



**De La Salle University-Dasmariñas**

**PERFORMANCE APPRAISAL AND COPING STRATEGIES OF PERSONS  
WITH PHYSICAL DISABILITY IN THE WORKPLACE**

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## Abstract

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Title: “Performance Appraisal and Coping Strategies of  
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### Statement of the Problem

This study aimed to identify the performance appraisal and the coping strategies of persons with physical disabilities in the workplace.

Specifically, it sought to answer the following questions:

1. What was the demographic profile of the respondents with physical disabilities, in terms of:

1.1 age

1.2 gender



1.3 religion

1.4 educational attainments

1.5 rank / position

1.6 length of work / service?

2. What was the overall level of job performance of the respondents using multisource feedback from:

2.1 self,

2.2 co-employees, and

2.3 employer/supervisor?

3. What were the problems encountered by the respondents in the workplace?

2. What were the strategies used by the respondents to cope with work demands?

3. Was there a significant relationship between the overall level of job performance and the coping strategies used by the respondents?



## **Scope and Limitations**

The study focused mainly on the performance appraisal and the coping strategies of people with physical disabilities in the workplace, specifically, people with orthopedic disabilities. The respondents are the individuals who have orthopedic impairments currently working in factories, companies or institutions within the province of Cavite, with ages ranging from twenty-five (25) to forty-five (45) and occupy rank/file positions.

The data gathered were the demographic profile of the respondents, the problems they encountered in the workplace, and their coping strategies. The overall level of job performance was obtained using performance appraisals through interviews with three raters: (a) self, (b) co-workers, and (c) supervisor. The coping strategies were discussed descriptively. The relationship between the overall level job performance and the coping strategies were determined. Additionally, the definition, signs and symptoms, and the characteristics of people with orthopedic disabilities and the interventions used were not discussed extensively. The study can be expand further on for future purposes of students, researchers and employers.



## **Methodology**

### **Research Instruments**

There were two measurement instruments that were used to conduct the study. These were: (A) survey form/questionnaire used in determining their coping strategies, and (B) Performance Appraisal Form (PAF) with three raters, namely: (1) self, (2) peer/co-worker, and (3) employer/immediate supervisor.

The Performance Appraisal Form was used to evaluate the overall level of job performance of the respondents in terms of nine (9) performance factors these were job knowledge, quality of work, flexibility, initiative/responsibility, dependability, productivity, interpersonal relations, adaptability/resourcefulness, and safe compliance. There were three raters, namely: self, peer/co-worker and employer/ immediate supervisor. The response scale range for the PAF was as follows:

- 1 - Unsatisfactory
- 2 - Improvement Required
- 3 - Effective
- 4 - Highly effective
- 5 - Exceptional

The researchers utilized a self- made test in Performance Appraisal Form which was validated by three (3) professors who are experts in the field of psychology.



## **Data Gathering Procedure**

To complete the study, the researchers followed several procedures. A letter was given to the Human Resource Department of the different institutions and companies located within the Province of Cavite to allow the researchers to conduct the study. Once approved, the respondents chose the respondents through a purposive sampling technique. They were given performance appraisal forms, together with their co-workers and employer/immediate supervisor to determine their job performance.

The researchers likewise scheduled an appointment with each of the respondents to determine his/her demographic profile. A survey questionnaire was also distributed to the respondents to identify their coping strategies in the workplace.

Due to possible disruption in their work, the researchers prepared a letter with brief introduction about the study. This was attached to every survey questionnaire and was collected after about one to two weeks.



Once the result of the said tests were collected, the data needed in the study were gathered, tabulated, statistically computed, then content analyzed and interpreted.

## **Findings of the Study**

A study was conducted by the researchers to identify the performance appraisal and the coping strategies of persons with physical disabilities in the workplace. Specifically, it sought to determine the demographic profile of the respondents with physical disabilities, in terms of: age, gender, religion, educational attainments, rank/position, and length of work/service; assess the overall level of job performance of the respondents using multisource feedback from self, co-employees, and employer/supervisor; identify the problems encountered by the respondents in the workplace; determine the strategies used by the respondents to cope with work demand; and determine the relationship between the overall level of job performance and the coping strategies used by the respondents.

The study focused mainly on the performance appraisal and the coping strategies of people with physical disabilities in the workplace, specifically, people with orthopedic disabilities.

Descriptive - correlational research design was used wherein fifty (50) persons who have orthopedic impairments, currently working in factories, companies or institutions within the province of Cavite, with



ages ranging from twenty-five (25) to forty five (45) years old and occupy rank/file positions were chosen as respondents.

The results of the study revealed that majority of the orthopedically disabled workers employed within the province of Cavite belonged to a younger age bracket of 25-34 years of age, were almost equally distributed in terms of gender and were mostly Roman Catholic and Born Again Christians.

Although all of the respondents were able to take formal education, results would also show that only a few were able to complete college education. However, all have gainful employment in commercial institutions/companies, and with an average period of employment of seventeen years.

Consolidating the results from the three raters, 78 percent of the respondents obtained a “high” rating in terms of the level of job performance and 22 percent obtained an “average” rating for the performance they manifested at the workplace.

The respondents have problems coping with the demands of work/work pressure, financial problems/limited income, difficulties in commuting from home to office, conflict with their supervisors, limited promotion opportunities and problems regarding demanding customers.





A stressful circumstance is rendered considerable less stressful when a person successfully copes with it. To cope with these, the respondents used strategies to cope with the demands at work.

Of the eighteen (18) coping strategies used by the respondents to cope with work demands, only five (5) strategies were found to have significant influence on the level of their job performance . The remaining thirteen (13) coping strategies enumerated by the respondents did not, in any way, affect the level of their job performance.

Among the coping strategies which were found to influence the level of the respondents' job performance were: working on hobbies, taking part in individual sports/recreation, engaging in spiritual/religious pursuits/prayer, eating and engaging in computer activities.

## **Conclusion**

Based on the above summary of findings, the researchers arrived at the following conclusions:

Clearly, the respondents who were orthopedically disabled were dominantly of a younger age bracket, had equal gender distribution, mostly Roman Catholic, and only a few graduated from college. Almost half were employed at commercial companies and with an average of 17 years of service at the place where they work.



The computation for the overall level of job performance resulted in a positive outcome, with more than three-fourths (78%) of the respondents obtaining a rating of “high” in terms of the level of job performance.

Among the problems encountered by the respondents in the work place, difficulty with work demands/work pressure ranked first, followed by financial problems/limited income.

The coping strategies often practiced by the respondents include engaging in spiritual/religious pursuits/prayers; positive reframing; watching television; taking a short time to relax and working on hobbies. Denial, is the coping strategy least practiced by the respondents.

The coping strategies found to have a significant influence on the level of the respondents’ job performance included working on hobbies, taking part in individual sports/recreation, engaging in spiritual/religious pursuits/prayer, eating and engaging in computer activities

## **Recommendations**

In view of the foregoing conclusions derived from the findings, the following recommendations are proposed:

1. Local institutions/companies, both government and private, should offer more opportunities for work to disabled people of older age. Likewise, schools in the Cavite area should provide facilities for the physically



disabled people to afford them better mobility and equal access to privileges that normal people enjoy, making school life much easier for the disabled.

2. With such a positive rating obtained from the level of their job performance, the institutions/companies where the respondents are employed should offer more jobs to disabled persons so that they will have equal chances of being productive members of the community.

3. Acknowledging their worth as employees, as averred in the second conclusion. Opportunities for promotion and competitive compensation packages should be offered by local institutions/companies to minimize the problems encountered by the respondents.

4. Local institutions such as LGUs, DSWD, DOH, NGOs, and even local church groups, should educate people, in general, on the plight of the physically disabled people. People, in general, especially businessmen and entrepreneurs, should be made aware of the contributions that disabled people may provide to their business. By making them a part of the solution to the setbacks posed by disability, the problems will be minimized if not totally eradicated.

5. Finally, additional studies should be conducted as a follow-up to this study, for the purpose of gathering additional facts and data that were not covered in the study.



TABLE OF CONTENTS

	<b>Page</b>
Title Page.....	i
Abstract .....	ii
Acknowledgement .....	xii
Table of Contents .....	xiv
List of Tables.....	xvi
List of Appendices.....	xvii
<b>Chapter I. THE PROBLEM AND ITS BACKGROUND</b>	
Introduction.....	1
Theoretical Framework.....	5
Statement of the Problem.....	8
Scope and Limitations.....	9
Significance of the Study.....	9
Definition of Terms.....	11
<b>Chapter II. REVIEW OF RELATED LITERATURE</b>	
Disability.....	13
Performance Appraisal.....	15
Coping Strategies.....	17
Job Performance.....	19
Synthesis.....	21
<b>Chapter III. METHODOLOGY</b>	
Research Design.....	23
Research Locale.....	24
Sampling Technique.....	25
Research Participants.....	25
Research Instruments.....	25
Scoring and Interpretation.....	26
Data Gathering Procedure.....	27
Data Analysis/Treatment of Data.....	28
<b>Chapter IV. PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA</b>	
Demographic Profile of the Respondents.....	30
Overall Level of Job Performance of the Respondents.....	36
Problems Encountered in the Workplace.....	40
Strategies Used by the Respondents to Cope with Work Demands.....	42
Relationship between the Overall Level of Job Performance and the Coping Strategies Used by the Respondents.....	46



Chapter V. SUMMARY, CONCLUSION AND RECOMMENDATIONS	
Summary.....	50
Conclusion.....	52
Recommendations.....	53
LITERATURE CITED.....	55
APPENDICES.....	59





**LIST OF TABLES**

<b>Table</b>		<b>Page</b>
1	Distribution of respondents by age.....	31
2	Distribution of respondents by gender.....	32
3	Distribution of respondents by religion.....	32
4	Distribution of respondents by educational attainment.....	33
5	Distribution of respondents by rank/position.....	34
6	Distribution of respondents by length of service.....	35
7	Level of job performance of the respondents by self-rating.	37
8	Level of job performance of the respondents by co-employee rating.....	38
9	Level of job performance of the respondents by employer/supervisor rating.....	39
10	Overall level of job performance of the respondents.....	39
11	Problems encountered by the respondents in the workplace ....	41
12	Strategies used by the respondents to cope with work demands.....	42
13	Relationship between the Overall Level of Job Performance and the Coping Strategies used by the Respondents.....	46



**LIST OF APPENDICES**

<b>Appendix</b>	<b>Title</b>	<b>Page</b>
A	Self – Rater Performance Appraisal	59
B	Staff Performance Appraisal	61
C	Peer – Rating Performance Appraisal	63
D	Coping Strategies Questionnaire	65

