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Task Support Theory for Work of Persons with Disabilities

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1. Purpose

● Two Streams of work support for persons with disabilities

1) Conventionally work support for persons with disabilities has been provided as vocational rehabilitation.
→ Training for job adaptation (job coach etc.)

2) The Convention on the Rights of Persons with Disabilities orders "Ensure that reasonable accommodation is provided to persons with disabilities in the workplace".
→ Support as reasonable accommodation to persons with disabilities (work assistant etc.)



• Recently support as reasonable accommodation became a new problem of work support for persons with disabilities.

● The purpose of this presentation is to propose alternative methods of human work support for persons with disabilities.

〈Conventional method〉

• Model of Supporting Individual

... One supporter is assigned to a person with disability, and the supporter directly helps the person with disability.

〈Alternative methods〉

A) Model of Supporting Workplace, B) Support per Task

2. Social background of this research

• Conventionally most of persons with disabilities have been engaged in manufacture and clerical work.
→ One supporter could effectively help all the work difficulties of persons with disabilities.

• Change and expansion of job categories that persons with disabilities are engaged in (Change of industrial structure toward tertiary industry, Change in quota system for employing more persons with disabilities, Revising disqualifying clauses on some professions, etc.)

→ Conventional Model of Supporting Individual may not work effectively in some cases.

3. Alternative methods of work support for persons with disabilities

〈Conventional method〉

• Support focusing on persons with disabilities → Individual support model

〈Alternative methods〉

• Support focusing on workplace → A) Model of Supporting Workplace

• Support focusing on task → B) Support per Task

A) Model of Supporting Workplace

• Support the workplace so that the workplace as a whole can support persons with disabilities, by proving human resource to reduce coworkers' workload.

〈Advantage〉

• Coworkers who understand the contents of works and have specialty for the work can support the worker with disability.

• Support can be provided in the collegueship of the workplace.

B) Support per Task

• Splitting the support into various support tasks, and provide one supporter to each task independently.

* Example: Splitting the support for person with visual disability into a task of reading documents aloud, a task of transcribing printed letter into braille, a task of writing for blind, and a task of mobility support.

● Four types of task support... Classification by the number of supporting tasks and resources of human support

• Support system of singular task assigned to singular resource

• Support system of singular task assigned to multiple resources

• Support system of multiple tasks assigned to singular resource

• Support system of multiple tasks assigned to multiple resources

* The term "human resource" means category of supporters rather than individual supporter. For example, work assistant, coworker, volunteer etc..

● Two effects of Support System with Multiple Resources

• Quantitative effect of Support System with Multiple Resources

... Supporting hours, schedule, and distribution of support tasks can be planned flexibly by increasing the number of human resource supporting persons with disabilities.

• Qualitative effect of Support System with Multiple Resources

... Support tasks can be performed effectively by assigning a qualified human resource to each task.



• Quantitative effect of Support System with Multiple Resources can be realized automatically by increasing the number of human resource.

• Qualitative effect of Support System with Multiple Resources cannot be realized if each task is not assigned to qualified human resource.

● Two viewpoints when selecting qualified human resource for supporting task

• Requirement for occupation

... The human resource with or without speciality for the occupation

• Requirement for supporting persons with disabilities

... The human resource with or without speciality for supporting persons with disabilities

● Four types of supporting task

... Classifying the support tasks by the viewpoints on requirement for occupation and requirement for supporting persons with disabilities

• Supporting task which needs both requirement for occupation and requirement for supporting persons with disabilities

• Supporting task which needs requirement for occupation but no need for requirement for supporting persons with disabilities

• Supporting task which needs requirement for supporting persons with disabilities but no need for requirement for occupation

• Supporting task which does not need requirement for occupation nor requirement for supporting persons with disabilities

● By clarifying the requirements that each supporting task needs, qualified human resource can be assigned more effectively.

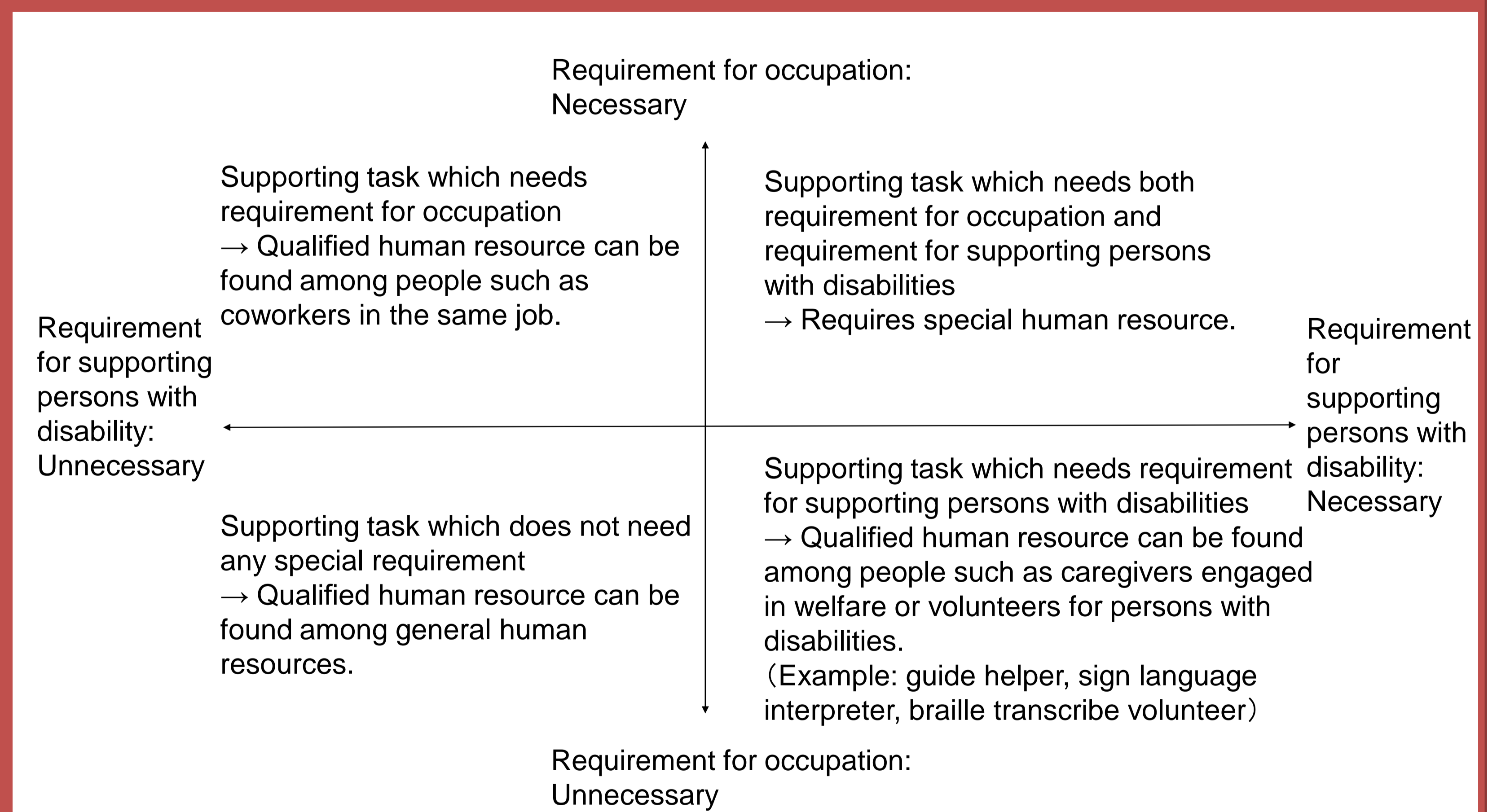


Fig. 1. Four types of supporting task and qualified human resource

4. Conclusion

● It becomes possible to design alternative work support system for persons with disabilities by applying the Model of Supporting Workplace and the Support per Task.

〈Conventional System〉

• Model of Supporting Individual + Singular resource support

〈Alternative systems〉

• Model of Supporting Individual + Multiple resources support

• Model of Supporting Workplace + Singular resource support

• Model of Supporting Workplace + Multiple resources support

● Task Support Theory for work of persons with disabilities can be applied to wide range of works as simple work to complicated professions for persons with disabilities.

● Task Support Theory has procedure to split the support into individual supporting tasks and classify them, so it is especially effective to complicated profession that needs various supporting tasks.