HIRING MANAGERS SURVEY
METHODOLOGY

Online survey of Hiring Managers in the US
n=400
Fielded May 24 – June 1, 2018
Vendor: ResearchNow SSI

A previous survey was done in 2012 of Hiring Managers (n=400)
2018 AUDIENCE

- **64%** Make final decisions regarding hiring
- **36%** Part of the team that makes the decision
- **42%** Work in Human Resources
- **58%** Work in another department

**Job Title**
- President or other C-suite level: 15%
- Vice President or equivalent: 14%
- Director or equivalent: 33%
- Manager or equivalent: 35%
- Other: 3%

**Total Employees**
- Less than 500: 25%
- 500-999: 30%
- 1,000-4,999: 29%
- 5,000+: 15%

- 64%
- Make final decisions regarding hiring
- 36%
- Part of the team that makes the decision
- 42%
- Work in Human Resources
- 58%
- Work in another department
2018 DEMOGRAPHICS

Gender

44% Male
56% Female

Age

18-24: 3%
25-34: 23%
35-44: 29%
45-54: 22%
55-64: 20%
65+: 3%

Location

22%
19%
23%
36%
Most believe that an employee who is blind will cost more compared to another employee, including other disabilities.

Close to half believe there are few jobs employees who are blind can do, with customer service being perceived as the best fit.

A majority believe that drive and motivation for success is higher among employees who are blind.

A fourth of employers are still unlikely to hire a candidate who is blind.

While there is some familiarity with assistive technology, many are still concerned about the affordability and burden on management.
Please indicate how important each of the following issues are for your company.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Important (NET)</th>
<th>Not important (NET)</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retaining skilled labor</td>
<td>85%</td>
<td>2%</td>
<td>14%</td>
</tr>
<tr>
<td>Retaining highly qualified executives and senior managers</td>
<td>80%</td>
<td>2%</td>
<td>18%</td>
</tr>
<tr>
<td>Availability of a large pool of qualified candidates for positions</td>
<td>79%</td>
<td>2%</td>
<td>19%</td>
</tr>
<tr>
<td>Recruiting, training and retaining young employees</td>
<td>76%</td>
<td>2%</td>
<td>12%</td>
</tr>
<tr>
<td>Recruiting, training and retaining minorities</td>
<td>73%</td>
<td>3%</td>
<td>24%</td>
</tr>
<tr>
<td>Recruiting, training and retaining employees with disabilities</td>
<td>65%</td>
<td>5%</td>
<td>10%</td>
</tr>
</tbody>
</table>
A majority of companies help managers/employees learn to work with people with disabilities.

Does your company offer an information or education program to help managers and employees learn to work with people with disabilities, or not?

- Yes, have program: 56%
- No, does not have program: 39%
- Not sure: 6%
People think employees who are blind will cost more compared to employees who are paraplegic or deaf.

Please indicate how expensive you believe the employment costs of the following employees would be compared to an employee who does not have a disability.

- An employee who is blind: 66% More expensive, 25% Same, 7% Less expensive, 2% Don't know
- An employee who is paraplegic: 63% More expensive, 27% Same, 4% Less expensive, 6% Don't know
- An employee who is deaf: 55% More expensive, 36% Same, 3% Less expensive, 6% Don't know
Nearly half believe there are few jobs that employees who are blind could do and accommodation is expensive.

Does your company offer an information or education program to help managers and employees learn to work with people with disabilities, or not? (Top 7 Responses)
Thinking about the types of jobs that are available in your organization, regardless of title, which of the following jobs do you find most fitting for employees who are blind?

Customer service roles are perceived as the best fit for employees who are blind.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>55%</td>
</tr>
<tr>
<td>Receptionist</td>
<td>28%</td>
</tr>
<tr>
<td>Manager</td>
<td>26%</td>
</tr>
<tr>
<td>Administrative assistant</td>
<td>24%</td>
</tr>
<tr>
<td>Recruitment</td>
<td>24%</td>
</tr>
<tr>
<td>Consultant</td>
<td>23%</td>
</tr>
<tr>
<td>Sales</td>
<td>22%</td>
</tr>
<tr>
<td>Data entry</td>
<td>19%</td>
</tr>
<tr>
<td>Training representative</td>
<td>18%</td>
</tr>
<tr>
<td>Accounting</td>
<td>15%</td>
</tr>
<tr>
<td>Executive</td>
<td>15%</td>
</tr>
<tr>
<td>Director</td>
<td>14%</td>
</tr>
<tr>
<td>Operations</td>
<td>13%</td>
</tr>
<tr>
<td>Line production employee</td>
<td>11%</td>
</tr>
<tr>
<td>Account lead</td>
<td>10%</td>
</tr>
<tr>
<td>Program lead</td>
<td>8%</td>
</tr>
<tr>
<td>Designer</td>
<td>5%</td>
</tr>
</tbody>
</table>
A fourth of employers are less likely to hire a candidate who is blind.

Based on your experience, how likely is it that you will consider hiring any of the following candidates in the next 24 months for an open position if they are otherwise qualified for employment?
The majority believe their organization can accommodate an employee who is blind.

Do you believe that your company/offices can adequately accommodate an employee who is blind or visually impaired in the workplace?

- **27% No**
- **73% Yes**
Nearly four in 10 are unfamiliar with assistive technology.

How familiar are you with any assistive technology that can help an employee who is blind or visually impaired in the workplace?

- Very familiar: 23%
- Somewhat familiar: 39%
- Not very familiar: 21%
- Not at all familiar: 17%
While employers believe assistive technology is effective and beneficial, they are also likely to believe it is not affordable and there is concern of the possible burden on management.

Please indicate how strongly you agree or disagree with the following statements about assistive technology in the workplace.

- Assistive technologies are effective for employees who are blind or visually impaired: Agree (74%), Neither (3%), Disagree (14%)
- Assistive technologies would be beneficial for the workplace: Agree (69%), Neither (20%), Disagree (3%)
- Assistive technologies would increase productivity in the workplace: Agree (66%), Neither (19%), Disagree (4%)
- Assistive technologies are easy to implement in the workplace: Agree (51%), Neither (23%), Disagree (10%)
- Assistive technology is affordable: Agree (46%), Neither (24%), Disagree (13%)
- Assistive technologies increase the burden of management to accommodate through unfamiliar technologies and processes: Agree (45%), Neither (24%), Disagree (22%)
2018 DATA CUT BY COMPANY SIZE & HAVING A COWORKER WHO IS BLIND
Larger companies are more likely to help managers/employees learn to work with people with disabilities.

Does your company offer an information or education program to help managers and employees learn to work with people with disabilities, or not?
YoY ANALYSIS
2012-2018
ECONOMIC LANDSCAPE

2012

8.2%
National Unemployment Rate

17.9%
Employment Rate
For Those With Disabilities

2018

3.8%
National Unemployment Rate

17.9%
Employment Rate
For Those With Disabilities

*Statistics from Department of Labor as of May 2018*
As the workforce continues to diversify, recruiting and training those with disabilities has become more important.

Compared to 2012, more employers believe it would cost MORE to employ someone with disabilities, especially candidates who are blind.

The misconception that there are few jobs that employees who are blind can do, has become less prevalent.

The likelihood of an employer hiring an employee who is blind has remained consistent.
Recruiting and training employees with disabilities has become more important in 2018 (+12).

Please indicate how important each of the following issues are for your company.
More companies have programs to help managers or employees learn to work with people with disabilities.

Does your company offer an information or education program to help managers and employees learn to work with people with disabilities, or not?

<table>
<thead>
<tr>
<th>Yes, have program</th>
<th>56%</th>
</tr>
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<tbody>
<tr>
<td>No, does not have program</td>
<td>39%</td>
</tr>
<tr>
<td>Not sure</td>
<td>6%</td>
</tr>
</tbody>
</table>

2018

2012
People think employees with disabilities cost MORE compared to 2012.

Please indicate how expensive you believe the employment costs of the following employees would be compared to an employee who does not have a disability.

- An employee who is blind: 66% More Expensive 2018, 54% More Expensive 2012
- An employee who is deaf: 63% More Expensive 2018, 52% More Expensive 2012
- An employee who is paraplegic: 55% More Expensive 2018, 45% More Expensive 2012
Employers are more likely to believe there are more jobs that employees who are blind can do.

<table>
<thead>
<tr>
<th>Statement</th>
<th>2018 Agree</th>
<th>2012 Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are few jobs in our company that employees who are blind could do</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>Employees who are blind are more courageous than other employees</td>
<td>44%</td>
<td>44%</td>
</tr>
<tr>
<td>Considerable expenses is necessary to accommodate workers who are blind</td>
<td>42%</td>
<td>44%</td>
</tr>
<tr>
<td>Employees who are blind should be placed in positions where they will not fail</td>
<td>41%</td>
<td>33%</td>
</tr>
<tr>
<td>Employees who are blind need someone to help them on the job</td>
<td>41%</td>
<td>42%</td>
</tr>
<tr>
<td>Employees who are blind are admired more than other employees</td>
<td>37%</td>
<td>39%</td>
</tr>
<tr>
<td>The Americans with Disabilities Act makes it difficult for an employer to fire an employee who is blind</td>
<td>36%</td>
<td>37%</td>
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Does your company offer an information or education program to help managers and employees learn to work with people with disabilities, or not? (Top 7 Responses)
Based on your experience, how likely is it that you will consider hiring any of the following candidates in the next 24 months for an open position if they are otherwise qualified for employment?

- A candidate who is deaf
- A candidate who is blind
- A candidate who is paraplegic

Likelihood of employers hiring an employee who is blind has remained consistent.

<table>
<thead>
<tr>
<th></th>
<th>2012 Likely (NET)</th>
<th>2018 Likely (NET)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A candidate who is deaf</td>
<td>60%</td>
<td>62%</td>
</tr>
<tr>
<td>A candidate who is blind</td>
<td>58%</td>
<td>58%</td>
</tr>
<tr>
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<td>57%</td>
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2012 METHODOLOGY

CATI (Telephone) survey of Hiring Managers in the US

\[ n=400 \]

Fielded November 12-29, 2012

Vendor: Repass & Partners
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- 20%
- 21%
- 37%