There is research documenting negative attitudes toward individuals with disabilities, but few studies from the perspective of the wheelchair user. Research on perceived attitudes and discrimination has been conducted in the workplace and store environment, but not the restaurant setting.

**Purpose:**
- Develop and initiate validation of a novel instrument for measuring the perception of attitudes of restaurant personnel toward individuals with spinal cord injury (SCI) who are wheelchair users;
- Investigate the perception of attitudes of restaurant personnel toward individuals with a SCI who are wheelchair users;
- Investigate the relationship between perception of attitudes and age, gender, race, level of injury, time since onset, and quality of life (QOL).

**RESULTS**

**PURPOSE**

**METHODS**

- Cross-sectional, mixed methods research design
- Participants:
  - 86 participants who had a SCI
  - ≥ 18 years old
  - At least 1 year post-SCI
  - Use a wheelchair when in a restaurant
- Recruited from the state SCI association or websites and newsletters related to SCI
- Data collection tools:
  - On-line survey
  - Demographic questions
  - Attitudes Questionnaire
    - Mean item response scale score 2.78 (0.55); range 1.72–4.33 (n = 86).
  - 18 closed-ended, responses coded using a 5-point Likert scale (1–5)
  - Example questions:
    - When I go out to a restaurant to eat, restaurant employees treat me as well as they treat others who are not wheelchair users.
    - When you enter a restaurant and you are with friends, family, coworkers etc., how often are you the first person in your party to be greeted by the restaurant hostess?
  - 5 open-ended questions
  - Subjective QOL - The Life Satisfaction Questionnaire (LiSat-9)

**DATA ANALYSIS**

- Quantitative data analysis
- Univariate analysis
- Correlation analysis
- Multiple linear regression analysis
- Qualitative data analysis
- Coding and classifying data using content analysis

Correlation and Multiple Regression Analysis
- No relationship between age, gender, race, level of injury, time since onset, and mean item response score of the attitudes measure.
- LiSat-9 associated the mean item response score of the attitudes measure (r = -0.26, p < 0.05).
- Level of injury, time since onset, and mean item response of attitudes measure resulted in a multiple R² = .23; F = 3.38, P = .01, contributing to 23% of the variance in QOL.

**3. Multiple Regression Analysis LiSat-9 with Attitudes Score (n = 77)**

**Table:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Variable</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>Step R² Change</th>
<th>p</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>3.78</td>
<td>0.09</td>
<td>3.48</td>
<td>0.04</td>
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<tr>
<td>2</td>
<td>Age</td>
<td>0.01</td>
<td>0.01</td>
<td>0.07</td>
<td>0.01</td>
</tr>
<tr>
<td>3</td>
<td>Gender</td>
<td>-0.14</td>
<td>-0.26</td>
<td>-0.36</td>
<td>-0.01</td>
</tr>
<tr>
<td>4</td>
<td>Race</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0.01</td>
</tr>
</tbody>
</table>

**Qualitative Analysis**

- 341 total comments

**4. Themes for each open-ended question**

**LiSat-9**
- Mean item response score 4.19 (1.11); range 1.33–6.0 (n = 77) between "rather satisfying" and "satisfying"