Emotional Intelligence, Interpersonal Communication and Integration of People With Disabilities Inserted in the Labor Market

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Abstract

The main objective of this doctoral research is to understand how the labour market integrates the people with disabilities (PwD's), to understand what emotions they feel and how they generate them throughout the working day, and also to know how communication is processed in the workplace. In this study, the mixed methodology was chosen, using qualitative and quantitative research. In the qualitative methodology, the semi-structured interview was used and in the quantitative methodology, the questionnaire was used. The sample consisted of 50 workers with disabilities and 314co-workers of the same(n=314), employees of the Auchan Portugal Group. Through the results obtained, the PwD's recognize their emotions when interacting with their co-workers, however, most disguise the discomfort felt, not communicating clearly what emotions they felt. Most disabled workers have a high degree of awareness of the emotions experienced in the workplace but are reluctant to communicate these emotions to co-workers. This prevents colleagues from understanding what PwD is feeling and is an obstacle to clear communication.

Keywords: disability; labor market; integration; inclusion; emotional intelligence; interpersonal communication.

1. Introduction

The integration of people with disabilities (PwD's) in the labor market is one of the main pillars of social inclusion (Calhoa, 2017). For these people, inclusion in the labor market means that there is an inclusion in society, the opportunity to develop a professional career and a social identity, that is, it is a form of social affirmation through which they seek to see their dimension as citizens recognized (Gonçalves & Nogueira, 2012).

Unfortunately for the PwD's, the labor market and the workplace have been structured to harm them, often leading to their inability to secure meaningful employment, despite their desire to do so (Aaberg, 2012). Much of the discrimination found by PwD's is due to stigmas maintained by people without disabilities (Bos et al., 2013), which can lead employees and employers to perceive these individuals as not having much value as employees (McConkey et al., 2016). Due to this kind of abundant perception, PwD's face many difficulties related to discrimination, both in the workplace and in other areas of life (Jammaers et al., 2016). In the field of labour, the difficulties experienced by these people go through the process of recruitment and selection, often receiving unequal treatment compared to other candidates; the lack of communication with the company (Loxe et al., 2019); the lack of opportunities, being limited to certain areas (Guerra et al., 2016); poor communication within the organization (Borges et al., 2020); the lack of adequate physical conditions (Andrade et al., 2017); and the lack of support and incentives for hiring (Carapinha, 2015).

Thus, the main objective of this research focuses on understanding how the labour market integrates the PwD's, understanding what emotions they feel and how they generate them throughout the working day, and also knowing how communication is processed in the workplace. The following specific objectives have been defined: to know the degree of awareness that disabled workers have of their emotions in the daily interactions in their workplace; to analyse the communicative interactions of the PwD's in a work context; and, finally, to verify to what extent the Convention on the Rights of Persons with Disabilities has improved the inclusion process.

2. Theoretical background

Disability is a global phenomenon that affects the whole world. It is not specific to any particular country or to any religion, color, age or race. The term disability refers to the temporary and permanent functional limitations experienced by people at any age and under any circumstances (Haegele & Hodge, 2016).

Taking into consideration the relational model of the International Classification of Functioning, Disability and Health (ICF), the emphasis of disability is now understood as the relationship of the person with the context or the various areas of society, a situation that leads society to develop and establish conditions that promote equal opportunities as well as full participation and autonomy of all individuals (Brolan, 2016). According to the CIF, problems in human functioning are divided into three interconnected areas: disabilities, which are problems in body function or changes in body structure; limitations in activities, i.e. difficulties in performing tasks; and restrictions on participation include problems with involvement in any area of life (Palmer & Harley, 2012).

2.1. The integration of PwD's in the labor market

The United Nations Convention on the Rights of Individuals with Disabilities was adopted in 2006, and emphasizes society's duty to ensure that people with disabilities can enjoy all essential human rights and freedoms in the same instance as any other individual (Brolan, 2016). Nevertheless, PwD's are still subject to considerable discrimination, especially when it comes to their integration in the labor market. According to the literature, these people constantly experience discrimination on the part of companies, since they consider them as people who do not meet the expected work standards (Vaquerano, 2019; Quinn et al., 2016; Coutinho et al., 2017). In addition, PwD's are limited to certain areas of work, with few employment options available (Guerra et al., 2016; Meltzer et al., 2016). According to Freitas (2016), there are still several obstacles to the hiring of PwD's, namely economic fragility, scarcity of incentives, little maturation and lack of sensitivity of society and the business fabric. Many employers still have a negative and pessimistic view on the inclusion of PwD's in companies (Bonaccio et al., 2019). However, it has also been shown that these people are regularly seen as productive, capable of performing many tasks, reliable, motivated, dedicated, sincere and communicative (Silva et al.2018; Leopoldino & Coelho, 2017; Camargo et al., 2016; Kitis e tal., 2017). It was also demonstrated that the presence of PwD's in the companies, improves the organizational climate, making it more relaxed and lighter (Felizardo et al., 2016; Lanzo, 2018). PwD's are perfectly capable of performing functions within a company, provided they meet the appropriate conditions (Sartika & Devita, 2020).

However, the professional success of this population and of all citizens does not depend exclusively on technical skills and competences, but on self-confidence, autonomy and relational ease, as well as the ability to control emotions and communication skills (Arándiga, 2009).

2.2. Emotional intelligence

Emotional intelligence is the ability of a person to determine emotions in themselves and to become sensitive to what has been perceived in the environment and in the circle of people interacting with them (Grehan et al., 2011). Emotional intelligence is very important in a work context, since it includes components that constitute indicators to face the different challenges of companies, such as motivation, social skills, self-regulation, self-awareness and empathy (Aragón, 2019).

In relation to workers with disabilities, emotions build their subjective world, so from understanding them, it is possible to help them develop their potential, recognizing them in their entirety (Alvim & Rodrigues, 2015). According to Coutinho et al. (2017), employees with disabilities often do not have the opportunity to express their opinions and emotions, and those who do are ignored by employers. The fact that they are often discriminated against by employers, as well as by colleagues, due to misconceptions about their abilities, prevents them from openly expressing their opinions and emotions (Coutinho et al., 2017). Many of these emotions are related to negative feelings experienced by PwD during day-to-day work, due to negative attitudes from colleagues and management, generating an increase in levels of stress, anxiety, and difficulties in remaining in employment (Beer et al., 2014; Lindsay et al., 2017). From prejudice and conventional mentalities, to ignorance about difference, and lack of compliance with legislation, there are several reasons why PwD hides what it feels, not telling the other what causes discomfort at work (Santos, 2014).

Nevertheless, some studies have shown that the emotions most often described by employees with disabilities before work are: pride (Souza, 2019); satisfaction, utility, personal appreciation (Santos, 2016); and the feeling of usefulness (Lima et al., 2013; Carapinha, 2015).

2.3. Interpersonal communication

Interpersonal communication is a method of communication that promotes the exchange of information between two or more people, assuming, necessarily, the minimum existence of a sender and a receiver (Bach, 2019). It is the capacity that a person has to understand, communicate and link with people or groups (Whetten & Cameron, 2011). In companies, communication must flow in a way that encompasses all workers, as the good functioning and good relationship within the organization depends on it. The PwD needs help in its integration, so it is essential that the internal communication transmits to the worker in question and to his colleagues, positive feelings towards the organization, making him understand that the inclusion also depends on the actions of each one (Pereira, 2015). Some studies have shown that one of the great difficulties of the PcD's in the integration in the company is related to communication, which is quite confusing and not very flexible (Borges et al., 2020; Scott el at., 2017). These people often remain isolated in the workplace, communicating very little with colleagues and employers, which makes them more difficult to integrate, ending up being excluded from various functions, even leading to their resignation or abandonment of the job (Barbra & Mutswanga, 2014; Nota et al., 2013).

These people must be empowered to be involved in the process in which communication involves them and encompasses them, even those who do not possess functional speech or writing (Dudas, 2013). Companies that provide individual support to their employees with disabilities, clearly and objectively conveying the values and vision of the organization and helping them integrate into the work environment, have shown a greater permanence of these individuals in employment (Ripat& Woodgate, 2017; Scott et al., 2015).

3. Methodology

In the present study, the mixed methodology was chosen, using qualitative and quantitative research. In the qualitative methodology, the semi-structured interview was used and in the quantitative methodology the questionnaire was used. Disabled workers were interviewed and a questionnaire was applied to colleagues at the PwD's.

3.1. Sample

The sample consisted of 50 employees with disabilities (n=50) and 314 co-workers of the same (n=314), all employees of the Auchan Portugal Group, which assumes an example of good practice in the area of PcD's recruitment and integration.

The majority of participants with disabilities were male (60%), between 40-49 years old (46%) and between 30-39 years old (28%), had secondary education (46%), and the 3rd cycle of basic education (38/%); and were single (72%). In the socio-professional variables, most of the participants were hypermarket operators (56%), in the area of mass consumption products (30%) and fresh products (20%); they had been working for more than 10 years, and the current job was not the 1st (58%). About half were located in the southern part of Portugal (50%). Its distribution was made by 9 zones being relatively homogenous, with the majority in the ZV Grande Porto zone (22%), and in the ZV Central Lisbon zone (14%). Regarding the type of disability, about half of the participants had Mental or Intellectual Disability (50%); followed by participants with Physical or Motor Disability (32%); with Visual Disability (10%) and Hearing Disabilities (8%).

Of the participants co-workers of the PwD (N=314), the majority were female (74.5%), were between 30-39 years old (38.2%) and between 40-49 years old (37.9%), had High School (67.2%), and was married / nonmarital partnership (60.2%); the majority were located in the south of Portugal (57.3%). Its distribution was made by 9 zones, being the majority of the zone ZV Grande Porto (17.2%); ZV Norte (13.7%); ZV Zona Lisboa Central (15%); and ZV Zona LisboaLitoral (14.6%).

3.2. Data collection

The semi-structured interview with open and closed-ended questions and a questionnaire with closed-ended questions were used for data collection. Interviews were conducted with the 50 workers with disabilities. The Secretary of State, Dr. Ana Sofia Antunes and the Human Resources Director of the Auchan Group were also interviewed. The interview script prepared for the employees with disabilities consisted of five blocks of questions, some of which contained paragraphs (block 2, 3 and 5).

The initial part of the interview contained the interviewee's socio-demographic characterization (name, age, gender, educational qualifications, typology of the disability and number of months/years of work experience). Before the

interview began, workers were asked to sign a declaration of informed consent, in which they confirmed their free participation in this study.

In this research, a questionnaire with closed answers to co-workers of people with disabilities was chosen, applied through google forms. The questionnaire contained, in the initial part, socio-demographic data, academic qualifications, marital status and socio-professional data - professional position, work area and workplace. The possibilities of response were according to a scale of 1 to 5 (1=disagree totally; 2=disagree; 3=not agree or disagree; 4=agree; 5=agree totally). The questionnaire consisted of four groups of questions: the first group contained 8 questions, the second 6 questions, the third 6 questions and the last 7 questions.

3.3 Data analysis

The interviews were submitted to content analysis in order to extract the relevant information. For the coding of responses, NVivo 10.1.10 was used, a software used for qualitative and mixed method investigations (Bringer et al., 2004). The SPSS 24 (Statistical Package for the Social Sciences) program was used for the statistical treatment of data, being considered an extremely powerful tool to manipulate and decipher data collected through questionnaires (Gogoi, 2020).

4. Results

4.1. Analysis of the semi-structured interview conducted with PwD

The results of the interview to PcD revealed that the feeling/motion that most characterizes the day-to-day work of PwD was Pride. The situations that usually generated an intense emotion in the work context were "*Call your attention for your work"*; *"Indifference, discrimination and exclusion"*, originating a feeling of sadness and frustration; most of them don't tell the other clearly what emotion they felt and disguise the discomfort of the emotions they felt; they tell the other what behavior caused the discomfort. As for organizational communication, they consider it accessible; they did not consider the communication channels confusing. Most of the participants consider that the values and vision of the organization have been clearly transmitted; that there is a constant and collaborative interaction with the person in charge and with colleagues. In their current position, most of the participants have joined entities; feel integrated; have attended professional training and no specific adaptation has been made. In order to provide a greater professional insertion of the PwD, they would like to see "*More job opportunities*", a "*Greater sensitivity on the part of employers*", and the "*Work adapted to the person and his/her disability*".

4.2. Analysis of the questionnaire carried out to PwD'sco-workers

The results of the questionnaire carried out to PwD's co-workers, namely of the four dimensions under study: *General Perception of Hiring; Emotional Intelligence; Interpersonal Communication;* and *Workplace Integration/Insertion*, indicated that the vast majority of PwD's co-workers agreed or fully agreed with the items of the four dimensions, which suggests a positive score with the themes under study. In the General Perception of Hiring dimension, the item "Hiring the PwD contributes to the company's social responsibility" was the one that obtained the highest degree of agreement from almost all participants (92.7%); and in the following *two* items, although on average neither agreed nor disagreed, one party agreed or fully agreed with "The PwD has more difficulty in understanding or performing a task" (30%); and "The PwD has lower productivity" (23.6%). In the Emotional Intelligence dimension, the item "I like to share my emotions with the PwD", only a little more than half agreed or fully agreed with this fact (55.7%). In the Interpersonal Communication dimension the item "The PwD does not adopt inadequate attitudes/behaviors in the organization" about half of the PwD's co-workers disagreed or totally disagreed with this fact (51%) and neither agreed nor disagreed (33.8%); and in the item "Living with the PwD improves the organization's climate" part of the participants neither agreed nor disagreed with this fact (42%).

5. Discussion

The results of the questionnaire carried out to the PwD's co-workers, namely of the four dimensions under study: *General Perception of Hiring; Emotional Intelligence; Interpersonal Communication; and Integration / Workplace Insertion;* indicated that the vast majority of the PwD's co-workers agreed or fully agreed with the items of the four dimensions, which suggests a positive score with the themes under study.

5.1. General Perception of PwD Hiring

The majority of PwD's co-workers agreed or fully agreed (92.7%) that "*PwD's hiring contributes to the company's social responsibility*". In the study by Estevam et al. (2020) they concluded that half of the sample reported that the

inclusion of PwD's in the labor market is a matter of social responsibility and that everyone has to take care of this practice.

PwD has more difficulty in understanding or performing a task

Only a small part of the PwD's co-workers agreed or fully agreed (30%) that "*PwD has more difficulty in understanding or performing a task*".

Ang (2017) had different results when exploring the challenges and benefits of hiring PwD's from the perspective of the managers of twelve Japanese companies; having concluded that of the twenty managers interviewed, eighteen expressed negative perceptions about hiring PwD's as they found it difficult to perform their work.

PwD has lower productivity

Only a small part of PwD's co-workers agreed or fully agreed (23.5%) that "*PwD has lower productivity*". Also for Rojkín (2015), PwD's contribute positively to the development of the company because "they humanize the work while providing a better working environment, since they tend to focus on the real problems, leaving aside the trivial ones, serving as an example for their coworkers".

PwD stands out for its dedication to work

Regarding the fact that "*PwD stands out for its dedication to work" most of its co-workers* (59.9%) agreed or fully agreed with this fact. According to the systematic literature review between 2015 and 2020 in Vasconcelos and Maranhão (2020), when PwD feels happy about factors associated with quality of life at work, it tends to have higher levels of organizational commitment.

I can see the positive side of having a PwD in the workplace

The majority of PwD's co-workers agreed or fully agreed (79.3%) that "*They can see the positive side of having a PwD in the workplace*". Also Lorenzo e Silva (2020) in a study of professionals responsible for the recruitment and selection of candidates in their companies, about half of the participants pointed out positive factors for the company with the hiring of disabled workers, while the other 50% indicated that there are advantages for the person. However, the majority (92%) signaled the emergence of steps for the company, such as the request for differentiated actions to adapt the environment, as an unfavorable factor for the hiring of PwD's.

Hiring a PcD improves the image of the organization with clients

The majority of PwD's co-workers agreed or fully agreed (70.1%) that "*Hiring a PwD improves the organization's image with the clients*". Miranda and Souza (2020) also concluded that the inclusion of PwD in companies is capable of attracting new types of consumers, besides promoting social and psychological rehabilitation, since the feeling of productivity contributes to improve the quality of professional life. Moreover, according to them, PwD's inclusion improves the organization's image and brings benefits to the organizational environment. Loste (2017) lists a number of advantages for the company with the hiring of PwD's, among which the image of the company stands out: inclusive companies pass on an image of commitment to interest groups (clients, employees, investors, shareholders, company in general), which represents an important intangible benefit to the value of an organization.

Hiring a PwD improves the image of the organization with the workers

Most of the PwD's co-workers agreed or fully agreed (72.3%) that "*Hiring a PwD improves the organization's image with the workers*". Also for Scott el at. (2017) hiring people with autism or other disabilities improves the company's image among employees, having a very positive impact and promoting a culture of inclusion.

The PwD can properly perform the functions provided it has the appropriate working conditions

The majority of PwD's co-workers agreed or fully agreed (83.4%) that *"PwD can adequately perform the duties as long as it has the appropriate working conditions*". In the Sartika and Devita (2020) study of 64 employees with visual and hearing disabilities, they concluded that PwD's working skills, namely intellectual, emotional and social skills, were good, which suggests that these people can perfectly perform the functions as long as they have the appropriate conditions. The results of this study are inversely proportional to the negative stigma of PwD that was discussed by Niyu (2017) quoted in Sartika and Devita (2020), which suggested that there is a stereotype in society in which these people are portrayed negatively and seen as less competent to work. The authors suggest that employers should not hesitate to hire PwD's, as the stigma that they do not have the skills to work properly and that they have low performance was not proven in this study.

5.2. Emotional Intelligence

I easily recognize PwD's emotions through its behavior and facial expressions

Most of the PwD's co-workers agreed or fully agreed (66.5%) with the fact that "*They easily recognize PwD's emotions through their behavior and facial expressions*". Regarding the statement "*I easily recognize PwD´s emotions through*

their behavior and facial expressions", no studies were found that specifically evaluated the recognition of PwD´s emotions and facial expressions at work.

I am aware of the non-verbal messages (gestures, facial expressions, tone of voice, etc.) that I transmit to the PwD

Most of the PwD's co-workers agreed or fully agreed (71.3%) with the fact that "*They are aware of the non-verbal messages (e.g., gestures, facial expressions, tone of voice, among others) that they transmit to the PwD*". Espinoza (2019) in a study of 20 employees (PwD's co-workers, bosses and human resources managers) concluded that, for some bosses, PwD's are treated as very fragile and sensitive people, so they are careful in the way they express themselves (verbally or not) before them.

I help PwD feel better when it is unmotivated (sad)

Most of PwD's co-workers agreed or fully agreed (85.4%) that "*They help PwD feel better when it is unmotivated (sad)*". Espinoza (2019) found that the discourse on PwD's labor inclusion is mostly positive; there is an equal relationship in which PwD'sare seen as equals; there is a companionship relationship (e.g., they share feelings, support each other when they are unmotivated or sad, tell jokes, among others).

When PwD talks about an important event in your life, I am sensitive to your feelings and emotions

Most of the PwD's co-workers agreed or fully agreed (89.2%) that "*When PwD talks about an important event in your life, you are sensitive to your feelings and emotions"*. Mik-Meyer (2016) explored the relationship between employees without disabilities and employees with cerebral palsy, through interviews and observation in 13 companies, where he found that one of the main behaviors of colleagues with PwD's was overprotection and help, since all were very careful and delicate to deal with these people on a daily basis, always being aware of their feelings and emotions.

I recognize and understand the limitations of the PwD

Most of the PwD's co-workers agreed or fully agreed (87.6%) "*Recognize and understand the limitations of the Person with Disability*". Espinoza (2019), verified that the employees who worked with PwD's were aware of their limitations and even helped them whenever they could. According to the interviewees' speech, the PwD's need constant support, and often have to be taught. For the author, this corresponds to a hierarchical vision where it can be inferred that employees have the perception that the PwD's are dependent, less competent and slower

5.3. Interpersonal Communication

In general there is good communication with the PwD

The majority of PwD's co-workers agreed or fully agreed (83.4%) that "*In general there is good communication with PwD*". Kitis et al. (2017) in a sample of 30 co-workers working in different locations with employees with intellectual disabilities, concluded that the employee with intellectual disabilities is seen as communicative, sociable, honest, sincere and punctual at work.

The PwD is more communicative than the others

Most of the PwD's co-workers agreed or fully agreed (83.4%) that the PwD is more communicative than the others. No studies were found to infer that the PwD population is more communicative than the non-disabled population.

The PwD usually has problems in the relationship with colleagues

The co-workers of PwD, disagreed that the PwD usually has problems in the relationship with colleagues, however, neither agreed nor disagreed (28.3%), and agreed or totally agreed with this fact (13.3%). According to Heera and Devi (2016) on employers' perceptions of PwD's, employers are usually concerned about the impact that PwD's poor performance may have on other employees and on their ability to comply with rules within the organization, which may generate problems in the relationship between team members.

PwD may adopt inappropriate attitudes/behaviors in the organization

A little more than half of PwD's co-workers disagreed or totally disagree that PwD may adopt inappropriate attitudes/behaviors in the organization (51%); however, a part (33.8%) neither agree nor disagree with this fact. Henao (2016) evaluated the effect of a program to include young people with cognitive disabilities in the organizational climate where the majority (68%) responded that they did not have any difficulty; the remaining (32%), responded that

they have already felt some discomfort while working with PwD's, because they have certain behavior problems and have already had inappropriate attitudes in the organization**.**

PwD has contact/interaction with the different workers/ departments

The majority of PwD's co-workers agreed or fully agreed (76.1%) that "*PwD has contact/interaction with the different workers/departments".* In the study of Nota et al. (2013) on employers' attitudes towards PwD's inclusion, employers interacted very little with this group of people, and when they did it was not directly, but through intermediaries. This situation means that employers do not have the opportunity to evaluate the PwD's more closely, which may have consequences on their evaluation and also on the hiring of more people in this condition**.**

Living with the PwD improves the organization's climate

A little more than half of the PwD's co-workers agreed that living with the PwD improves the organization's climate (54.1%); however (42%) neither agree nor disagree with this fact. Lanzo (2018) also found that the companies considered the PwD, as valuable elements in the organization, because it creates a better working environment and its integration makes the people around it realize what they are capable of doing, eliminating unnecessary stigma.

5.4.Integration / Workplace Insertion

The company aims to promote the social inclusion of PwD

The majority of PwD's co-workers agreed or fully agreed (82.8%) that "*The company has the objective of promoting the social inclusion of PwD*". In the study de Silva et al. (2018) around 50% of the interviewed said that the company always looks for qualified people regardless of limitations, which revealed to be a positive point since it follows that companies have a concern with the quality of service offered by these employees; 22% considered that companies include disabled people, since they have a concern with social responsibility, which can also be a positive point if it is added to the search for qualified people.

The company is structurally prepared to receive a PwD

The majority of PwD's work colleagues agreed or fully agreed (60.8%) that "*The company is structurally prepared to receive a PwD*". The Milanovic-Dobrota (2018) study concludes that the main barriers in hiring people with intellectual disabilities are the lack of professional experience of this group, the lack of incentives to hire them and the need for physical adaptation of the work environment. They made the necessary adaptations to receive the PwD (e.g., Building ramps, changing rooms)

Less than half of the PwD's co-workers (47.5%), agreed or fully agreed that "*They made the necessary adaptations to receive the PwD*". In the study by de Silva et al. (2018) the majority of employees 64% stated that the companies have a good degree of qualification to meet the needs of employees with disabilities.

He received training/information that would prepare him to work with a PwD

About half of PwD's co-workers (55.4%) disagreed or totally disagreed with this fact. This practice on the part of the organization can be a great obstacle to the inclusion of the PwD in the work environment, as the colleagues may not be prepared to train them adequately or even not be willing to do so. (Rosa et al., 2019).

All co-workers accepted PwDwell

The majority of PwD's co-workers agreed or fully agreed (71.7%) that "*All co-workers accepted PwD well*". In the study by de Silva et al. (2018), it was found that most of the interviewed managers (80%) reported that there was no difficulty in adaptation on the part of the other employees, and all accepted the PwD well.

PwD is well integrated in the organizational environment

The majority of PwD's co-workers agreed or fully agreed (77.1%) that "*PwD is well integrated in the organizational environment".* According to the authors (Silva et al., 2018), this perspective varies according to the expectations of each employee.

It agrees with the legislation that obliges companies with 75 or more employees to hire a PwD

The majority of PwD's co-workers agreed or fully agreed (82.2%) with *"The legislation that obliges companies with 75 or more workers to hire a PwD".*

6. Contributions

This research has contributed to the deepening of the knowledge that PwD's have about their emotions in the workplace and the way they communicate those emotions to their colleagues. This study also allowed us to know and analyse the PwD's communicative interactions in a working context, as well as to verify if they felt integrated in the company. The PwD's presented some suggestions for improvement, being the most relevant the development of a greater sensitivity on the part of the employers as well as more accessibility in the workplace.

As far as the PwD's co-workers are concerned, this study revealed that the vast majority of participants agreed that hiring these people contributes to social responsibility. Furthermore, the results indicate that most of the colleagues believe that the company aims to promote the social inclusion of the PwD's.

This study also showed that colleagues have a positive perception about the professional performance of the PwD's, since they affirm that they stand out for their dedication to work. The interviewed colleagues see the positive side of having a PwD in the workplace, which means that they consider the hiring of PwD's by the employer to be an advantage. They also agree that hiring a PwD improves the image of the organization with the clients as well as with the workers.

With regard to the specific objectives that were outlined at the beginning of the investigation and that were stated in its introduction, the following conclusions could be drawn from the analysis of the interview data and the questionnaire:
Objective 1. "To know the degree of awareness that employees with disabilities have of their emotions in daily interactions at their workplace. It is concluded that the PwD's are able to identify the emotions that most characterize the day to day work. However, although they know what generates an intense emotion, most of the interviewees disguise the discomfort felt and do not communicate clearly to the other that emotion.

Objective 2: "To analyze the communicative interactions of people with disabilities in a work context". It is concluded that the majority of the PwD's interviewed, communicate to the other the behaviour that caused them discomfort. The participants, in their majority, do not consider the communication channels confused. Furthermore, they reported that there was clear and direct communication when the company transmitted its values and vision. Most of the interviewees believe that there is a constant and collaborative communicative interaction both with the person in charge and with colleagues.

Objective 3: "To verify to what extent the Convention on the Rights of Persons with Disabilities has improved the inclusion process" It is concluded that the employer aims to promote the social inclusion of the PwD and is structurally prepared to receive these people, being aware of the legislation in force. It is also concluded that the majority of the participants felt integrated in the company and states that no specific adaptation has been made. Most of the interviewees suggest a greater sensitivity on the part of the employer and work adapted to the person and his/her disability. It also suggests more accessibility in the workplace as an improvement.

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