



## Frequently Asked Questions

### **What was the aim of the 2024 KFNEDES:HI survey?**

The aim was to investigate effectiveness of employer practices related to recruiting, hiring, and providing workplace accommodations within the hospitality industry, specifically those in traveler accommodations and food services. Supervisors provided information about the most frequently used employer practices, the effectiveness of these practices, as well as specific experiences utilizing these practices.

### **How did this version of the survey (fifth in a series of five) refine the scope of previous KFNEDES supervisor surveys?**

This version of 2024 KFNEDES:HI survey focused on an industry where many people initially enter the workforce and obtain their first résumé entry—the hospitality industry. It also concentrated on practices central to the workforce entry of employees with disabilities—recruiting, hiring, and workplace accommodation practices. Finally, it chronicled specific experiences of supervisors who successfully or unsuccessfully utilized these practices—collected information, findings, and recommendations directly applicable to supervisors.

### **What general conclusions were drawn from the survey data?**

Overall, the results of the 2024 KFNEED:HI support the need for efforts to increase proactive recruitment, expand partnerships with disability organizations, enhance awareness of accommodation costs, and streamline accommodation processes. These efforts will benefit the hospitality industry and tap workers who are striving to work—people with disabilities.

### **Which employer practices did supervisors identify?**

Supervisors were asked to provide information on recruiting, hiring, and workplace accommodation practices utilized by their companies. The most-cited recruitment practices for employing people with disabilities included partnering with or seeking assistance from disability organizations and establishing internships and mentorship programs. In contrast, utilizing state vocational rehabilitation services (VR) was the least-cited practice or resource for hiring people with disabilities, even though respondents ranked utilizing state VR as the third most effective when used.

### **What additional patterns were identified regarding supervisors' detailed experiences with specific employees?**

- Workplace accommodations—especially flexible work hours—play an important role in the employment of people with disabilities in the hospitality industry
- Proactively recruiting workers with disabilities resulted in more successful employees
- Working with disability organizations and agencies is a promising strategy for filling jobs
- Barriers to providing workplace accommodations included perceptions of the high cost of accommodations, coworker attitudes, and complicated or no processes in place to request accommodations. These answers suggest the need for improved training on how to provide low-cost accommodations in the workplace

**What methods were used to conduct the 2024 KFNEDES:HI survey?**

The 2024 KFNEDES:HI was conducted using common and replicable survey methods. From June 21, 2024, to July 13, 2024, the survey was incorporated into the Qualtrics Business-to-Business panel. Among the initial 4,863 respondents ages 18 and older who agreed to participate, 4,050 respondents (83.3 percent) were excluded because they did not match the inclusion criterion. The final sample consisted of 813 supervisors, ages 18 and older, working in the U.S. for companies in the hospitality industry that employed 25 people or more. Most surveyed participants worked in the restaurant or food services segment of the industry.

**Where can I access the previous KFNEDES surveys conducted by Kessler Foundation and the University of New Hampshire?**

Links to all five surveys – from 2015 to 2024 – can be found on the Kessler Foundation [Center for Employment and Disability Research](#) web page.