Inclusion of people with disabilities in the general labour market

Study on barriers faced by people with disabilities in accessing and using services of the Austrian Public Employment Service (AMS)

04/2025 – 06/2026

Initiator
AMS Österreich

Objectives

The Austrian Public Employment Service (AMS) aims to systematically identify obstacles to the labour market integration of people with disabilities in Austria and to counteract them through a comprehensive strategy. The focus is on targeted, innovative support measures and on combating prejudice and discrimination.

Implementation

The research project focuses on the question: What specific obstacles do people with disabilities encounter when accessing and using services provided by the Austrian Public Employment Service (AMS)?

An Austria-wide quantitative online survey focuses on the sub-research question: What specific challenges do 1) the regional AMS offices and 2) institutions and support organizations face when implementing labour market integration measures?

Qualitative narrative interviews with a problem-centered approach focus on the following sub-research question: What facilitating factors and obstacles to successful labour market integration can be identified from the perspective of users (people with disabilities, people with health limitations) and other key stakeholders in selected cases?

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