individuals in danger because of the climate they live in, deficient means assets or the presence of constant illnesses or degenerative marvels that influence honesty their natural, physiological or mental (Watts, Law and Killeen 1996).

The social assistance of people with special needs is a fundamental component of the general assistance provided to these persons, and from the point of view of the effectiveness of the intervention it must be correlated with the psychological, pedagogical, medical intervention, etc. at the level of an interdisciplinary team.

In accordance with Law no. 292/2011 The Law on Social Assistance, these terms and expressions have the following meaning:

- deficiency is the consequence of loss or an abnormality of the body structure or of a physiological function;
- disability is the generic term for impairments, limitations of activity and participation restrictions, in the context of the interaction between the individual with a health problem and the contextual factors in which he / she finds, respectively the environmental and personal factors;
- incapacity is the partial or total reduction of the possibility of performing a motor, cognitive or behavioral activity;
- invalidity is a forensic law that expresses the particular status of a person who has limited work capacity and is insured in the public pension system and enjoys rights under the law;
- special need is the set of indispensable requirements for ensuring the social integration of people who, due to health, genetic or life-long illnesses, present a disability, as well as persons who, for various social reasons, are disadvantaged in personal development;
- people with disabilities are those persons with long-lasting physical, mental, intellectual or sensory impairments, which, in interaction with various barriers, can limit

the full and effective participation of people in society on an equal basis with others (Law No 292/2011).

As maturing advances, it starts to consider the different orders of schooling that lead to the crystallization of the field and the substance of crafted by numerous callings. It is a time of investigation, vocation desires, when the kid fantasies about turning into a cosmonaut, footballer or entertainer. Upon passage into the center school, there is a requirement for self-information and aptitude testing, and toward the finish of this period, the primary significant alternative for the future vocation will be: picking the fitting method to keep examining (in optional instruction). The significance of this second for the kid's future needs earlier preparing so the choice isn't taken aimlessly (Tomsa 1999).

There is than a time of collection of new information and explanation of territories of interest. Notwithstanding the hypothetical preparing, the youngster now needs self-information, practicing the aptitudes to confront the work market, to settle on a second significant choice with respect to his vocation: proceeding with schooling (in advanced education) or embeddings (employing in the working environment and rehearsing an art). It is essential to know and investigate the points of interest and detriments of the two variations all together for the alternative to be made as per the potential outcomes (ability, aptitudes), yet additionally with the socio-social and monetary real factors of the climate in which the individual lives (Botnariuc 2001).

Present day ideas on profession advising stress that picking and forming vocations is subsequently a cycle that proceeds after school years. The grown-up might be powerless against social or monetary real factors and, thus, needs direction, data and backing. The cycle of grown-up vocation advising shows up as a social and individual need, requiring experts with explicit information and working techniques.

The mix strategies utilized differ contingent upon the motivation behind the commitment. Accordingly an individual can be employed for an execution post or for his/her capability of information and experience or scholarly characteristics, inventiveness, abilities, dynamism in a place of administration. In the primary case, it is conceivable to utilize direct joining techniques and direct direction, and in the second the disclosure of the association and the task of a mission (Porlier 2001).

## **2. Hypothesis and objectives**

In our research we have assumed that the degree of job satisfaction of people with disabilities is influenced by the nature of the relationships they have with their colleagues and direct bosses.

The formulation of this hypothesis required the establishment of the following research objectives:

- selecting the group of subjects on which to conduct the research;
- building a questionnaire that reflects job satisfaction;
- the statistical processing of the results and their qualitative interpretation in the context of the theoretical aspects presented in the previous chapters;
- establishing the design of the research.

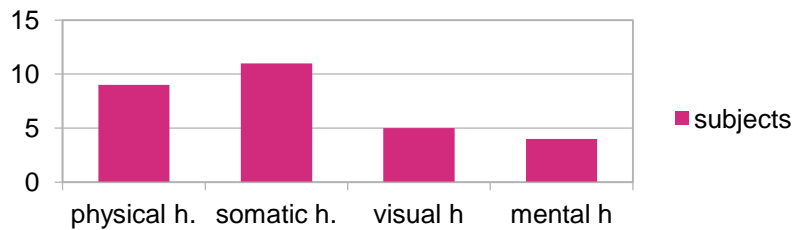
## **3. Lot studied**

A lot of 28 people with disabilities who have already had a job for at least 6 months has been studied. The disability they suffered was different and the distribution of our lot according to the forms of disability is presented in Table 1 and Figure 1.

Table 1. Lot distribution by type of disability

| Type of disability | Subjects |
|--------------------|----------|
| Physical handicap  | 9        |
| Somatic Handicap   | 10       |
| Visual handicap    | 5        |
| Mental handicap    | 4        |

Figure 1. Lot distribution by type of disability



#### 4. Methodology

A questionnaire of 6 questions has been built that reflects the satisfaction of the subjects in their work, the attitude of their colleagues and their attitude towards them, the desire to change the place of the mucus and the motivation of this change. The questionnaire was applied to all subjects by the examiner who actively participated in the discussion.

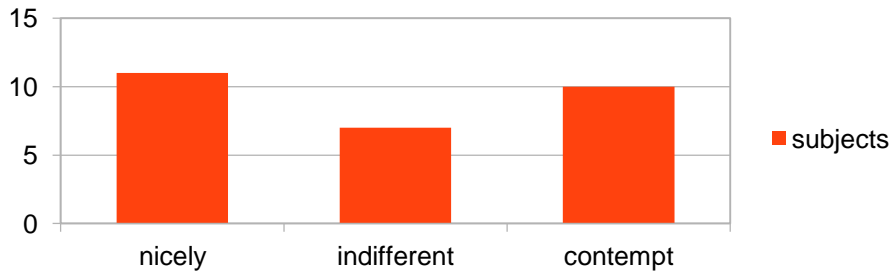
#### 5. Results and discussions

To the question of the attitudes of colleagues at their new job towards them, the answers we have obtained from our subjects are grouped in Table 2 and Figure 2

Table 2. Colleagues' attitude towards the subject

| Colleagues' attitude          | Subjects |
|-------------------------------|----------|
| they behaved nicely           | 11       |
| were indifferent              | 7        |
| they treated me with contempt | 10       |

Figure 2. Colleagues' attitude towards the subject



For a number of 11 subjects, colleagues at the new job had a good attitude towards them, collegially, trying to help them with advice and make them integrate more quickly into the workforce.

A number of 7 subjects benefited from an attitude of indifference from their colleagues. This indifference is often more damaging, having worse effects than positive or negative attitudes. Subjects did not feel at ease with their workforce, often with the impetus that they did not even exist for their colleagues. A constant attitude of this kind from colleagues will inevitably lead to a decrease in the self-esteem of the subject and implicitly a diminution of self-confidence.

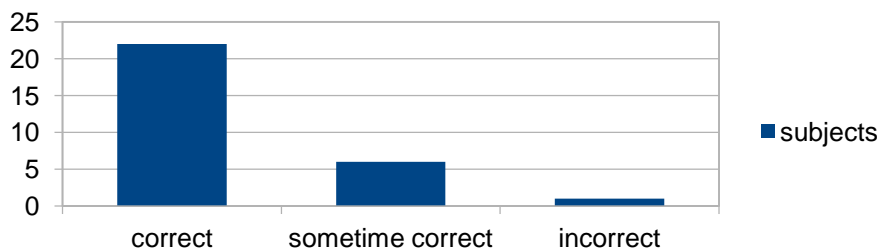
A total of 10 subjects had a despicable attitude from colleagues at the new job. Unfortunately, one of the great problems of our current society is the prejudices and the lack of openness to any aspect that does not fit into the so-called limits of normal. In the context of these prejudices and the associated mentality, people tend to treat with disdain and pity those who have a disability, regardless of its nature. It is one of the major challenges that current social assistance has to deal with, namely changing the mentality of people and their prejudices.

For the question regarding the attitude of the bosses towards the subject, we received the answers we received in Table 3 and Figure 3

Table 3. Bosses' attitude towards the subject

| Atitudinea șefilor         | Nr.subiecți |
|----------------------------|-------------|
| correct                    | 22          |
| sometimes correct          | 6           |
| have not behaved correctly | 1           |

Figure 3. Bosses' attitude towards the subject



It is, in our opinion, a gratifying aspect that no boss has had an inappropriate attitude towards our subjects. This demonstrates that at least at the level of management of companies or firms, we are dealing with a real understanding of subjects with different forms of disability and a fair attitude towards them.

However, in 7 cases the subjects considered that their bosses were behaving incorrectly against them. Here, however, we must not lose sight of the fact that this appreciation is subjective and is influenced by the perspective of the topic related to that attitude. If the subject is credited with the value of a box of horns because he forgot to let them know that they will soon expire, the subject felt ill-treated, but in reality the boss's attitude was correct, announcing the expiry date of the product as part of the job's job which the employee occupies, that is, our subject.

That is why we are convinced that corporate governance shows a wide openness and understanding for employees, without discrimination between normal and disabled employees. Subjects' answers to the question of the consistency between the tasks and the capabilities of the subject are illustrated in Table 4 and Figure 4.

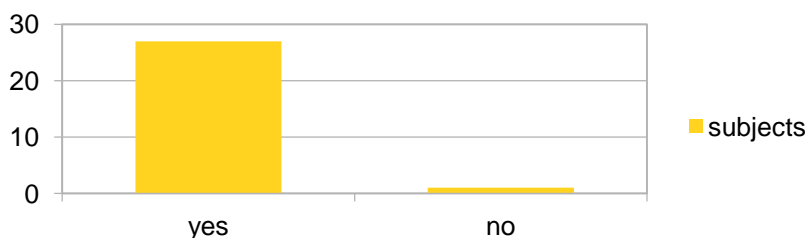
Tabel 4. Concordance between job tasks and subject capabilities

| Concordance | Subjects |
|-------------|----------|
| yes         | 27       |
| no          | 1        |

Most of the subjects (27 out of 28) consider that the job they occupy corresponds to the capabilities they have. The situation is positive for the subjects, because in this context, for the fulfillment of current tasks, it is not necessary to put additional volunteer and physical effort.

The additional effort to carry out the tasks could lead to dissatisfaction with job conditions, increased mental and physical fatigue and more quickly installed in the subjects, and, last but not least, increased stress over their obligations under the occupied post.

Figure 4. Concordance between job tasks and subject capabilities



Just one subject believes the occupation's responsibility to be conflicting with its abilities. This is a point for the work and a commitment to check the recordings of the store's reconnaissance cameras. On account of his slight inability, the subject thinks about that any such necessities could bother his eye infection and thusly the level of incapacity. Under these conditions, he is discontent with these occupation necessities, and yet he is satisfied with the employment he is in on the grounds that he is paid quite well. Therefore, there is an inward battle for the reasons and, eventually, it will be chosen whether the compensation it gets or the conceivable (questionable) plausibility of irritating the

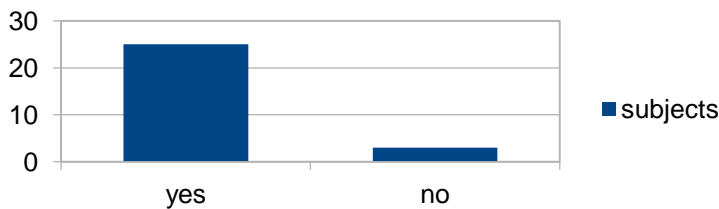
handicap is more significant. The subject knows that he will never improve work and he would not like to surrender the work.

For the question regarding the wage appreciation by the subjects, the answers are included in Table 5. and Figure 5

Table 5. Satisfaction with salary received

| <b>satisfaction</b> | <b>subjects</b> |
|---------------------|-----------------|
| yes                 | 25              |
| no                  | 3               |

Figure 5. Satisfaction with salary received



Almost all of our subjects are satisfied with the salary they receive at the new job. If we are to think, the salary, even if it is minimal in the economy, is more than the unemployment benefit they have received so far. Many employers also pay salary with meal vouchers or various bonuses on holidays. Under these circumstances, it is not surprising that most of the artists are content with the way they are paid. They now earn much better and can support their family, or they can maintain themselves without worrying anymore.

Three subjects say they are not satisfied with the salary they received. They consider the training they deserve a higher salary, without taking into account that their job does not need their training. In addition, we can include these three subjects in the category of discontented elders who, however they receive, are never pleased with the principle that there is always room for the better.

This type of subject would always be displeased, no matter how much you would pay, and no matter how small the task would be for that payment. Unfortunately, we still do not associate the nature of the tasks in the job with the payment they receive. The more post office tasks are more difficult the higher the payout. Subjects would like to have a job with minimal tasks but with the maximum pay if it can, which can not be found in a market economy.

The fact that most people are satisfied with the payment urges us to believe that they will keep their jobs and will not try to look for new, better paid ones to get between two jobs again in the unemployed situation.

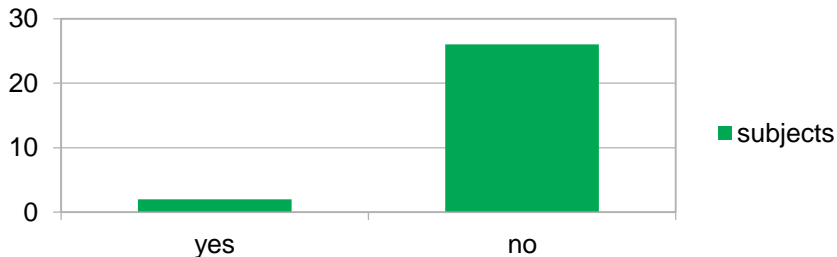
For the question of whether to change the job, we tried to illustrate the answers of our subjects in Table 6 and Figure 6.



Table 6. Changing the job

| <b>change</b> | <b>subjects</b> |
|---------------|-----------------|
| yes           | 2               |
| no            | 26              |

Figure 6. Changing the job



The satisfaction that the subjects feel about the new job, as well as the satisfaction of being with people and winning to support their family or them is also reflected in the fact that 26 out of 28 subjects do not want to change the work they have.

These subjects know that they have now made an extremely huge advance in their reality: they have gotten away from joblessness and gotten a new line of work that meets their ordinary requirements. Moreover, it is additionally added that the larger part, as we have seen from the examination of past answers, are as a rule appropriately treated by associates and heads. On the off chance that, until recruiting, they were in a circumstance of segregation, not realizing what to do and how to do to address the circumstance, they are currently in a network where they are esteemed as laborers and where they have set up university connections and companionship with certain associates. Along these lines, the material advantages of work likewise appreciate the mental advantages of making a field of university and social connections, expanding fearlessness and confidence, in view of the demeanor of people around them.

The attitude of the team and the appreciation of the products of their work makes them feel useful and determines the disappearance of the sense of futility and inferiority that dominated them during the unemployment. This not only improves working-class relationships, but also improves family relationships. If, during the period of unemployment, many of our family relationships were damaged by continuous quarrels and the feeling of guilt that they can not contribute to family maintenance, now that they have a decent and steady salary, family relationships have become calmer and more affectionate, under threat of poverty.

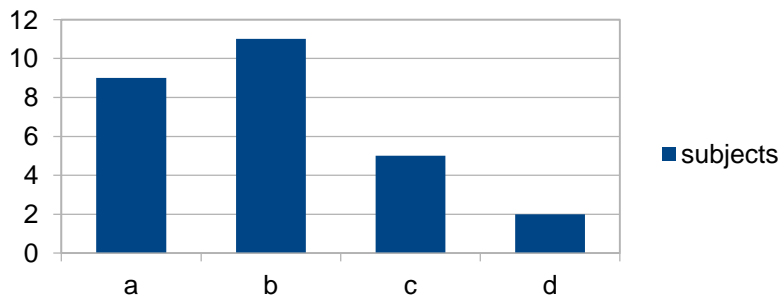
The responses of the subjects that would change the job with another are motivated by better pay, closeness to the home, more flexible timetable, or even lighter working conditions. (See Table 7 and Figure 7)

Table 7. Motivation of changing the workplace

|   | <b>motivation</b>   | <b>subjects</b> |
|---|---------------------|-----------------|
| a | paid better         | 9               |
| b | more flexible hours | 4               |
| c | near the house      | 5               |
| d | lighter conditions  | 2               |

We find it interesting that although only 2 subjects want to change their jobs, 20 respondents are motivated to change. This can be explained on the one hand by the fact that the answers of the subjects to the questions were influenced by the social desirability, and on the other hand, because there is always a better hope, which satisfies and satisfies a greater number of conditions on the part of the subjects. That is why the analysis of these answers is done in a conditional way, if one wanted the change then he would want it for the following reasons.

Figure 7. Motivation of changing the workplace



We can not say that there is a large majority for one or the other of the reasons that would plead for the change of the job. However, most subjects (9) would change the current job for a better paid one. It is in the nature of people that when they reach a goal they will not be content with what they have achieved and raise the bar. From this perspective, we are not surprised that the subjects would want better paid jobs. Probably they think the next step in their career is not only to ensure the decent living of the family, but also to give them the joy of a holiday spent somewhere and small surprises on the occasion of anniversaries or celebrations.

A second motivation behind why the subjects would change their working environment is the closeness to the house (5 subjects). Numerous subjects accept that being nearer to home with the administration is a bit of leeway. Obviously, this is valid in the event that we take a gander at the way that the time you lose making progress toward or from work could go through it with your family. A few subjects have youngsters who need oversight or even assistance in playing out the topics, and afterward the division of these assignments between the two mates gets essential. In the event that one of them isn't accessible in light of the fact that he's doing a lot out and about at home and when he gets drained, at that point the entire duty falls on different's shoulders. Also, the time you spend out and about causes you to lose a progression of fundamental minutes in the advancement of kids that are not rehased and that bring happiness and sensations of pride and satisfaction to the well-rounded schooling your youngster has.

The third place as the frequency of the reasons invoked for the change of the work place is the more flexible schedule. Here comes the same problem of the family and child-raising tasks of each parent. If the timetable is rigid from 7 to 15 for example, then there may not be any available parent to take the children to school, and then the subjects would prefer at least one of them to have a more flexible timetable from 8 to 16 for example, in order to be able to lead their children to school. This requirement is a must for most contemporary families who do not have grandparents or other caregivers to supervise

children and who have a real problem in securing the supervision and support of children in learning.

The last motivation of changing the job, in terms of its frequency of occurrence, is a job with easier working conditions. Under heavy working conditions, our subjects understand the state standing for a long time or the carriage of heavy objects. Naturally, nobody desires hard physical work, but when you have no qualifications, it is difficult to find a job that is easy and well paid. This inconvenience can change, we support, if the subjects will follow further training courses and continuing vocational training, which would certainly ensure that they can take jobs that are lighter.

## 6. Conclusions

The research carried out reveals that the hypothesis formulated at the beginning of the approach is validated and practiced. Relationships with colleagues and bosses directly influence the work satisfaction of people under study. An atmosphere of collegiality, fairness, appreciation of the results of the work has a positive effect on the satisfaction felt by each individual.

Of our group of subjects, only 2 wanted to change their current mucosa place due to some motivations such as: family proximity, flexible schedule, higher salary. We consider that these two subjects would also give up their desire to leave if there was a social worker who would negotiate with the leadership of the enterprise and with colleagues the tensions and demands that employees have. It is another proof of the need existetei the organizational scheme of any company, a social worker post that deal with improving relations in team work and to negotiate with management agajatilor intrepriderii desires.

## Acknowledgement

We hereby state that the subjects involved in our research were informed about the voluntary character of participation in this research, about the understanding of information and of that fact that withdrawal from research is possible at any time without negative consequences upon the participant. The research complied with all ethical research standards, the research participants/participants' guardians giving their consent to participate in the research.

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