

**BABEȘ-BOLYAI UNIVERSITY CLUJ-NAPOCA**  
**FACULTY OF SOCIOLOGY AND SOCIAL ASSISTANCE**  
**DOCTORAL SCHOOL IN SOCIOLOGY**

***THE SOCIAL DIMENSION OF SOCIO-PROFESSIONAL  
INTEGRATION FOR PERSONS WITH DISABILITIES  
SUCCESS FACTORS IN THE INTEGRATION OF PERSONS WITH  
DISABILITIES***

***DOCTORAL THESIS SUMMARY***

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In Romania, the issue of persons with disabilities' employability is found as a priority in public strategies and represents an element of maximum importance in the current context of the European Union. Observing human rights represents a fundamental value in a democratic society which makes the integration of persons with disabilities a purpose of the European Union member states' policies. The theme of the research was thus chosen so as to allow a complex analysis of the labor market force, wherein subjective factors intervene alongside those related to the strict social and economic field.

The reasons determining me to choose as research theme the exploration of the social phenomena regarding the social and professional integration of persons with disabilities in Romania would be the following: that o examining existing perceptions, both from the standpoint of legal aspects, as well as from a social standpoint related to the manning of persons with disabilities through an empirical investigation of these aspects. In addition, the research aimed at identifying possible barriers which would eventually lead to recommendations regarding possible courses of action for the employment of the work force, of certain packages of active measures proposed for the employment of persons with disabilities. This research sought to learn and improve the reality of a social group by facilitating access and maintaining this vulnerable group on the labor market in order to avoid social exclusion, marginalization, discrimination, and the risk of poverty.

In this theme research context, the exploration of the social phenomenon regarding the socio-professional integration of persons with disabilities in Romania was chosen so as to allow the complex analysis of the labor force market, wherein subjective factors intervene alongside those related to the strict socio-economic field. The research sought to learn and improve the reality of a social group by facilitating access and maintaining this vulnerable group on the labor market in order to avoid social exclusion, marginalization, discrimination, and the risk of poverty.

Many of the scientific analyses thus far approaching disability have studied it from individualistic, psycho-pedagogic, biomedical, epidemiologic points of view and less from a social one. When putting together this research paper, I have started from the need to interpret social phenomena and culture encompassing disability, in order to contribute to the

understanding of political and cultural significances that have created and continue to create the concept of disability in society.

**The purpose** of this research is represented by the identification of success factors for disabled persons' integration into the labor market both from the point of view of the disabled person itself as well as from the standpoint of employers whereupon their employment depends. As such, we are interested in both the availability of persons with disabilities to surpass their inner barriers related to employment, to become exposed and to be assessed on the labor market, as well as that of employers to contribute in the removal of such barriers throughout the process of socio-professional integration of persons with disabilities.

Starting from the identification of strategies presently used by the institutions in charge with the socio-professional integration process of persons with disabilities, in the current socio-economic and legislative frame, we wish to identify the methods of articulation of various subsystems at social level, involved in the social protection of persons with disabilities in view of preventing the social marginalization and exclusion phenomenon.

The paper is structured into two parts and nine chapters. The first part contains theoretical and epistemological considerations about disability and manning of persons with disabilities and has four chapters and, the second part includes the research design and results of the research split into five chapters wherein quantitative researches and the qualitative research are presented.

**Chapter I, Persons with disabilities in the world and in Romania**, puts into context the issue of manning for persons with disabilities starting from the factual description of such persons' state as demographic ratio and social status. International statistics show that the number of persons with disabilities in the world has known a continuous growth. The World Health Organization (WHO), in cooperation with the World Bank, has issued on June 9, 2011, **the first world report on disability (WHO & World Bank, 2011)**. Following the surveys and research conducted for the compilation of the report, it was concluded that 1 billion persons from around the world are confronted with some form of disability, this figure representing approximately 15% of the world population suffering from one disability. The number of persons with disabilities is over 80 million in the European Union (E.U), approximately 15% of the EU population, as one out of four Europeans has a family members suffering from a disability and, participation on the labor market depends on the severity of such disability hence 75% of severely persons with disabilities do not have chances of being integrated on the labor market

(European Disability Forum - EDF<sup>1</sup>). The World Report on Disability (WHO & World Bank, 2011) mentions the fact that persons with disabilities go through socio-economic and poverty situations definitely more acute than persons that are not disabled.

*Table 1 emphasizes the prevalence of disabilities on age groups from 59 countries, depending on gender and income, age, place of residence, and health.*

**Table 1: The prevalence of disability in the world as per the data provided by WHO in 2011**

Population subgroups	40 threshold			50 threshold		
	Countries with great income (standard error)	Countries with small income (standard error)	All countries (standard error)	Countries with great income (standard error)	Countries with small income (standard error)	All countries (standard error)
<b>Gender</b>						
Male	9.1 (0.32)	13.8 (0.22)	12.0 (0.18)	1.0 (0.09)	1.7 (0.07)	1.4 (0.06)
Female	14.4 (0.32)	22.1 (0.24)	19.2 (0.19)	1.8 (0.10)	3.3 (0.10)	2.7 (0.07)
<b>Age</b>						
18–49	6.4 (0.27)	10.4 (0.20)	8.9 (0.16)	0.5 (0.06)	0.8 (0.04)	0.7 (0.03)
50–59	15.9 (0.63)	23.4 (0.48)	20.6 (0.38)	1.7 (0.23)	2.7 (0.19)	2.4 (0.14)
Over 60	29.5 (0.66)	43.4 (0.47)	38.1 (0.38)	4.4 (0.25)	9.1 (0.27)	7.4 (0.19)
<b>Place of residence</b>						
Urban	11.3 (0.29)	16.5 (0.25)	14.6 (0.19)	1.2 (0.08)	2.2 (0.09)	2.0 (0.07)
Rural	12.3 (0.34)	18.6 (0.24)	16.4 (0.19)	1.7 (0.13)	2.6 (0.08)	2.3 (0.07)
<b>Wealth coefficient</b>						
Q1 – the weakest	17.6 (0.58)	22.4 (0.36)	20.7 (0.31)	2.4 (0.22)	3.6 (0.13)	3.2 (0.11)
Q2	13.2 (0.46)	19.7 (0.31)	17.4 (0.25)	1.8 (0.19)	2.5 (0.11)	2.3 (0.10)
Q3	11.6 (0.44)	18.3 (0.30)	15.9 (0.25)	1.1 (0.14)	2.1 (0.11)	1.8 (0.09)
Q4	8.8 (0.36)	16.2 (0.27)	13.6 (0.22)	0.8 (0.08)	2.3 (0.11)	1.7 (0.08)
Q5 –the strongest	6.5 (0.35)	13.3 (0.25)	11.0 (0.20)	0.5 (0.07)	1.6 (0.09)	1.2 (0.07)
<b>Total</b>	11.8 (0.24)	18.0 (0.19)	15.6 (0.15)	2.0 (0.13)	2.3 (0.09)	2.2 (0.07)

*Note:* the rates of prevalence are standardized for age and gender. The countries are divided into states with small and average income depending on the national income per capita and the division point is a NGI is 3255\$).

*Source:* Table taken over from World Health Organization, the World Bank (2011) *World Report on Disability*<sup>2</sup>, p. 28.

<sup>1</sup> Facts and figures about disability [http://www.edf-feph.org/Page\\_Generale.asp?DocID=12534](http://www.edf-feph.org/Page_Generale.asp?DocID=12534) accessed 1.06.2016

<sup>2</sup> Available at [http://whqlibdoc.who.int/publications/2011/9789240685215\\_eng.pdf](http://whqlibdoc.who.int/publications/2011/9789240685215_eng.pdf)

With regard to the occupation of the labor force, the World Report on Disability notices that, although they can be employed and perform any activity when having adapted environment conditions, statistics indicate that, the rate of participation of persons with disabilities on the labor market is lower in comparison to that of persons without disabilities. The data currently known does not reflect reality at global level due to the fact that some states do not hold information on aspects related to labor force occupation by persons with disabilities and other states, especially those with small and average income, the data is insufficient (**WHO & world Bank, 2011**).

The statistics conveyed by the Ministry of Labor, Family, Social Protection and Elderly Persons, National Authority for Persons with disabilities indicate that, in 2003, in Romania, 9640 persons with disabilities were employed and in 2014, 30269 disabled persons were reportedly employed representing a growth by 3 times. Nevertheless, in Romania, the level of employability remains at a low level in comparison with other European Union member states even if, in past years, a growth of the labor force occupation rate for persons with disabilities was noticed. Social exclusion, as a concept, is frequently associated with that of disability, a fact manifesting as the absence of socio-economic, cultural, and political opportunities in life, the absence of a job, an essential element of social integration and of life quality for persons with disabilities.

**Chapter 2: Theoretical and epistemological perspectives of disability**, approaches concepts and mind-sets regarding disability, the latter, in their historical sequence.

In 1980, following the proposal of a group of scientists led by Phillip Wood, the World Health Organization decided on the use of three different concepts (WHO, 1980):

- **Infirmity or deficiency (“impairment”)** which means any loss, anomaly or deflection of a structure or of an anatomical, physiological, or psychical function. This term describes the fact that, physically or mentally, something is missing or works ineffectively.
- **Incapacity or disability (“disability”)** meaning any reduction, absence, or loss of one’s capacity to perform an activity in conditions deemed normal for a human being. We may think about a movement deficiency or reduction of eyesight, etc.;
- **Handicap (“disabilities”)** meaning any disadvantage incurred by a certain person due to a deficiency or a disability impairing or limiting the total or partial satisfaction of tasks deemed normal for that person (depending on gender and various social and



cultural factors). The notion of disabilities is more ample and includes also the social role that such person with a deficiency or disability has hence being in a position of disadvantage in comparison to other persons in the actual case of that person's interaction with its specific social and cultural environment.

Ever since 1990, the Statistics Bureau of the United Nations reported a number of 60 different classifications of the disability's rate of expansion at national level (UN, 1990). As a result of several analyses and surveys, on May 22<sup>nd</sup> 2001, WHO approved *the International Classification of Functioning – CIF, Disability and Health* by means of WHA Resolution 54.21 I.C.F, framework elaborated by W.H.O in order to measure health and disabilities individually and by groups of population and in order to harmonize terminologies (WHO, 2001).

***In accordance with the medical model*** the issue of disability is within the person being deactivated due to the deficiencies that such person has and because such person requires medical intervention in order to recover the necessary abilities, in order to adapt to the requisites of the surrounding environment, the intervention of other persons who usually do not have a disability, who decide for example what school should a disabled person attend, what type of support they have to receive, where they have to live, whether or not they are allowed to procreate (J. Campbel & M. Oliver 1996). Unlike the medical model which relies on “treatments” and focus on the individual and on the incapacity, ***the social model*** brings benefits for both sides: to both the individual (person) as well as to society. Other authors have expressed their interest regarding the theory of social persecution of the disability, related research methodologies, and their implications in the study of chronic diseases and disability (C. Barns, M. Oliver, 1993).

Considering the progress of mankind regarding the conceptualization of disabled persons' rights and international conventions (the Universal Bill of Human Rights of the United Nations Organization dated 1984, Standard Rules regarding the assimilation of chances for persons with disabilities and the UN Convention on the Rights of Persons with disabilities ratified by Romania in 2010) it is necessary to analyze the observance of rights of persons with disabilities and of the situations when such persons are discriminated against. ***The persons with disabilities' discrimination model*** is contrived so as to offer those who work in this field a method to conceptualize the disability so

their intervention may influence the process of changing the way disabled persons are treated in our society.

***The social model of persons with disabilities' discrimination*** is based on the Pfeiffer paradigm about disability which states that the study of experience of disabled persons is focused on more variables that have negative effects on the disability and interact with other human characteristics, namely:

- ✚ The process where, the performance of roles and tasks, socially leads to a discrimination;
- ✚ The discriminatory treatment of persons with disabilities caused by the restructuring of society;
- ✚ Acknowledgment of the fact that a disability does not necessarily imply a drama and a low level of life quality, but personal history often leads to drama and a low level of subsistence;
- ✚ Accepting the distinct reality that persons with disabilities represent an oppressed minority, subjected to discrimination;
- ✚ The need to benefit from services in order to live an autonomous life is generally human, even though it manifests in various degrees within various groups of the population, it does not exclusively refer to persons with disabilities.
- ✚ Acknowledging the fact that, in building all social policies, there is a hidden, unstated agenda associated to the sphere of political interests and not to that of human values and much more transparency is required when substantiating policies for persons with disabilities;
- ✚ Throughout their evolution in time, humans shift on a continuum from the absence of a disability towards disability hence, at a certain point, all have experiences related to the state of being disabled;
- ✚ Rejection of the fact that there is a “normal” human behavior of absolute reference towards which all integration oriented social policies tend to;
- ✚ Spreading of the discrimination phenomenon against persons with disabilities.

Important human elements like family and friends will have to be educated concerning the important contributions that they may make to increase the life quality of a disabled person; the transition from “working at” to “working with”.

*The functionalist perception* as a theoretical approach of the phenomenon under study, was initiated by Durkheim who believed that functional analysis was a key component in his enunciation regarding the tasks of sociology and research theorization. Functionalism made a come-back in sociology through the works of Talcott Parson (1951) and Robert K. Merton (1968) and was later resumed by Colin Barnes and Mike Oliver (1993) as well as by Anthony Giddens (2003)<sup>3</sup>.

In order to achieve its goals, this research was oriented toward *symbolic interactionism* as a theoretical perspective. As defined by Anthony Giddens, symbolic interactionism puts a greater accent on the creative, active individual than any other theoretical approaches do.

In theory, an important position is occupied by the assignation of Pierre Bourdieu regarding the human body in the development of the disability theory. Bourdieu's assignation *regarding the social capital* came as a reaction to such remarks related to the human body as holder of distinct, integral, and symbolic forms gathered from various resources of power and of the status or, as the bearer of value in society (P. Bourdieu, 1986). In his assignation, the body may be understood within its entire context or habitus or, we refer either to its habitat, either to its typical or manifest conditions which are particular for the body. From this standpoint, the manner of movement or speech, behavior or conduct in general, are a composing element of his habitus or, is adopted by our body in a particular manner in our relation with the surrounding environment. Afterward, the habitus seeks to concentrate on corporality, embodiment, every day experiences and on the understanding of the interaction systems between individual social becoming and the social structures in the production/reproduction of social inequalities (P. Bourdieu, 1986).

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<sup>3</sup> Reference sociology papers on the evolution of the functionalism assignation are: [Talcott Parson, The Social System and Toward and General Theory of Action, 1951](#); [Robert K. Merton, Social theory and Social Structure, 1968](#); [Colin Barnes and Mike Oliver \(Disability: A Sociological Phenomenon Ignored by Sociologists, 1993\)](#); [Anthony Giddens, Sociologie, 2003](#).

**Chapter 3: The international and Romanian legislative evolution regarding the protection of persons with disabilities and their integration in the social and professional plan: general aspects, current context analyzes** the international documents that regulate the state and the rights of persons with disabilities, their professional integration perspectives in the current European and international context, and deemed as reference documents. We set-out from the fact that we are interested in the extent wherein current Romanian legislation responds to the requisites of the bio-psychosocial model and contributes to the lifting of social barriers in the disabled persons' integration process.

The international legislative evolution is marked from the standpoint of disabled persons' professional integration by the adoption of the **Universal Bill of Human Rights/ 1948** by the United Nations Organization (U.N.O) and was the first step is acknowledging and observing human dignity. With regard to labor and manning, the most important international document adopted by the United Nations Organization is represented by the **UN Convention on the Rights of Persons with Disabilities** which was ratified by Romania in 2010 through Law no. 221. In European context, the first European document intended at protecting rights and liberties, adopted by the European Council in 1961 was the **European Social Charter** revised in 1996 and which was partially ratified by Romania in 1999 by means of Law no. 47. By means of **European Council Resolution no. 2003/C39/03**, the European Council requires from Member States and the Commission to remove technical, legal, and other types of barriers in view of allowing persons with disabilities to participate in the society and economy founded on knowledge. **The 2010-2020 European Strategy for persons with disabilities: a commitment renewed for a Europe without barriers** serves the general goal of offering persons with disabilities the possibility to enjoy full rights as well as to participate in a European social and economic life and, in order for this to happen, it is necessary to ensure the application of the United Nations Convention throughout European Union territory. As such, eight main fields of action were identified: **accessibility, participation, equality, workforce occupation, education and training, social protection, health, and external action.**

Romanian legislative evolution is marked in this research by the **Law of education and learning with no. 28 from December 21<sup>st</sup> 1978<sup>4</sup>**. At its article 191, it states that “special education institutions for children with physical or intellectual impairment will be set-up as per the law” which signaled, the arrangement of education for children with disabilities in segregated institutions (C. Stoenescu, L. Teodorescu, and O. Mihaiescu, 2003). Starting with 1990, the adoption of reference documents regarding persons with disabilities has marked the future moment of change. An important stage for the increase of employability were the amendments brought to **Law 343/2004** which offer the possibility of partial lumping of income achieved from salaries and pensions, with the exception of widowers’ pensions, of the monthly indemnity attained as person with disabilities which, until such date, was suspended once the person was employed. **Law no. 76/2002** on the unemployment insurance system and stimulation of the workforce has enacted ways to stimulate employers who hire persons with disabilities. The support given to trade companies hiring persons with disabilities was achieved by adequately applying the provisions of article 80 and 85 of Law no. 76/2002. **Law 448/2006** on the protection and promotion of rights of persons with disabilities is currently the normative document regulating the protection of persons with disabilities, with the assumption of the European regulations in this field, including in the guidance, professional training, occupation and employment of persons with disabilities. Considering the international and European contexts, **a national strategy entitled “A society without barriers for persons with disabilities”** was adopted in 2015. The main goal of the strategy with regard to the occupation of the workforce is that to provide persons with disabilities with access to an accessible and inclusive work environment and concurrently ensuring access to support services in order to increase employability. Nevertheless, such legislative amendments do not seem to lead, up to present times, to visible changes in the practice of hiring persons with disabilities.

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<sup>4</sup> A history of Romanian legislative evolution may be accessed on the web page of the Council of Representatives: <http://www.cdep.ro>

**Table 3 - Evolution of the number of persons with disabilities at national and county level and evolution of persons with disabilities employed**

Year	Total number of persons with disabilities	Number of persons with disabilities in Cluj County/number of adults with disabilities	Ratio of persons with disabilities from total population of the county	Number of persons with disabilities employed	Ratio of persons with disabilities employed in the total number of persons with disabilities in the county	Ratio of persons with disabilities employed in the total number of persons with disabilities at national level
2010	689670	22180/19584	3,20	1120	5,84	4,12
2011	689576	22971/20062	3,31	1180	5,13	4,04
2012	697169	23765/20391	3,60	1306	5,49	4,12
2013	709216	24144/21057	3,49	1381	5,71	4,20
2014	738885	24918/22467	3,59	1429	5,73	4,13
2015	766153	25595/23558	3,55	1511	5,90	4,19

*Source: Ministry of Labor, Family, Social Protection and Elderly Persons*

From the study of statistical bulletins issued by the Ministry of Labor, family, Social Protection and Elderly Persons with regard to occupation, unemployment, and the social protection of unemployed persons through the subsidizing of the work place for employers, as an active measure within the annual manning program, progress has been achieved in relation to the employability of persons with disabilities.

The difficulties upon employment of persons with disabilities mentioned by the same documents in the 6 years period are especially varied being mainly related to: the accessibilities that the community and employers have to provide, the adaptations of the workplace to be made by employers, mentalities related to the use of such persons in activity.

**Chapter 4: Factors of social and professional integration of persons with disabilities** presents surveys that analyze the factors facilitating or impeding the integration of persons with disabilities in the workforce, leading to a greater rate of unemployment, respectively to an unfavorable position on the labor market of persons with disabilities.

The contribution of the disability to the behavior of the labor market is a subject worth a considerable attention. Studies elaborated so far in the United States of America and Europe underline the conceptual issues involved in the definition of disability, the revision of disability definitions regularly used in the empirical study of the labor market and by those who elaborate policies, and offers a few suggestions for future efforts in the area of definition for disability (S. Bernell, 2003).

The results of research in the field of social policies on disability have constituted fundamental elements for those responsible with the elaboration of social policies in enacting measures in view of investing in the increase of the education level of persons with disabilities and improving their opportunities for employment.

In one of the surveys under analysis, achieved in the United States of America, the authors have argued that as the US economy will use top-notch technology more and more, persons with disabilities will benefit from more employment opportunities. To this end, it is recommended that, in the field of education, the government should facilitate the access of persons with disabilities, offering grants for educational costs, a special tuition credit for the attainment of special equipment and vehicles to be used to go to college and a special credit for housing remodeling so as to make their study and work environment more accessible (M.N. Ozawa, & Y. Hun Yeo, 2006).

Other studies, for example, have analyzed the attitude of the employers toward individuals with disabilities in the labor market depending on the type of the disability or its severity (D. Unger, 2002). The results indicate the fact that employers have expressed a higher degree of concern when it comes to hiring persons with mental or psychical disabilities in comparison to hiring persons with physical disabilities.

The type and severity of the disability may impact on the degree wherewith persons with disabilities are included on the labor market. For example, employers have expressed more acute concerns with regard to hiring individuals with physical disabilities. These results may have direct inference in terms of availability of applicants or workers with “hidden” disabilities to declare them or to request facilities at the work place (E. Diksa & S.E. Rogers, 1996).

A European study conducted by a group of Italian researchers aims at understanding the representations of teachers regarding the quality of life of persons with disabilities and the connection between their quality of life and their participation to social self-determination (L.

Nota & S. Soresi, 2009). The results of the study show that the teachers, target group of the research, see persons with disabilities more from the perspective of their deficiencies than from that of their capabilities. The factors that concentrate on work, leisure time, quality of relations, and of the support network were as well found as crucial (L. Nota & S. Soresi, 2009).

The analysis of another study shows the fact that persons with disabilities have significant disadvantages on the workforce market in all European countries included in this report, a fact reflected through the lower rate of participation, higher levels of unemployment, and a lower level of education than the rest of the population (B. Greve, 2009). Following this study it was concluded that, throughout the entire life span, education and learning should be, in general, seen as key elements of social integration. The available data indicates that persons with disabilities have, quite often, a lower degree of education and this increases the probability that they are marginalized from the labor market.

We have also analyzed a study that strived to identify success factors and barriers in the socio-professional integration process of persons with disabilities (the academic Society of Romania, Motivation Foundation Romania, 2009).

A first observation regarding the results of the study is that, education, professional experience, continuous training, and perception about one's own capacity to work have a really great influence on chances for employment. The following factors are identified as being the most powerful predictors of integration on the labor market: graduation of a high school or of higher education, professional training and experience in the field, respondents' perception about their work ability, and the respondent's main source of income.

The starting point for another study was the fact that, both the European Committee and our country have ratified *The UN Convention on Rights of Persons with Disabilities* wherein a specific article (article 27) contains a description of "*the obligation of signatory states to ensure access and participation of persons with disabilities*" (E. Iorga & L. Ercus, 2011). In addition, the goal of the Europe 2020 Strategy is to "*reduce by 20 million the number of European citizens threatened by poverty and social exclusion*" through 5 field of action (increasing access to employment, social protection, and increasing the access to services using an integrated approach of inclusion policies, (C.E.2010)).

Following the elaboration of this study, the conclusion that, the state sector offers the greatest chances of employment in comparison with the private sector where, in certain sectors,



the number of those employed is actually non-existent and, quite often, private employers reject in principle, with firmness, the hiring of this category of persons, was reached. As indicated by this study, protected units are not the most adequate method for the employment of persons with disabilities as it even decreases the numbers in the latest period hence, the effectors of the study propose that **“it is imperatively necessary to increase the threshold of a minimum number of employees who are persons with disabilities to an at least 75% for the accreditation of protected units’ operation.”**

Another research accomplished during the first trimester of 2008 in Braila Municipality has aimed to assess the methods of stimulating the employability of persons with disabilities through active and passive measures (E. Draghici, 2008). Nevertheless, it is indicated by this study that, both active and passive methods for stimulating employability are little known to persons with disabilities and by the institutions responsible for workforce occupation.

Comparative studies regarding the integration of persons with disabilities on the labor market have been conducted by the Organization for Economic Cooperation and Development – OECD in the period 2006, 2007, and 2008 through successive studies about the level of occupancy of persons with disabilities on the labor market (OECD, 2006, 2007, and 2008).

As per the results of these studies, the level of employment of persons with disabilities in Romania is very low in relation with the general population, the distance being around 57 percentage points. From this data, it appears that employment of persons with disabilities is achieved predominantly on the competitive market of the workforce. The greatest part of persons with disabilities has no academic education at all or their education is interrupted early on (especially during middle school). The disadvantages from the field of education are continued for persons with disabilities up until high school level. Hence, such a low occupancy rate can be explained, at least partially, by the low level of academic preparation of persons with disabilities at the time of their integration on the labor market. In order to make education more effective it is necessary to eliminate the additional barriers existing in the present for persons with disabilities, with a great impact on competition on the labor market.

**Chapter 5- Design of the research;** for the construction of the empirical research, we started by studying and analyzing the existing legislative and statistical documents, surveys regarding the rights of persons with disabilities and their possibilities to participate on the labor market. I chose a mixed research design, including two exploratory quantitative surveys

wherefrom one with persons with disabilities, the other with employers, and a qualitative survey. As the batch of the research was limited due to the small number of available respondents, the statistical analysis based on the enquiries performed does not allow for inferential statistical analysis and this is why, it was followed by a thoroughness of the data with a qualitative survey, based on interviews and case studies.

Throughout the empirical research, I have observed the requisites on data anonymity and personal data confidentiality. The data included in the research and analyzed in this thesis, picked-up during the Project “THE DISABILITY – A CHANCE, NOT A HANDICAP!”, a project financed from the European Social Fund through the Regional Operational Program on the Development of Human Resources 2007-2013 implemented by the Cluj General Directorate of Social Services and Child Protection in partnership with the Cluj County Council and the “Estuar” Foundation, by other persons included in the project, and mentioned as such in the case studies part.

With reference to the dilemmas of the researcher working in a state institution meant to defend the rights of vulnerable persons, by choosing the theme, I have advocated the need for an increased involvement of the state and of the community in favor of appealing to active methods and in favor of an inclusive education. The ethical dilemmas related to me in this situation arise from my loyalty towards the institution I represent, but it is my belief that the best representation is that of observing the truthfulness of the data, truthfulness that institutions should be aware of so that the improvement of institutional practices would be substantiated on proof supplied by research like the one within this thesis.

**Chapter 6:** includes **quantitative surveys regarding the employability of persons with disabilities in Cluj County**. This chapter presents personal goals and empirical research methods. The stages of the quantitative research were as follows:

- ✚ Survey regarding the perceptions of persons with disabilities on the socio-professional integration process;
- ✚ Survey regarding the perceptions of employers on the employability of persons with disabilities.

In this research, we started from the premise that the results of hiring persons with disabilities depend not only on the degree of disability but also on some legislative and psychosocial factors like stigma, discrimination, professional and personal image, motivation,

willingness to look for a job, and the attitude and perception of employers towards hiring persons with disabilities.

The population under study was represented by a number of 4047 persons with disabilities among the 9162 persons with disabilities within Cluj County, with ages ranging from 18 to 60 years, persons included in the database of the Cluj General Directorate for Social Services and Child Protection on December 31<sup>st</sup>, 2011. When recruiting the research batch, persons with disabilities who have the statute of 1<sup>st</sup> and 2<sup>nd</sup> degree invalidity retirement, age limit retirement or inheritor pension, and persons with severe mental and psychic disabilities were not taken into consideration.

**The purpose** of the research was operationalized through the following goals:

- ✚ Identification of main barriers limiting or impeding the socio-professional integration of persons with disabilities;
- ✚ Identification of functional models of change strategies with regard to socio-professional integration and their prevalence.

Starting from the identification of strategies presently used by the institutions responsible with the socio-professional integration process for persons with disabilities, in the current social, economic and legislative context, we wish to identify the methods of articulation of various subsystems at social level, involved in the social protection of persons with disabilities, in view of preventing the phenomena of marginalization and social exclusion.

Following and analysis of the current situation, of the results of studies performed in the field of socio-professional integration as well as of the observation and actual data at the level of the Cluj General Directorate for Social Services and Child Protection about the socio-professional integration of persons with disabilities, in the county, taking into account the aspects revealed by previous research, the study starts from the following hypotheses:

- ✚ In the case of persons with disabilities, a higher level of education increases chances of integration in a form of waged labor.
- ✚ Starting from the analyses indicating that the **effort of the community** to provide jobs for persons with disabilities is experienced as a feeling of comfort by employees, this second hypothesis also presumes that the high degree of comfort (feeling of adapting to the work place) leads to an increase of disabled employees' involvement and motivation at their place of work.

The quantitative instrument used within this research consisted in the application of a questionnaire structured with 20 closed, semi-closed and open questions wherefrom an open question, for a batch of persons with disabilities from the county (appendix no. 1).

The research batch was a convenient one as it was represented by a number of 46 persons with disabilities from Cluj County. A number of 175 persons with disabilities was selected from among the group of persons with disabilities totaling 485 persons who were present at the headquarters of the Cluj General Directorate for Social Services and Child Protection in January 2012 in order to apply for social benefits or services. A number of 46 persons accepted the invitation to participate in this study.

Within this batch of 46 persons with disabilities selected, the average age was 30.1 (DS = 8.5). 56.5% are of male gender, 43.4% of female gender, 76.1% live in an urban environment and 23.9% live in a rural area, (54.3% have a congenital disability and (43.5%) have an acquired disability. With regard to the level of education, the highest percentage is for a trade school (39.1%), followed by 8 grades level (26.1%), high school level (19.6%), and bachelor level (2.2%).

For persons with disabilities, some of the most important predictors are education, age, gender, type of the disability, and duration of the disability but, only education, gender, and type of disability were included in this analysis. I have not attempted to take into consideration in this study, the relationship between the severity of the disability and employment of persons with disabilities. The absence of other variable associated with age, like age at the onset of the disability and duration of the disability represent a major limitation of the study. Taking into account temporal and age factors that may impact on employment could contribute to the accession of the complexity which constituted the basis of this research and such should be considered for future research. This survey used a heterogeneous combination of persons with various disabilities which is intended at adjusting the purpose of the research.

Processing was achieved during a single stage that included the analysis of simple variables and the analysis of the distributions attained. We analyzed professional training and orientation, the attitude of the person with disabilities toward the work place upon employment, as well as aspects related to workplace orientation. An important aspect for the integration/reintegration in labor is the disabled person's motivation. Motivation is strictly related to the degree of independence of the person with disabilities and to the facilities offered

by the workplace, aspects that are revealed through an assessment of the perception on workplace integration. Intercessions made when searching for employment were other aspects taken into account in this survey.

With reference to the enunciated hypothesis whereby in the case of persons with disabilities, a higher level of education increases chances of integration in a waged form of labor, we may ascertain that the present paper also seems to confirm the connection between the level of education of persons with disabilities and their chances of integration on the market. This was verified by using several statistical tests wherefrom, the most obvious, is the tight connection between the qualification courses attended and the statute of employee (presented in table no. 14):

**Table 14 – Association qualification courses attended – employee statute**

		Employee statute		Total
		Yes	No	
Courses	Yes	89.5%	10.5%	100.0%
	No	56.0%	44.0%	100.0%
Total		70.5%	29.5%	100.0%

As you can see from the table presented above, nearly 90% of the persons who attended a qualification course are employed while, in the case of those who do not attend such courses, the chances to find a job are much lower. This difference is statistically significant ( $p = 0.017$  at a value of a  $\chi^2$  of 5.81).

Of course, we admit the hypothesis enunciated by us does not refer only to the connection between the respondents' willingness to attend a course (or even more than one) and their chance of finding a job. Nevertheless, we opted for this table to be the first in confirming the hypothesis because, the link found seems to be the strongest. In order to be close to the formulation used by the hypothesis, we present below the connection between the respondents' level of education and their employee statute (table no. 15).

**Table 15 – Level of education vs. employee status**

Education level		No.	Average
Employee status	Yes	28	2.29
	No	18	1.71

In order to correctly interpret the above table, we should state that, during the process of processing the data resulted from the questionnaire, we used higher codes for a higher level of education. Hence, a lower value means a decreased level of education. The table demonstrates that, in the case of persons who have a job (without taking into account seniority), the average calculated for their level of education is higher. This difference appears to be statistically significant ( $p = 0.05$ , t-test value = 1.87) even if it is situated at the minimum accepted level.

With reference to the second hypothesis whereby we presumed that the **effort of the community** to provide jobs for persons with disabilities is perceived as a feeling of comfort by employees and this means that the high degree of comfort (feeling of adapting to the workplace) leads to an increase of disabled employees' involvement and motivation to work, after analyzing the data, we may conclude that the relation presumed by us may also be observed in this case: persons who have a job feel more adapted to the place, feel more confident (even if psychological tests were used to this end, this trend is revealed by the statistical analysis of variables built based on the utilized enquiry).

**Table 16 – Workplace adaptation and motivation**

		Adaptation		Total
		Yes	No	
Employee	Yes	81.8%	18.2%	100.0%
	No	60.0%	40.0%	100.0%
Total		75.0%	25.0%	100.0%
		Motivated		Total
		Yes	No	
Employee	Yes	87.1%	12.9%	100.0%
	No	78.6%	21.4%	100.0%
Total		84.4%	15.6%	100.0%

We may conclude that, with reference to the first enunciated hypothesis whereby in the case of persons with disabilities, a higher level of education increases the chances for integration in a waged employment, from the assessment of the data, we ascertain that the present survey also seems to confirm the link between the level of education of persons with disabilities and their chances of integration on the market. This conclusion was verified by utilizing several statistical tests wherefrom the most obvious is the tight link between the qualification courses attended and the statute of employee. With reference to the second hypothesis whereby, the

community's effort to provide jobs for persons with disabilities is rewarded through the utility of such persons' work and which inferentially may lead to a reduction of social costs for their upkeep, after an analysis of the data, we may conclude that, in this case as well, the relationship presumed by us may be observed: persons who have a job feel more adapted to the place, feel more confident.

The purpose of the quantitative research regarding the perception of employers as to the employability of persons with disabilities was operationalized in the following goals:

- a) Exploring the perceptions of employers that limit or impede the employability of persons with disabilities;
- b) Identifying some functional models of strategies for change with regard to socio-professional integration and their prevalence.

We wish to identify the methods of articulation of various subsystems at social level, involved in the social protection of persons with disabilities in view of preventing the social marginalization and exclusion phenomenon, starting from the identification of strategies presently used by the institutions responsible with the socio-professional integration process for persons with disabilities, in the current social, economic and legislative context.

Achieving the goals proposed in this research is important from a social standpoint as it may contribute to the improvement or amendment of the legislation in the field and of enforcement methodologies.

The study hypotheses regarding the perception of employers about the employability of persons with disabilities are:

- ✚ There is a positive connection between the **employers'** willingness to hire persons with disabilities and the current **number of employees**. The greater the enterprise, the greater the chance to employ persons with disabilities is.
- ✚ The previous experiences that employers had with persons with disabilities generally have a favorable effect on the acceptance of such persons, not only in the educational environment, but also in the field of labor. This is why, through this hypothesis, we wanted to test whether there is a positive link between the **perception of employers** with regard to their economic performance and **the willingness to employ persons with disabilities**. This positive connection has a favorable effect with regard to the workforce integration of persons with disabilities.

The instrument used in this research is of a quantitative nature and consisted in applying a self-administered questionnaire. The research batch was represented by 55 employers from Cluj County who either had cooperated with the Cluj General Directorate for Social Services and Child Protection on the issue of employing persons with disabilities, either partook in public events organized by the institution on the theme of employability for persons with disabilities, or were non-governmental organization who activate in this field and have economic structures within them. The research was accomplished throughout a period of two months, March of 2012 to May of 2012.

Considering the position that the researcher occupies in the management of the public institution providing social services for persons with disabilities, desirability probably influenced the answers obtained from the employers.

The questionnaire for employers contained questions whereby we intended to obtain answers regarding their willingness to employ persons with disabilities depending on the type of the institution in the sense of ownership type and nature of the activity. In addition, by grouping questions into thematic units, we wished to obtain answers regarding the facilitation of access ways (reception, toilets, etc.), of printed materials and means of communication. We intended to also obtain information regarding relationships with clients, staff recruitment practices, and also staff preservation practices. The processing of data obtained from the questionnaire for employers was achieved in a single stage presuming the analysis of simple variables and the assessment of distributions obtained.

The first hypothesis of the research related to employers' willingness to hire persons with disabilities based on the number of current employees seems to be confirmed ( $r = 0.150$ ,  $p \approx 0.05$ ), but the  $r$  coefficient is a modest one, and a  $p$  value close to 0.05 suggests that the results should be treated with a certain caution. In order to draw more obvious conclusions, the sample should be increased.

With regard to the testing of hypotheses related to the employers' research, we can state that our assumption whereby there may be a connection between the employers' perception regarding their economic performance and their willingness to hire persons with disabilities seems to be supported by our assessments. Both variables were operationalized and measured using scales which allowed us to utilize the statistical correlation in determining the relation – just as in the case of the previous hypothesis. This correlation shows a direct relation



between the perception of performances and the willingness to hire persons with disabilities. This direct relation means a greater willingness if the perception about the economic success is a positive one (value of coefficient  $r = 0,432$ ;  $p < 0.05$ ). Even if there are differences in willingness with regard to hiring persons with disabilities among the different types of employers, these differences seem to not be significant from a statistical standpoint. This result is similar also in the case of such organizations' grouping by their type of appurtenance (state-private) but also in the case of the manufactured commodity (services-production). This finding seems to be consistent with the results of other studies (international ones).

**Table 37 – Willingness based on the type of ownership of the institution, to hire persons with disabilities in state/private institutions**

	Type of the institution State/private	N	Average
Using a scale from 1 to 10, what would you believe are the chances that a person with disabilities could get hired with your institution?	Private	23	5.35
	State owned	6	6.17

**Table 38 – Willingness based on the type of the institution's activity, to hire persons with disabilities in services/production institutions**

	Type of the institution Production/services	N	Average
Using a scale from 1 to 10, what would you believe are the chances that a person with disabilities could get hired by your institution	Production	5	6.00
	Services	14	5.07

With reference to this quantitative survey and with regard to the hypotheses enunciated, we may conclude that our assumption about the existence of a connection between the employers' perception about the economic performance of persons with disabilities and willingness to hire the, seems to be supported by our assessments and shows a direct relation between the perception of performances and the willingness to hire persons with disabilities. Alternatively, with regard to employers' willingness to hire disabled persons based on the

number of current employees, it seems to be confirmed however, due to the values obtained, that the treatment of such result should be given a certain caution and the sample should be increased in order to draw more obvious conclusions.

**Chapter 7: Opinions on the employment of persons with disabilities** pursued the possibility to highlight the various perceptions regarding the employability of persons with disabilities, in their richness and variety, and to transform this variety in perceptions in knowledge about reality.

In the employment process, persons with disabilities are recruited starting from their personal interests and qualification which corresponds to the needs of the employers or through special measures that stimulate employability. The person with disabilities may either be employed on the free labor market (representing open, competitive labor), either at home or in special protected form of employment (protected work environment, authorized protected unit). Assisted employment represents another method of employment of persons with disabilities, in regular workplaces on the labor market but which implies support in searching for a job, at the workplace, specializations, trainings, transport, aiding technologies (Law 448 from 2006 on the protection and promotion of rights for persons with disabilities).

Throughout the entire process of research, we observed the requirements set-forth by the specialized literature as mentioned by authors like A. Baban (2002): (1) obtaining the consent of participants; (2) protecting participants; (3) maintaining the confidentiality and anonymity of participants; (4) project's value; (5) observing personal proficiency limits, and (6) professional honesty and integrity.

The interviews conducted with employers and professionals attempted to offer an answer to the following **research questions**:

- ✚ What are the conditions wherein employers would be more willing to employ persons with disabilities?
- ✚ Would the granting of support to employers in meeting the needs of persons with disabilities lead to a growth of the number of employees?

- ✚ Would informing employers on the advantages stipulated by the legislation lead to a growth in the number of employees?

The **purpose** of the qualitative research to underline perceptions, attitudes, and behaviors of employers in relation to persons with disabilities with regard to their employability from their perspective and that of professionals from certain institutions involved in the professional integration process of persons with disabilities were operationalized through the following goals:

- ✚ Exploring the perceptions of employers about the employability of persons with disabilities.
- ✚ Exploring the opinions of professionals with regard to the perceptions of employers about the employability of persons with disabilities.
- ✚ Evaluating the impact of active measures in the employment of persons with disabilities.

For the empirical research we chose a convenience batch and interviewed a number of 6 employers from Cluj-Napoca who had the willingness to participate in the enquiry, had experiences with hiring persons with disabilities, and cooperated with the Cluj General Directorate for Social Services and Child Protection in the project “Disability, a chance, not a handicap”. Employers participating in the study represent small and medium size companies or enterprises with a number of employees ranging from 8 to 60, from the private sector, whose activities are the provision of services (cleaning and maintenance of green areas, carwash, and hair saloon). From the convenience batch of the professionals we selected three professionals who had the willingness to participate in the interview, had experiences with hiring persons with disabilities and to whom access was easy.

The research instrument consisted from a semi-structured interview (Appendix V) with the following structure of thematic units pursued through enquiry:

- ✚ Level of knowledge of the employer as to the legislation on persons with disabilities, the rights of persons with disabilities.
- ✚ Needs of the employers.
- ✚ Experiences of the employers
- ✚ Perceptions on the advantages and barriers upon employment.

The content analysis of the interviews conducted with employers and professionals from the institutions in charge with hiring persons with disabilities, in order to emphasize various

perceptions regarding the employability of disabled persons has outlined for this major theme, the following issues: legal aspects, anxieties, mistrust, rights, inclusion, impediments, obstacles, and advantages. The employers' perception as to persons with disabilities is a predominantly negative one in the case when we refer to their potential thus favoring a decreased degree of employability hence constituting a major barrier for the access of persons with disabilities on the labor market. The perception of professional within associations and foundations acting in the field of social inclusion, based on the experiences accumulated while working with persons belonging to categories of vulnerable population has emphasized a problem that limits the employability of this category of persons namely, the low level of educations, below middle school, the absence of reading and writing capabilities, especially in the case of persons with intellectual disabilities.

**Table 39 – Synthesis of the results of the content analysis, employers, professionals**

<b>Themes</b>	<b>Employers</b>	<b>Professionals</b>
Legal aspects	The legislation is not known (facilities and benefits are not known) The legislation is not clear (for example, the Labor Code's provisions)	Ignorance of the legislation. Lack of motivating facilities
Anxieties, mistrust	Negative perception about the capacity and abilities of persons with disabilities. Fear, anxiety in relation to the disability. Ignorance, lack of information about disability	Inadequate qualification Decreased adaptability to the workplace schedule Decreased abilities.
Rights, inclusion	Normality Charity, help Motivation, social awareness Important workforce	Decreased involvement in the inclusion process Lack of commitment in employing a person with disabilities. Employment depending on conjectural facilities.
Impediments, obstacles, advantages	Additional costs and investments for labor protection Additional costs for infrastructure, accessibility and adaptability of the workplace. Organizational conflicts, crisis situations	Reluctance regarding the need to adapt to the workplace. Lack of adequate qualification. Access to facilities Contribution in motivating the team Staff stability Competitive advantage Positive image of the company

**Chapter 8: Assisted employment. Case studies,** is an analysis accomplished by assessing employability within an intervention project, through case studies of persons with disabilities employed, in order to enunciate opinions regarding the increase of employability via active measures. Active, specific, and integrated measures represent a specific method of approach with regard to the employability of persons with disabilities which is based on the individualized approach following a vocational evaluation and followed by support in the identification of a job as well as the granting of support in view of preserving ones job.

Assisted employment, as defined in the legislation and specialized literature is a method of employment whose role is to facilitate, through support in finding a job, support through assistive technology at the workplace, training and, instruction, in situations of employment in regular job from the open labor market.

For exemplification, in the period 2013-2015 I have participated in a research intervention within the project “Disability, a chance, not a handicap” implemented in partnership by the Cluj General Directorate of Social Services and Child Protection as coordinator, the “Estuar” Foundation and the Cluj County Council. The project followed the effect of active and integrated measures specific to vulnerable groups and persons with disabilities in order to facilitate access on the labor market and implement the concept of inclusive market by increasing the level of awareness among employers and the civic society, in view of changing social attitude regarding vulnerable groups (persons with disabilities).

Following the implementation of this type of research intervention project, we have concluded that the level of occupancy and the rate of employment continue to remain low, only for 6.8% of the total of those involved, employment was achieved. The causes are multiple, some are related to medical aspects that impede persons with disabilities to seek and occupy a job. Add to this the level of education, a fact that has stopped certain persons to participate in training courses because they had not met the minimum criterion of education (general studies) in order to enroll.

In order to evaluate the effectiveness of active measures applied in the case of the above mentioned project, we appealed to the case study method performed for 14 persons with disabilities who were employed following the project: “Disability, a chance not a handicap”, using items as age, education, family support, type and degree of disability, active measures enforced, and results obtained.

We resorted to the case study as an alternative research method because, for the exploration of the researched phenomenon, it is necessary to use an in-depth approach, a research method specific to this type of approach (A. Băban, 2002).

By analyzing case studies, we proposed ourselves the following objectives:

- ✚ Analysis of the way wherein individual characteristics influence the labor integration of persons with disabilities;
- ✚ What is the extent wherein assisted employment influences the employability of persons with disabilities?

The research batch was represented by a number of 14 different persons with disabilities, with different ages and education background and who, following the interventions of the project, through individualized packages of measures, were eventually employed. Table 39 contains a presentation of the persons employed without names in view of maintaining anonymity and using personal data as a method of identification. The individualized package consisted from individualized counseling for the development of the professional potential, professional training; accompanying measures and family support during the period of training, aid in finding a job.

**Table 40 – Persons with disabilities employed**

Key no.	Male (M) / Female (F) Age, education level	Type and degree of disability	Profession/occupation	Interventions through the project	Family status	Employed/occupation	Courses
1	F, 27, Trade school	Pronounced level of physical disability	Trade worker	Initial and vocational evaluation, professional counseling and support in finding a job	Family support	Trade worker	Trade worker
2	F, 33, Higher education	Pronounced level of mental disability	Social worker	Initial and vocational evaluation, professional counseling and support in finding a job	Family support	Social worker	T.I.C.
3	F, 20, Trade school	Average degree of somatic disability	Sales person in the food business	Initial and vocational evaluation, professional counseling and support in finding a job 4 activities of psychological counseling, occupational therapy	Family support	Secretary	T.I.C
4	F, 19, On-going post-secondary school	Pronounced level of physical disability	Medical technician	Initial and vocational evaluation, professional counseling, 6 activities of assistance in finding a job, 4 act. of psychological counseling, 4 act. of psychiatric counseling	Family support	Cleaning agent	T.I.C.
5	M., 33, Trade school	Pronounced level of mental disability	Nurse course, security agent	Initial and vocational evaluation, professional counseling, 5 activities of assistance in finding a job, 11 act. of psychological counseling, occupational therapy	Family support	Sales agent	T.I.C.
6	M, 30,	Pronounced level	Social worker	Initial and vocational	Family	Laborer	T.I.C.

	Higher education	of mental disability		evaluation, professional counseling, 4 activities of assistance in finding a job, 9 act. of psychological counseling, 2 act. of psychiatric counseling	support, friends		
7	M, 25 Middle school	Average degree of disability (slight mental retard with behavior disorders)	Technician	Initial and vocational evaluation, professional counseling, 3 act. of psychological counseling, 1 act. of psychiatric counseling, 6 activities of assistance in finding a job, accompanying in view of finding a job	Family support, friends	Initially employed for a pre-determined period of time as trade worker, then for an undetermined period of time as doorman	Trade worker
8	F, 27, Trade school	Pronounced level of mental disability	Gardener	Initial and vocational evaluation, professional counseling. 3 act. of psychological counseling, 5 act. of psychiatric counseling, 13 activities of assistance in finding a job, accompanying in view of finding a job	Support from public services	Kitchen worker	Trade worker
9	F, 23, Master level education	Slight degree of somatic disability	Economist	Initial and vocational evaluation, professional counseling, 6 act. of psychological counseling, 5 act. of psychiatric counseling, 4 activities of assistance in finding a job, occupational therapy.	Family support, friends	Administrative secretary	T.I.C.
10	F, 35, Bachelor level	Average degree of physical disability	Teacher	Initial and vocational evaluation, professional counseling, 19 activities of assistance in finding a job, 40 act. of psychological counseling, 10 act. of psychiatric counseling, occupational therapy	Family support, friends	Human resources analyst	T.I.C.
11	F.45	Average degree	Carpenter, nurse	Initial and vocational	Family	Carpenter	T.I.C.



	Trade school, High school	of mental disability		evaluation, professional counseling and support in finding a job 4 act. of psychological counseling, 1 act. of psychiatric counseling, occupational therapy	support, friends		
12	M,38 High school level	Average degree of somatic disability	Ballet dancer, cook, security agent	Initial and vocational evaluation, professional counseling and support in finding a job, 4 act. of psychological counseling, 1 act. of psychiatric counseling, occupational therapy	Family support, friends	Security agent	T.I.C.
13	F., 40, Trade school	Pronounced level of mental disability	Landscape artist	Initial and vocational evaluation, professional counseling and support in finding a job, 4 act. of psychological counseling, 1 act. of psychiatric counseling, occupational therapy	Support from public services	Cleaning person	Trade worker
14	M.43, Trade school, high school	Pronounced level of physical disability	Cook	Initial and vocational evaluation, professional counseling and support in finding a job, 4 act. of psychological counseling , occupational therapy	Family support	Cook	Trade worker

Legend: For anonymity purposes, we have used the following abbreviations: F for female, and M for male

Following the analysis of the research batch using case studies, we ascertain variety. Among those employed we found persons with ages 19 to 45 of both male and female genders, with various physical, mental, psychiatric and somatic disabilities, with various degree of the disability, average or more severe, and with a extremely varied education level, from middle school studies to higher education. In addition, we notice the variety of basic training in different trades of the persons with disabilities, of the training/qualification/re-qualification courses attended, as well as that of the jobs they were hired to perform.

The active measures packages supplied to persons with disabilities who were employed were very complex including vocational evaluation, professional counseling, psychological counseling, and psychiatric counseling, counseling of family members, occupational therapy, accompanying measures, and assistance in finding a workplace. Based on the initial assessment and on the periodic evaluation of each person with disabilities, active measures packages were individualized becoming very different as number and types of intervention.

From the analysis of case studies it results that the level of academic studies facilitates labor integration but, most of the time, not in the field wherefore the person is trained. For psychical disabilities, it seems that the degree of difficulty in the socio-professional integration process is higher, even in conditions of a higher level of education.

Adaptability to the workplace in regard to relations with coworkers appears as a often encountered hardness which nevertheless can be managed if there is support and assistance from the family, from specialized services or from the employer.

The distribution of tasks over the functional restriction level of persons with disabilities or conversely, the non-assignment of tasks even when there is no restriction, or the assignment of tasks beneath the level of preparation seem to be other difficulties encountered in the employability process. Probably, all these aspects are owed to the negative stereotypes relating to the abilities of persons with disabilities as well as to their performance hence, the differences in wage packages offered to persons with disabilities in comparison to other employees.

As in the case of persons without disabilities, age seems to be a factor constituting a barrier in the socio-professional integration of persons with disabilities. In the case of persons with disabilities who are also retired due to invalidity reasons, it is even more difficult to identify a job first of all due to the lack of safety and due to mistrust.

Conclusion of an employment agreement means renouncing ones 1<sup>st</sup> and 2<sup>nd</sup> degree invalidity pension, even a part-time employment agreement means renouncing the 3<sup>rd</sup> degree pension.

An important impact when it comes to integration in labor seems to be the family environment and support granted throughout this entire process. An unstable family environment or the absence of its support or even of the family reflects foremost on the difficulty to find a job and in instability at the workplace which, frequently leads to giving up due to necessities and the absence of specialized support.

Development and implementation of integrated measures packages for persons with disabilities materialized in the provision of individualized packages of assistance services, counseling, professional training, and mediation may contribute to a change in the social attitude and negative perception of persons with disabilities by increasing the degree of awareness of employers. The active measures package and intervention for persons with disabilities and their families, but also for employers has demonstrated that multidisciplinary intervention, partnership with the family, training and assisted employment programs have led to favorable results in comparison with the previous national situation even if not yet at the level found in other developed states. The increase of the professional development potential implicitly generates long-term effects, the augmentation of self-esteem, of self-trust and belief in personal strengths. The active measures enforced have generated positive, long-term effects embodied in the professional expertise acquired, a high degree of qualification and permanent employment.

**Chapter 9: General conclusions and recommendations.** This series of surveys have had some limitation, the first one referring to the difficulty in obtaining the participation of persons with disabilities, but also of employers in research, whether quantitative or qualitative. A second limitation results from the limits of the methods used. Through enquiries, the quantitative research strives to be objective, but the manner wherein questions are received by participants, mostly by persons with disabilities, may be subjective and open to interpretation and, as such, there may be doubts as to the reliability of results. Our efforts to make the questions unequivocal and easily understandable seem to have led to a low rate of non-answers, and indicator of the questionnaire's accessibility.

The use of convenience batches, with a small number of participants leads to results that cannot be generalized on a large scale. But, the fact that other authors like Vinczer

(2002), the Romanian Academic Society (2009), the Non-governmental Social Services Professional Association (2012) have reached similar conclusions, validates our results.

Another additional limitation is the use of semi-structured interviews in order to collect data as the interviewee is often influenced by the researcher so may speak of bias. In order to reduce the influence of the researcher on participants, we have not answered their statements using the means recommended by C. Robson (2002) thus reducing social desirability.

Acknowledging the partiality of qualitative surveys, we also allow that, the questions addressed have reflected the position and limits of the researcher engaged in the present study. Even though we strived to create an atmosphere of sincerity and mentioned anonymity and the liberty to partake in the study or not but, seeing as the author holds an administrative position with the county's General Directorate of Social Services and Child Protection, answers are possibly marked by the social desirability factor which may have influenced the subjects involved in the research.

The last limitation refers to generalization. Indeed, qualitative research cannot pretend to be generalized to other populations but, the use of :study cases: in this study allows for a theoretical generalization from one context to a similar context, and leaves it to the reader to decide.

The present research seems to confirm the first hypothesis explored in this thesis, that of analyzing if, in the case of persons with disabilities, the higher level of education increases the odds of integration in a waged type of labor. This was verified through the use of many statistical tests among which, the most obvious is the strong link encountered between the qualification courses attended and the statute of employee. Probably, the association between attendance to qualification courses and employability is owed not just to courses as such but also to personality features of those attending such courses. As such, it is probable that participants in courses are more active, more interested in obtaining a job, so no wonder they become employed in a greater extent.

This relation is confirmed by the second hypothesis whereby it resulted the persons with disabilities who hold a job have high self-esteem and a better outlined attitude as to what it means to be a part of a work collective, and also have a higher level of autonomy. From the analysis of the data obtained following the quantitative research, we may conclude that, in this case also, the relation presumed by us: persons who have a job feel more adapted to the place, more confident (even if psychological tests have

not been applied to this end, this trend is captured in the statistical analysis of the variables built based on the questionnaire used) may be observed.

With regard to the hypothesis about the positive connection between the employers' willingness to hire persons with disabilities based on the number of current employees, this seems to confirm ( $r = 0.150$ ,  $p \approx 0.05$ ) but, the  $r$  coefficient is a modest one, and the  $p$  value close to 0.05 suggests that the result should be viewed with some caution. In order to draw more obvious conclusions, the sample should be augmented.

Testing the hypothesis regard our assumption about a connection existing between the employers' perception on their economic performance and the willingness to hire persons with disabilities seems to be supported by our analyses. Although there are differences in willingness when it comes to hiring persons with disabilities for different types of employers, these differences do not appear to be significant from a statistical point of view. This results is similar also in the case grouping organizations based on their type (state-owned-private) but also in the case of the product (services-manufacturing).

**From the content analysis** of the interviews conducted with employers and professionals of the field, we conclude that stereotypes regarding the capability of persons with disabilities when it comes to integration in labor, probably arising from insufficient knowledge about this category of persons, explain the attitude of rejection of persons with disabilities in the employment process. Most probably, the lack of information related to the potential of this category of individuals as well as on the legislative facilities in the situation of hiring persons with disabilities, is an aspect that may explain the reluctance of employers as to an inclusive policy in the field of employability for these persons. In addition, administrative difficulties in regard to renouncing the 1<sup>st</sup> and 2<sup>nd</sup> degree invalidity pensions, to obtain the legal right to work, respectively to resume the status of invalidity retiree when necessary, all seem to explain the fact that the great majority of persons with disabilities who are also invalidity retirees prefer this status which offers them material security howbeit it is at a minimum level from a financial standpoint.

Education, both with regard to the low level of studies as well as with regard to the inconsistency with the requirements of the labor market seem to be barriers in the integration of persons with disability on such market. Increase in the level of education and professional training seem to represent factors of success in the augmentation of employability for persons with disabilities. Education and facilitation of access to

continuous learning throughout the course of life seem to positively impact on the process of integration in the labor market of persons with disabilities. Most certainly, it appears to be beneficial for the inclusion process encountered in social policies to be implemented in the educational system as well. Inclusive schools allow for a better acquisition of behavioral, communication, and social skills by children with disabilities. Inclusive education takes into account the permanent improvement of school with the purpose of capitalizing on existing resources. We are talking about responsibility for a greater diversity of needs. Academics have to be adapted to the needs of children and in turn, children have to learn.

Development and implementation of integrated measures packages for persons with disabilities materialized in the provision of individualized packages of assistance services, counseling, professional training, and mediation may contribute to a change in the social attitude and negative perception of persons with disabilities by increasing the degree of awareness of employers leading to favorable results and generating long-term effects like the augmentation of self-esteem, of self-trust and belief in personal strengths, a high degree of qualification and provision of stable income.

We notice the fluctuating number of stimulating services which proved necessary for various persons indicating on one hand, the difficulty of the task, and on the other hand raises the issue of matching the personality of beneficiaries with the instruments used, but also the need to augment the effectiveness of methods used. This may be achieved with the pathway explained by us herein, that of analyzing the evidence supplied by the data obtained.

Personalized intervention and the package of active measures implemented appear to represent factors of success in increasing the degree of employability of persons with disabilities. Although there are significant individual differences between active measures packages with reference to their complexity and amplex, the positive effects generated appear to considerably increase the odds of employment on the labor market and of preserving a workplace.

With regard to possible strategies for the improvement of this rate of employability for persons with disabilities, the implementation of integrated active measures appears to contribute to the augmentation of potential of persons with disabilities in the labor integration direction. A possible strategy is outlined starting with the identification and assessment of the professional development potential, followed by intervention with

active, integrated measures that are specific and individualized and which, in the end, would increase the employability of persons with disabilities.

The need to extend the theoretical model of the research based on a theoretical functionalist approach using the theory of the social model and of the discrimination for persons with disabilities model with *the ecological theory of Bronfenbrenner* (Bronfenbrenner and Ceci, 1994) and the *theory of concurrence* between personality features and the environment wherein the individual lives (Eccles and Midgley, 1989), interactional theories which indicate that emotions, behavior and personal cognitions are the result of interactions between individual features and environment features results from the studies presented herein. Our results confirm Bronfenbrenner's theory whereby the type of adaptation influences the motivation of persons for employability. Concurrence between psychological needs, the level of education of persons with disabilities and the economic environment is emphasized by the concurrence theory which may be relevant during major life transitions like crossing from education to professional integration.

Taking into account education from the standpoint of studies' level and consistency with the demands of the labor market as factors for success in augmenting the degree of employability for persons with disabilities, it is necessary to continue the process of promoting an inclusive policy in the context of social and education policies. In addition, a diversification and development of quality when it comes to education and training, with continuation of the educational process throughout all stages of adulthood seem to be major requisites in supporting and developing employability for persons with disabilities.

Packages of active measures which apparently a another factor of success for labor integration of persons with disabilities, albeit being complex and ample in implementation due to the individual character and to the personalized intervention, appear as necessary to be promoted in the process of labor integration for persons with disabilities, considering previous positive experiences which demonstrate the increase of odds for employment for the beneficiaries of such interventions. Augmenting the degree of information regarding packages of active measures for the stimulation of employability of persons with disabilities in view of acknowledging and accessing them, by both persons with disabilities and employers, represents a need that we should find in the action plans of all social actors, public or private, with responsibilities in occupational programs for this category of beneficiaries.

For future research, in order to fathom the degree of cognizance regarding the phenomenon of employability for persons with disabilities in view of identifying the most adequate interventions, it is necessary to augment the research sample, to approach the survey from the perspective of mode dimensions like, for example, the ones referring to the disability's onset age, access to recovery/rehabilitation services, access to community support services, detailing the roles fulfilled by the family in all that represents the process of labor integration for persons with disabilities.

With regard to the legislative measures that stimulate employability of persons with disabilities, we have previously demonstrated that the quota system as per Law 448/2006, as shown by the analyzed statistical data, has not achieved the desired effect, that of augmenting the rate of employment. Therefore, it is necessary to analyze and rethink normative acts in the field, for example, in the sense of directing the amounts collected as a result of enforcing the quota system towards financing and supporting programs for training and inclusion intended for persons with disabilities, this representing a potential financial source for the implementation of active measures packages within individualized/personalized interventions.

In terms of certain difficulties encountered in the employment process of persons with disabilities, it is necessary for specialized services of labor medicine to develop complex instruments adapted to the variety of disability types which will allow the identification and assessment of work skills. As such, adequate solutions could be identified and used to clarify or submit legislative measures that could stimulate the employability of persons with disabilities. The pathway to be pursued is that of active measures for the stimulation of employability, through the methods of individual or group counseling which, as indicated by the thesis, so far are not very well adapted to the needs of persons with disabilities; there is no knowledge about the period wherefore they should be applied or about the resources required but, nevertheless, in many cases, lead to the employment of persons who could not achieve the same result on their own.

As such, the present paper has opened the pathway towards the development of social policies based on the social model of the disability which, in its turn, was materialized with data resulting from the practice of labor integration for persons with disabilities, with its progress and also with some difficulties. The inclination of practitioners toward the systematic collection of data should become of current practice in public services as shown by the paper, as the analysis and interpretation of the data



may substantially contribute in the understanding of the legislations' method of enforcement and operation, in improving public policies and, consequently, in improving employability.

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**APPENDIXES**

**APPENDIX 1  
ENQUIRY FOR PERSONS WITH DISABILITIES**

Thank you for accepting to cooperate in the accomplishment of this study regarding receptiveness for the integration of persons with disabilities on the labor market and willingness of employers to adapt the institutional environment and the workplaces of persons with special needs.

Please mark with X the answer alternative you want and circle the appropriate alternative.

1. Professional training

- 8 grades
  
- Trade school
  
- High school
  
- Bachelor Studies
  
- University studies without bachelor degree
  
- Post-graduate studies
  
- Another situation .....

2. Gender: F  M

3. You live in which environment

- Rural
  
- urban

4. The disability you have is of what type:

- Congenital
- Acquired

5. The type of disability you suffer from?

.....

6. Degree of disability based on the legal classification

.....

7. What qualification courses have you attended, the period of training, and who organized them?

Courses	Period of training	Who organized the course

8. At the time when you decided to become employed, what was your source of information?

- Written press
  
- Adds available at the County Agency for the Occupation of the Workforce (AJOFM)
  
- Television, radio
  
- Centers for the Information and Counseling of persons with disabilities

- Acquaintances
- Other source like .....

9. If employed, what is your seniority?

- Less than 3 months
- 3 months
- 6 months
- 1 year
- 2 years
- More than 2 years
- Another period, namely.....

10. Considering the new economic context, does the adaptation of persons fit to work to changes on the labor market seem necessary? What do you believe is the most convenient form of requalification? – Only choose one option

- Attainment of a bachelor degree – university studies – depending on the new demands of the labor market
- Short-term qualification studies – 3 months, 6 months
- Offer of re-qualification courses offered by AJOFM – during the unemployment period
- Studies in a post-high school trade school

11. Would you presently accept a job (choose one option)?

- Only as per my training;
- Beneath my training;
- Part-time;
- With a reduced work load;
- Even if not adapted to by disability;
- Full-time;
- Only adapted to my handicap.

12. What intercessions have you made in order to become employed:

I have sent out a resume	How many times
I have been to an interview	How many times
I have made telephone calls	How many times
Studied the press	How many times
Studied job offers	How many times
Accessed the internet	How many times
Other situations, namely	How many times

13. What do you believe are the main reasons why only X% of persons with disabilities fit to work, are employed? - Choose 2 options

- Lack of jobs;
- Lack of information;

- Marginalization of persons with disabilities from the labor market;
- Lack of facilities for employers hiring persons with disabilities;
- Lack of tolerance toward persons with disabilities;
- Maladaptation to the workplace;
- Maladaptation of handicapped persons to the work environment;
- Lack of training courses;
- Another reason, for example.....

14. Do you believe that at the workplace, the person with disabilities is – choose 1 option

- Treated with tolerance
- Treated unyieldingly
- More carefully supervised
- Favored
- Persecuted

15. Do you believe that for the same workplace with a person without disabilities, a person with disabilities should: (choose 2 options)

- Have a reduced work load
- Have a reduced schedule
- Have more breaks during the work schedule
- Have the same work regime as a person without disabilities
- Have their responsibilities reduced.

16. What do you believe to be fair: adaptation of the person to the workplace or adaptation of the workplace to the issued of a handicapped person?

17. Wich are the facilities employers benefit from when hiring persons with disabilities?

18. If in previous years you participated in actions like “Job fair for persons with disabilities”, do you believe such actions reached their objective, and that they are necessary for the target audience?

- Yes
- No

19. Are you preoccupied with the option of requalification in view of a new employment?

- Yes
- No

20. At the time when the issue of requalification was raised, what were your sources of information?



- AJOFM Courses
- Courses from the Center for the Professional Training and Formation of Adults
- Newspapers
- Television
- Acquaintances, friends
- Another situation.....

There are no correct or incorrect answers. We only ask that you answer truthfully. Your opinions remain anonymous and confidential.  
Thank you for your support!

## APPENDIX 2

### ENQUIRY FOR EMPLOYERS

Thank you for accepting to cooperate in the accomplishment of this study regarding receptiveness for the integration of persons with disabilities on the labor market and willingness of employers to adapt the institutional environment and the workplaces of persons with special needs.

Please mark with X the answer alternative you want and circle the appropriate alternative

Please describe the institution you represent using the following parameters.

- Type of institution (private, state-owned, in production, services, other types)/specificity of the activity:
- Number of employees:
- Level of wages: (average wage within the institution/company)
- Assess the institution's/company's evolution in 2011:  
Very good       Good       Less good
- Assess the institution's/company's evolution in relation with the recession in 2011:  
Progress       Evolution       Standstill       Decline       Down-fall

#### **The thematic unit: access ways, receptions, toilets:**

1. Does the workplace have an access ramp for persons with disabilities in line with the legal standard?  
- Yes       - No       - the ramp exists but it is not accessible
2. Are there automatic doors?  
 Yes  
 No
3. Do you have parking spots intended for persons with disabilities?  
 Yes      How many? .....
- No
4. Do corridors allow for the movement of persons in a wheelchair?  
 Yes  
 No  
 We were not preoccupied with this aspect
5. Is the toilet adapted to persons with physical disabilities?  
 Yes  
 No  
 We were not preoccupied with this aspect
6. Is the reception and waiting hall correctly advertised?  
 Yes  
 No  
 We were not preoccupied with this aspect
7. What are the adaptations made in the waiting room? \_\_\_\_\_
8. Is the space also adapted for those sitting in a wheelchair?  
 Yes  
 No

We were not preoccupied with this aspect

9. What technological adaptations exist at the work place for persons with disabilities?

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**Thematic unit: printed materials and communication**

1. Are printed materials and presentation ones offered in an alternative format accessible to persons with disabilities are well?

Yes

No

We were not preoccupied with this aspect

2. Is sign language used in addition to classical communication in relations with employees?

Yes

No

We were not preoccupied with this aspect

3. Are signs easily identifiable for persons with eyesight disabilities?

Yes

No

We were not preoccupied with this aspect

4. Is the company's web site (if it exists) accessible by persons with disabilities as well?

Yes

No

I do not know

5. Do you use any special software for access on this site of persons with disabilities?

Yes

No

I do not know

6. Are there advertising materials specific for communication with persons with disabilities?

Yes

No

I do not know

7. What were the company's promotion campaigns?

8. What is the method of adaptation for the conveyance of internal communication forms for persons with disabilities?

**Thematic unit: customer relations**

1. Does reception staff feel comfortable in serving a person with disabilities?

Yes

No

I do not know

2. Can the same services be provided differently depending on the needs of potential customers with various disabilities?

Yes

No

I do not know

3. What is the method of adaptation of communication forms of persons with disabilities with customers for documents?

**Thematic unit: recruitment practices**

1. How do you recruit new personnel? Choose the options you practice
- Direct interview
  - Mediation via a recruitment company
  - Mass media add
  - On-line add
  - Recruitment via AJOFM (County Agency for the Employment of the Workforce)
2. Does the institution/company take into account personnel recruitment from institutions/organizations who handle persons with disabilities?
- Yes
  - No
  - We were not preoccupied with this aspect
3. What is your opinion?
4. What could be the motivation for someone who recruits persons with disabilities?
5. Under what terms do you accept to employ persons with disabilities? Choose a maximum of 2 options
- To receive subventions from the state
  - To benefit from wage compensations
  - To make a gesture of charity
  - To not pay penalties to the state
  - For exemption from the payment of income tax
6. On what position would you hire persons with disabilities?
7. Do you offer trainings in alternative format for persons with disabilities?
- Yes
  - No
  - We have not been confronted with this issue
8. On a scale from 1 to 10, what would be the odds for a person with disabilities to get employment with your institution (where 1 represents very low odds – gradually increasing to 10 representing very high odds): .....

**Thematic unit: practices to preserve employees**

1. What practices do you use in order to preserve your employees (what benefits are employees awarded: trainings, paid vacations, medical insurance)
2. What would be the main difficulties in preserving the persons with disabilities you would hire? - Choose 2 options:
- Adaptation to the work place
  - Inability to communicate
  - Lack of autonomy of the handicapped person
  - Inability to adapt to the work schedule
  - The handicapped person's inability to adapt

3. What investments do you believe necessary so that employing persons with disabilities become an action with long-term effects?
4. What forms of incentives from the state would encourage you to hire persons with disabilities?
  - Wage tax exemption
  - Wage compensation for a trial period;
  - Fiscal facilities
  - Financial support for professional training;
  - Others (describe) \_\_\_\_\_
5. With the company's/institutions specific activity in mind, what persons with disabilities do you think you could hire with the perspective of labor integration?
  - Sightless
  - Deaf/ hearing impairment
  - Persons with movement impairment;
  - Persons with psychic disabilities;
  - Persons with mental disabilities.

**Thematic unit: policies and general practices**

1. Does your organization have an inclusion and accessibility plan?
  - Yes
  - No
  - I do not know
 If so, what are the elements relevant for the theme debated here?
2. Does your organization offer accommodations for employees, meals, meal tickets?
  - Yes
  - No
  - Other benefits (detail) \_\_\_\_\_
3. Does your organization take into account the diversity of employees when planning an action (ex, project submission)?
  - Yes
  - No
4. Does your institution have any employees that are persons with disabilities?
  - Yes
  - No
5. What types of persons with disabilities are employed with your institution?

	Blind	Deaf-mute	Psychical disability	Mental disability	Movement disability
Number					

There are no correct or incorrect answers. We only ask that you answer truthfully. Your opinions remain anonymous and confidential.

Thank you for your time!

**APPENDIX 3**  
**INTERVIEW GUIDE FOR EMPLOYERS**

1. Are you familiar with the current legislation in the field of supporting the employment of persons with disabilities?
  - Yes
  - No
  - Partially
2. What exactly determined you to hire persons with disabilities? – choose 2 options
  - Fiscal facilities
  - Wage subventions
  - To make a gesture of charity
  - Exemption of wage related taxes
  - Other situations:
3. What do you understand through social inclusion of a person with disabilities?  
.....
4. Do you believe that the social inclusion of a person with disabilities provides for such person?
  - A state of well-being
  - A state of mental comfort
  - Safety of tomorrow
  - Trust in ones abilities
  - Another situation.....
5. Have you employed persons with disabilities in your company?
  - Yes
  - No
6. What do you believe are the positions available for the employment of disabled persons? – choose 4 options
  - Cleaning and sanitization
  - Set-up of printed materials at the work place/copies and transport of printed materials to the work place
  - Gardening and landscaping
  - Set-up of databases
  - Pastry
  - Tailoring
  - Trade
  - Suggest another field of activity.....
7. If you employ persons with disabilities, employment is achieved following:
  - An interview conducted by the human resources department
  - Selection performed by a company specializing in recruitment
  - Recommendations from acquaintances
  - Recommendations of people specializing in work with disabled persons
8. If you employ persons with disabilities, you need: (**choose 1 option**)
  - Workplace mediator
  - Help of a person specializing in work with disabled persons
  - A specialist from the human resources department
  - You can manage without specialized staff
9. Are you reluctant in hiring persons with disabilities?
  - Yes
  - No

10. How do you believe the work of a person with disabilities is appreciated? – choose one option

The results of their work are not correctly appreciated

The results of their work are underappreciated

The results of their work are excessively appreciated in order to encourage them.

The results of their work, if good, are just as appreciated.

11. What do you believe are the main reasons why you are reluctant in hiring persons with disabilities? – choose 2 options

Persons with disabilities cannot handle the requirements of the job

You believe you cannot communicate at the same parameters as with a healthy person

There is animosity between persons with disabilities and the other employees

Persons with disabilities require more attention and demands special work conditions

There are conflicts that you cannot mediate

You do not have the time and patience to work with persons with disabilities

Lack of education for work

12. What do you believe are the advantages of hiring a person with disabilities? – choose 2 options

Exemption from taxes on wages

Wage subvention

Company subvention

Doing good for society

Doing good by a person

Encouraging positive behavior, setting an example for others

**APPENDIX 4**  
**INTERVIEW GUIDE FOR PROFESSIONALS**

1. Are employers familiar with the current legislation in the field of supporting the employment of persons with disabilities?
  - Yes
  - No
  - Partially
2. What exactly would determine them to hire persons with disabilities? – choose 2 options
  - Fiscal facilities
  - Wage subventions
  - To make a gesture of charity
  - Exemption of wage related taxes
  - Other situations...
3. What do employers understand through social inclusion of a person with disabilities?  
.....
4. Do employers believe that the social inclusion of a person with disabilities provides for such person?
  - A state of well-being
  - A state of mental comfort
  - Safety of tomorrow
  - Trust in ones abilities
  - Another situation.....
5. Would they employ persons with disabilities in their company?
  - Yes
  - No
6. What do they believe are the positions available for the employment of disabled persons? – choose 4 options
  - Cleaning and sanitization
  - Set-up of printed materials at the work place/copies and transport of printed materials to the work place
  - Gardening and landscaping
  - Set-up of databases
  - Pastry
  - Tailoring
  - Trade
  - Suggest another field of activity.....
7. If they employ persons with disabilities, employment is achieved following:
  - An interview conducted by the human resources department
  - Selection performed by a company specializing in recruitment
  - Recommendations from acquaintances
  - Recommendations of people specializing in work with disabled persons
8. If they employ persons with disabilities, they need: (choose 1 option)
  - Workplace mediator
  - Help of a person specializing in work with disabled persons
  - A specialist from the human resources department
  - They can manage without specialized staff
9. Are they reluctant in hiring persons with disabilities?
  - Yes
  - No



10. How do you believe the work of a person with disabilities is appreciated by employers? – choose one option

The results of their work are not correctly appreciated

The results of their work are underappreciated

The results of their work are excessively appreciated in order to encourage them.

The results of their work, if good, are just as appreciated.

11. What do you believe are the main reasons why employers are reluctant in hiring persons with disabilities? – choose 2 options

Persons with disabilities cannot handle the requirements of the job

They believe they cannot communicate at the same parameters as with a healthy person

There is animosity between persons with disabilities and the other employees

Persons with disabilities require more attention and demands special work conditions

There are conflicts that you cannot mediate

They do not have the time and patience to work with persons with disabilities

Lack of education for work

12. What do you believe are, from the standpoint of employers, the advantages of hiring a person with disabilities? – choose 2 options

Exemption from taxes on wages

Wage subvention

Company subvention

Doing good for society

Doing good by a person

Encouraging positive behavior, setting an example for others

## **APPENDIX 5**

### **STRUCTURE OF THE INTERVIEW GUIDE**

- Do employers know the legislation and their advantages when hiring persons with disabilities?
- Do employers know the rights of persons with disabilities and commit to the moral implications of inclusion in labor?
- What are the experiences of employers so far?
- Why are employers reluctant and what is the source of their reluctance (lack of proficiency, behavior, relations with other employees, etc.)?
- Understanding the need of employers to be supported by social services and the civic society
- Understanding the expectations of employers regarding the proficiency of persons with disabilities in view of employment and their frustration with regard to limitations of the education, behavior or practical skills of the persons with disabilities employed.
- What was the reason wherefore they employed persons with disabilities? How did they select exactly that/those person/persons?
- How do they appreciate the results of the work performed by persons are with disabilities already employed?
- Do employers see any advantage following this/these employment/s?
- What are the other barriers impeding or making more difficult the employment of these individuals, besides the ones already presented?

Questions used as an interview guide are included in Appendix 3.