



Work Inclusion of people with disabilities

European Research: barriers to employment of persons with disabilities: needs, issues, practices and possible improvements in work inclusion of different able people

2024
Edition



A study conducted by



www.dlearn.eu

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Forward

Gianluca Coppola

President of the European Digital
Learning Network ETS

This document is the second edition of the study “Work Inclusion of Disadvantaged people - European Research: barriers to employment of persons with disabilities: needs, issues, practices and possible improvements in work inclusion of different able people 2024 edition” a survey initiated by the European Digital Learning Network ETS – DLEARN as part of the DigitEdu 2024 project (Promoting collaboration and research to meet the digital needs in education and training across Europe – Year 2). Conducted over recent months, this survey aimed to gather perspectives on integrating disadvantaged individuals into the workforce. We received nearly 1400 responses from stakeholders including employers, managers, HR Directors, individuals with disabilities, and experts on EU disability and employment policies. The goal was to identify key factors influencing this issue and assess the current state of affairs in European countries.

Despite being relatively new, DLEARN – the European Digital Learning Network – has made significant strides and achieved numerous milestones. The collective expertise, experience, and strong relationships of its members, who are dedicated to amplifying the network’s voice, have established us as a recognized and influential entity in the field of Education & Training. EU authorities, institutions, and relevant organizations regard us as a dependable and proficient partner.

We are at the forefront of efforts to highlight the importance of digital knowledge, a crucial element for building a competitive economy and an inclusive society. We firmly believe in the educational potential of digital technologies. This belief drives our network’s creation and continued hard work: to develop and provide expertise, content, models, and solutions that will shape the future of education at all levels. I am proud of our achievements and even more optimistic about the future advancements of our work.



A handwritten signature in blue ink, appearing to read 'J. L. ...' with a stylized flourish at the end.

I invite you to analyse this report and to contact us if you wish to comment and give us your feedback. To know more about our network, visit our website www.dlearn.eu



Executive Summary

The 2024 edition of the report, “Work Inclusion of Disadvantaged People - European Research: Barriers to Employment of Persons with Disabilities,” provides a comprehensive analysis of the challenges and opportunities related to the employment of individuals with disabilities across Europe. Conducted by the European Digital Learning Network ETS (DLEARN) under the Dig-itEdu 2024 project, the study gathered insights from 1,397 stakeholders, including employers, HR directors, persons with disabilities, and experts on EU disability and employment policies.

Key Objectives:

- 1. Understand Stakeholder Perspectives:** The survey aimed to capture the views of various stakeholders on the work inclusion of disadvantaged individuals, particularly those with disabilities.
- 2. Identify Barriers and Opportunities:** The research sought to identify the key barriers to employment and explore opportunities for improving work inclusion practices.
- 3. Influence Policy Development:** The findings are intended to inform EU policy development and contribute to a more inclusive European Education Area and Digital Education Plan.

Major Findings:

- **Significant Barriers:** Disadvantaged individuals, especially those with disabilities, face considerable barriers to employment, including physical inaccessibility, lack of inclusive practices, and limited awareness among employers.
- **Employer Readiness:** While there is recognition of the need for inclusive practices, many employers lack the necessary resources or knowledge to implement them effectively.
- **Diverse Responses Across Sectors:** The study revealed a varied landscape across different sectors, with the non-profit and public sectors showing higher levels of employment inclusion for individuals with disabilities compared to the private sector.

Methodology:

The survey employed a mix of qualitative and quantitative approaches, targeting three main groups: employers and HR directors, persons with disabilities, and experts on disability and employment policies. The outreach strategy was comprehensive, utilizing social media, newsletters, blogs, and personalized emails to ensure broad participation.

Implications and Recommendations:

- **Policy Development:** The report underscores the need for targeted policy interventions to address the identified barriers and promote inclusive employment practices across Europe.
- **Employer Engagement:** There is a critical need for increased training and resources for employers to foster a more inclusive work environment.
- **Continued Research:** The findings highlight the importance of ongoing research to monitor progress and adapt strategies to emerging challenges in the digital and work inclusion landscape.

The 2024 edition of this report serves as a vital tool for stakeholders across Europe, providing actionable insights and recommendations to enhance the work inclusion of disadvantaged individuals, particularly those with disabilities.

The full report is available for further analysis and discussion on the DLEARN website.¹

1. <http://dlearn.eu>

Glossary

- **Accessibility:** Refers to the design of products, devices, services, or environments for people with disabilities. Accessibility ensures that these individuals can independently and safely navigate, use, and benefit from these products or services.
- **Assistive Technology:** A broad category of devices, equipment, software, or systems that help individuals with disabilities perform functions that might otherwise be difficult or impossible. Examples include screen readers, hearing aids, and wheelchairs.
- **Digital Education Plan:** An EU initiative aimed at supporting the sustainable and effective use of digital technologies in education and training. It includes measures to improve digital literacy and skills across Europe.
- **DLEARN (European Digital Learning Network ETS):** An organization focused on promoting digital learning across Europe. It works to support inclusive digital education policies and practices, particularly in relation to disadvantaged groups.
- **Disadvantaged Individuals:** Refers to persons who face greater obstacles to success, such as those with disabilities, those from low-income backgrounds, or other marginalized groups.
- **DigitEdu 2024:** A project under the Digital Education Plan aimed at enhancing digital skills and supporting inclusive educational practices across Europe.
- **Employment Barriers:** Challenges that prevent individuals, particularly those with disabilities, from gaining or retaining employment. These can include physical inaccessibility, lack of accommodations, and discriminatory practices.
- **EU Disability and Employment Policies:** Regulations and guidelines established by the European Union to promote the employment of individuals with disabilities. These policies aim to remove barriers and create inclusive work environments.
- **Inclusive Practices:** Workplace policies and procedures designed to ensure that all employees, including those with disabilities, can fully participate in and contribute to their work environment.

- **Mainstream Technologies:** Technologies that are widely available and used by the general population, such as computers, smartphones, and standard software applications. In contrast to specialized or assistive technologies, mainstream technologies may need modifications to be fully accessible to individuals with disabilities.
- **Stakeholders:** Individuals or organizations with an interest or concern in a particular issue. In the context of this report, stakeholders include employers, HR directors, persons with disabilities, and experts on EU disability and employment policies.
- **Work Inclusion:** The practice of ensuring that all individuals, regardless of their background or abilities, have equal opportunities to participate fully in the workforce. This includes providing the necessary accommodations and support to individuals with disabilities.
- **Workplace Accommodations:** Adjustments or modifications provided by an employer to enable people with disabilities to perform their jobs. Examples include flexible work schedules, physical modifications to the workspace, and provision of assistive technology.

1. The Research

The “ **Work Inclusion of Disadvantaged people - European Research: barriers to employment of persons with disabilities: needs, issues, practices and possible improvements in work inclusion of different able people 2024 edition**” report presents updated findings on the work inclusion of disadvantaged individuals, particularly those with different abilities. This research is **promoted by the European Digital Learning Network ETS - DLEARN within the DigitEdu 2024 project** (Promoting cooperation and research to address the digital needs in the area of education and training in Europe – Year 2). It is a project funded by the European Education and Culture Executive Agency (EACEA), among whose goals is the will to raise awareness about and contribute to the achievement of the European Education Area and the Digital Education Plan and to contribute to policy development at EU level on the topic of digital skills and digital transformation. The survey aimed to gather insights from professionals, employers, HR directors, individuals with disabilities, and experts in EU disability and employment policies.

1.1 Methodology

The survey aimed to gather insights on the issues, practices, and potential improvements in the work inclusion of disadvantaged individuals. The questionnaire explored various factors impacting the current landscape.

The survey targeted three main groups:

- Employers, Managing Directors, HR Directors
- Persons with disabilities
- Experts on EU policies related to disability and employment

Respondents provided answers specific to their roles, offering detailed insights into the current work opportunities for disadvantaged people.

Our goal was to present a comprehensive overview of the situation across these three sectors, identifying needs, challenges, practices, and possible enhancements. The data, analyzed both qualitatively and quantitatively, was used to formulate recommendations. These recommendations, along with the detailed analysis, will be shared with stakeholders actively working on the inclusion of disadvantaged individuals in the workforce.

1.2 Data gathering

The European Digital Learning Network (DLEARN), in collaboration with its partners, has effectively promoted the survey through a multifaceted outreach strategy. This comprehensive approach ensured extensive coverage and participation across Europe. The primary channels used for promotion included:

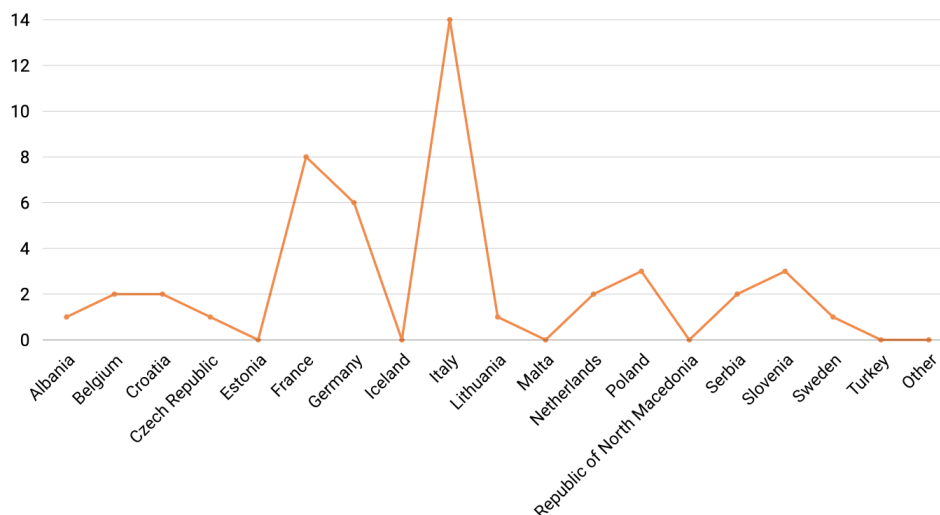
- **Social Media:** Leveraging popular platforms such as Facebook, X, and LinkedIn, we reached a wide audience by sharing engaging posts, updates, and calls to action. These platforms enabled us to connect with diverse professional networks and communities, amplifying our survey’s visibility.

- **Newsletters:** Regular newsletters were dispatched to our extensive mailing lists, providing detailed information about the survey's objectives, importance, and how to participate. These newsletters targeted both existing network members and new potential respondents.
- **Blog Posts:** Informative blog posts were published on our website and partner sites, highlighting the survey's goals and encouraging participation. These posts provided a platform for deeper engagement, allowing us to explain the survey's relevance in greater detail.
- **Websites:** The survey was prominently featured on the DLEARN website and those of our partners. This included dedicated landing pages with comprehensive information about the survey, easy access to participation links, and ongoing updates about the survey's progress.
- **Emails:** Personalized emails were sent to our network contacts, partners' mailing lists, and social media contacts. These emails provided direct invitations to participate, ensuring that our message reached key stakeholders and interested parties.

By utilizing these diverse communication channels, we maximized the survey's reach and engagement. Our strategy effectively disseminated the survey across Europe, leveraging both DLEARN's and our partners' extensive networks. This robust promotional effort resulted in a substantial response, with a total of 1397 participants contributing valuable insights to the research.

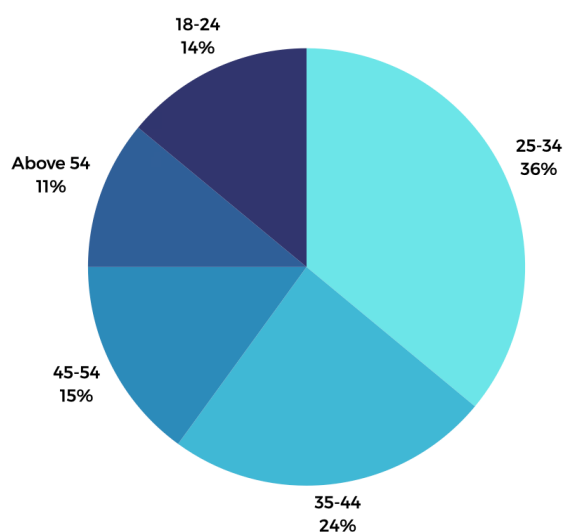
This comprehensive outreach approach not only facilitated wide participation but also ensured that the survey engaged a diverse and representative sample of individuals from various sectors and regions across Europe. The success of this strategy underscores the importance of multi-channel communication in driving engagement and gathering meaningful data for impactful research.

In the table below, you can see the count of respondents from different European Countries that participated in the research and the percentage reached.



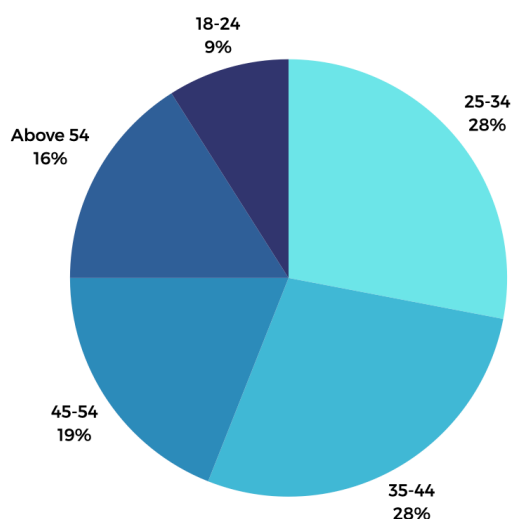
The countries which participated the most to the survey were: Italy 14%, Greece 10%, Cyprus 9%, Spain 8%, France 8%, Germany 6%, Portugal 6%, etc. Other countries participated on the survey in smaller amount, two countries did not reply. The data are very similar to those collected in the 2023' Report and we can register just a very small deviation.

The questionnaire also investigates some **demographic data** of the respondents.



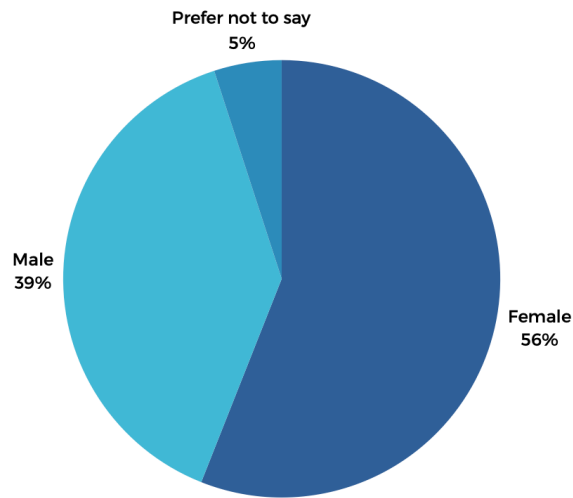
The biggest group considering **the age of respondents** is within the 25-34 years (34%) followed by the group about 35-44 years of age (24%). Smaller groups are the participants of 45-54 years of age (15 %) and above 54 (11%). The 0%, belongs to the youngest group of the participants of the age of 18-24 years. The respondents were all the age above 18 years.

The situation was similar even in the 2023, as shown by the graphic below. The main deviation is related to the biggest group of respondents: in 2024 we have collected the 34% of respondent belonging to the 25-34 group age while in the 2023 edition, the biggest group (28%) was composed by both 25-34 and 35-44 Y.O.



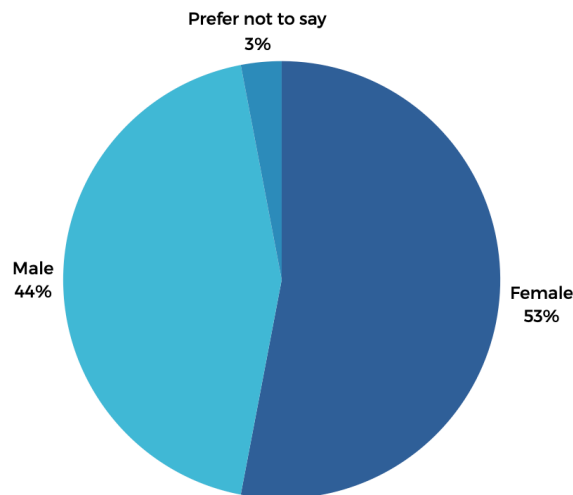
The biggest group considering **the age of respondents** is within the 25-34 years and 35-44 years of age (28 % each). Smaller groups are the participants of 45-54 years of age (19 %) and more, above 54 (16%). The smallest number of respondents, 9 %, belongs to the youngest group of the participants of the age of 18-24 years. The respondents were all the age above 18 years.

The **gender** of the participants, in **2024**, was composed as followed:



The biggest part belongs to **female participants** (56 %), followed by male respondents (39 %). 5 % of participants preferred not to say and no one chose other option.

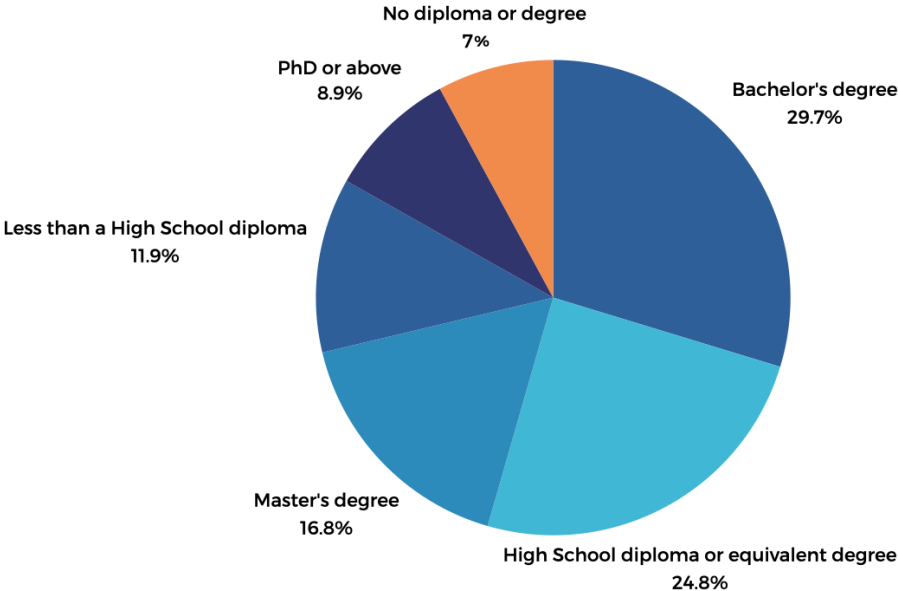
While in the **2023** edition the situation was the following:



The biggest part belongs to **female participants** (53 %), followed by male respondents (44 %). 3 % of participants preferred not to say and no one chose other option.

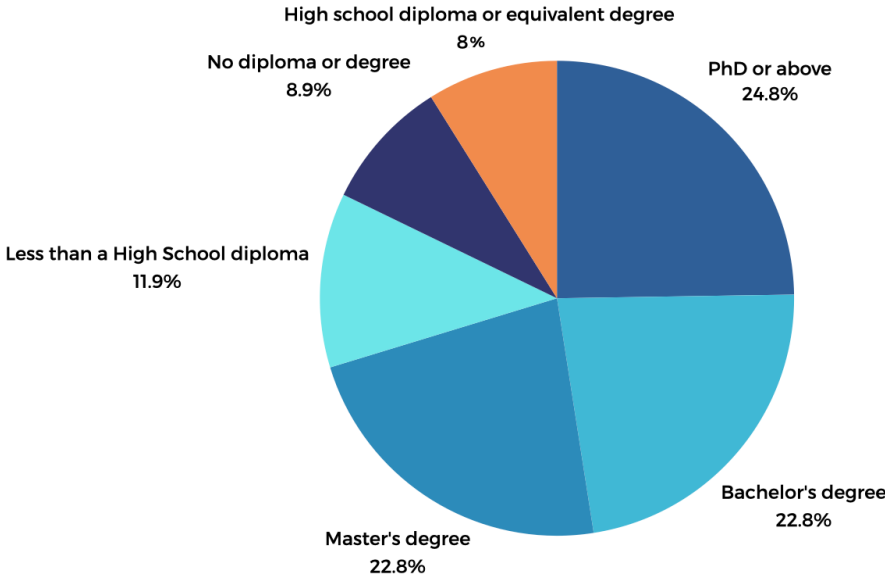
As we can see, there are non-substantial deviation or change related to the gender of the respondents; the female group is a little bit bigger than the man's one. Only the 5% prefer not to say (against the 3% of the previous edition).

Based on the **level of education**, we have collected the following data in **2024**:



We asked the participants also about the highest **level of education** they completed. The answers showed that majority of participants have reached Bachelor Degree, the 30%. A little less, 25 % of participants, reached the High School Diploma. Master's degree level of education reached the 17%. No diploma or any degree has 7%. 12 % of participants has Less than High School diploma or equivalent degree.

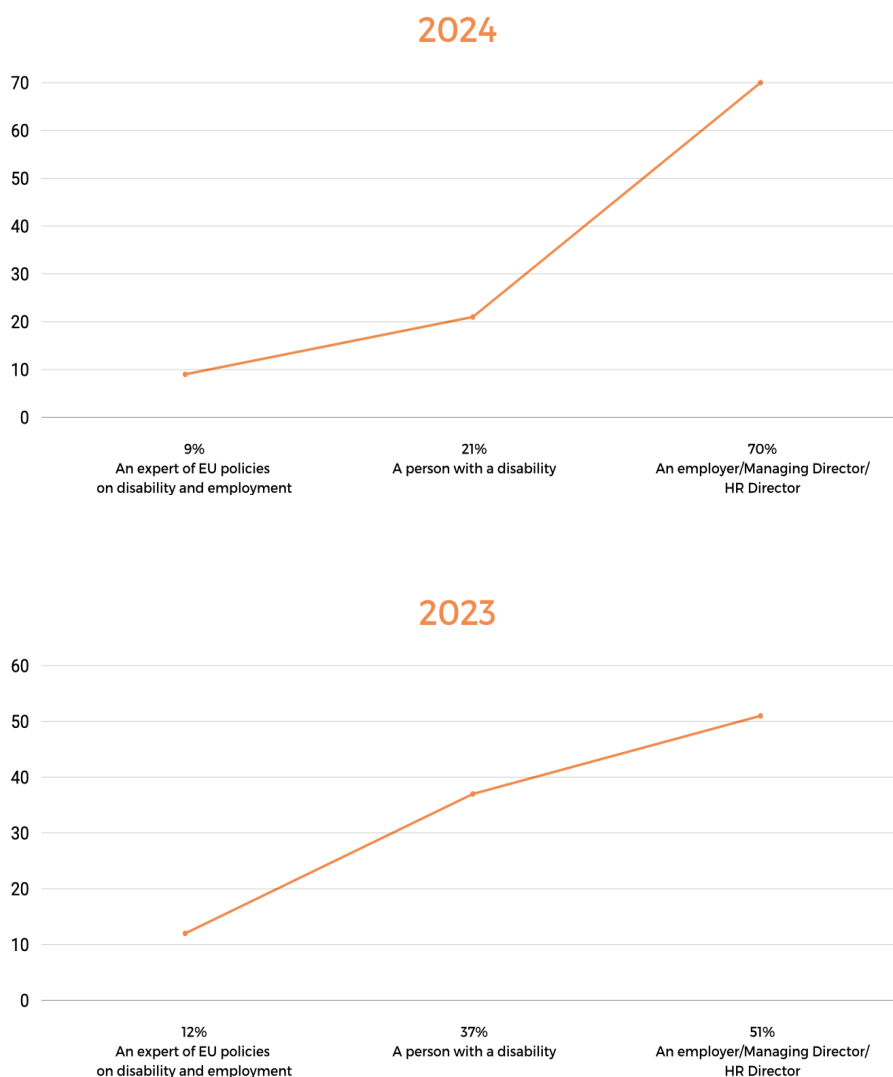
In **2023**, the situation was the following:



We asked the participants also about the highest **level of education** they completed. The answers showed that majority of participants have reached the highest level of education (PhD and above), this group creates 25 %. A little less, 23 % of participants, reached Bachelor's degree. Master's degree level of education has the same percentage of participants. Less than a High School diploma has 12 % of respondents. No diploma or any degree has 9 %. 8 % of participants has High School diploma or equivalent degree.

As shown, the people interviewed in the 2024 have a high level of education, like in the 2023. We can detect only minor changes and deviation, that do not affect the evaluation of the data.

Three sectors - groups of the respondents who participated this survey were these:



As we can see in the 2024 chart, **the majority of participants, 70 %, are in the positions of employers, managing directors and HR directors.** Persons with a disability created 21 % of respondents and 9 % of them are experts of EU policies on disability and employment.

2. What does disability mean for individuals and society, in the work sector?

The European Commission highlights a significant **employment disparity between persons with and without disabilities**, with only 50% of the former being employed, compared to 75% of the latter. Furthermore, 28.4% of individuals with disabilities are at risk of poverty or social exclusion, compared to 17.8% of those without disabilities. Educational attainment also shows a gap, with only 29.4% of persons with disabilities achieving a tertiary degree compared to 43.8% of those without disabilities. Additionally, 52% of individuals with disabilities report experiencing discrimination. These statistics underscore the urgent need for action. **The EU and its Member States are committed to improving the social and economic conditions for individuals with disabilities.** As the workplace continues to evolve, new challenges and opportunities, such as digitalization, emerge.

In contrast, the one billion individuals with disabilities worldwide represent a significant untapped resource with immense potential for employment and innovation. However, they encounter daily challenges that impede their capacity to contribute fully and equitably to society. This not only contravenes their rights but also detracts from the richness and diversity of our communities. Furthermore, the economic impact is significant, given the potential contributions these individuals could make if they were adequately supported. In addition, people with disabilities encounter specific and significant barriers when trying to enter the workforce. **One of the main challenges is physical accessibility; many workplaces lack necessary modifications such as ramps, elevators, and accessible restrooms, which can make it difficult or impossible for individuals with mobility impairments to navigate the workspace.** Also, there is often a scarcity of assistive technologies and adaptive equipment, such as screen readers for the visually impaired or specialized ergonomic furniture, which are crucial for enabling effective job performance. Another substantial barrier is attitudinal. Employers and colleagues may have misconceptions and prejudices about the abilities of disabled individuals, leading to discriminatory hiring practices and a lack of workplace inclusivity. This can result in people with disabilities being overlooked for job opportunities or promotions and can create a hostile work environment that discourages them from staying in their roles.

Furthermore, **there is a lack of tailored training and professional development programs.** Many educational and vocational training programs do not accommodate the specific needs of disabled individuals, leaving them at a disadvantage in acquiring the skills required for many jobs. This gap in training can make it challenging for them to compete with non-disabled peers in the job market.

Policies and organizational practices often do not provide adequate support for the integration of disabled employees. For instance, flexible working arrangements, reasonable accommodations, and disability-inclusive policies are not universally implemented, creating additional hurdles for disabled individuals. These systemic issues contribute to higher unemployment and underemployment rates among people with disabilities, emphasizing the urgent need for targeted interventions and inclusive practices in the workplace.

In the following chapter, **we will analyze the responses from the survey participants and present the valuable insights gathered from them.**

3. Analysis of the three sectors

In order to facilitate the involvement of people with disabilities in the work process, it is essential to first **understand the three core elements that must be considered: the needs, possibilities, expectations, and areas of improvement of these individuals.** The combination of the three main components will result in the desired outcome. In this case, we are talking about the stakeholders who can provide the work opportunity. These include management, employers, managing directors and human resources directors. Despite being disabled in a certain way, these individuals want to contribute to society, use their skills, creativity, abilities and finally, those who know the problems at the highest level – the experts of EU policies on disability and employment. In this analysis, we will examine each of the three sectors individually, posing questions designed to gain insight into their circumstances and perspectives. This will enable us to identify the areas where intervention is most needed.

3.1 An employer/Managing Director/HR Director

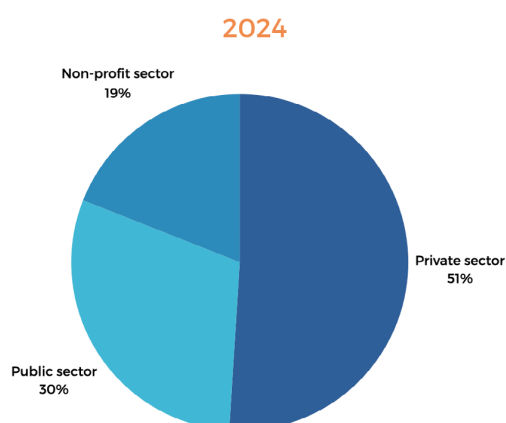
3.1.1 Data analysis

1. In which sector are you active?

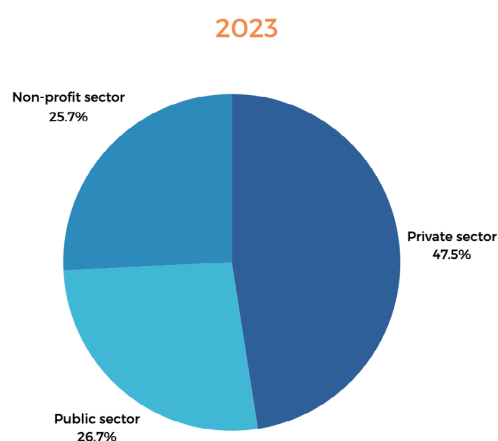
The data presented in the graph indicates that the majority of our management-level participants are employed in private companies, accounting for 51% of the total. This indicates that private sector organisations have a significant presence in the survey, which may provide insights into corporate practices and policies regarding the inclusion of disadvantaged individuals. The public sector, which accounts for 30% of participants, also plays a pivotal role, reflecting governmental and institutional perspectives on employment inclusivity. Meanwhile, the non-profit sector, with 19% of participants, provides valuable input from organisations that often advocate for social justice and support for marginalised groups. The diverse range of respondents from different sectors enhances the value of the survey results, providing a comprehensive overview of work inclusion practices and challenges from multiple perspectives.

There are no substantial deviation or variation with the numbers collected in the 2023.

As we can see on the graph, most of our participants in the group of management are those working in the private companies. They create 51%. The participants from public sector make 30% and non-profit sector reached 19%.



As we can see on the graph, most of our participants in the group of management are those working in the private companies. They create 48% (525 participants). The participants from public sector make 27% (292 participant) and non-profit sector reached 26% with 281 participants in the survey.



2. What is the main business of your company/organisation?

The data indicates that the majority of respondents are primarily engaged in the education sector, representing 25% of the total. This significant presence underscores the vital role that educational institutions play in addressing and promoting work inclusion for disadvantaged individuals. The Health and Social Work sector follows closely behind at 16%, underscoring its importance in providing support and services to marginalised groups. The Transport and Communication sector, which represents 9% of respondents, also makes a notable contribution, reflecting the necessity for inclusivity in essential public services and infrastructure.

The diverse representation across various business areas enhances the value of the survey findings, providing a comprehensive view of how different industries address the inclusion of disadvantaged individuals. **The table below provides further detail on the composition of our respondents, showcasing the varied sectors involved and their respective contributions to the overall data.** This variety ensures a comprehensive understanding of current practices, challenges and opportunities in fostering an inclusive workforce across multiple domains.

2024

Answers	Count	%
Agriculture, forestry	79	8%
Fishing	0	0%
Mining and quarrying	0	0%
Manufacturing	45	5%
Electricity, gas and water supply	23	2%
Construction	29	3%
Wholesale/retail/ repair	56	6%
Hotels and restaurants	74	8%
Transport/storage/communication	86	9%
Finance	67	7%
Real estate/renting/business services	56	6%
Public administration	0	0%
Education	244	25%
Health and Social Work	156	16%
Other community, social and personal services	53	5%
Other	4	0%

2023

Answers	Count	%
Health and Social Work	209	19.0%
Education	202	18.4%
Finance	145	13.2%
Hotels and restaurants	112	10.2%
Transport/storage/communication	86	7.8%
Agriculture, forestry	79	7.2%
Wholesale/retail/ repair	56	5.1%
Real estate/renting/business services	54	4.9%
Other community, social and personal services	54	4.9%
Manufacturing	45	4.1%
Construction	29	2.6%
Electricity, gas and water supply	23	2.1%
Other	4	0.4%
Fishing	0	0.0%
Mining and quarrying	0	0.0%
Public administration	0	0.0%

3. How many employees work at your company/organisation?

The results of the 2024 survey indicate that companies with 10 to 24 employees represent the largest group, accounting for 35% of all surveyed organisations. This substantial figure indicates that small to medium-sized enterprises (SMEs) are actively engaged in discussions about work inclusion for disadvantaged individuals. These companies often have greater flexibility to implement inclusive practices, but may also encounter distinctive challenges due to their size and resource limitations.

The second largest group is made up of smaller organisations, with fewer than 10 employees, at 25%. It is vital that they participate, as they represent a significant economic segment and can provide valuable insights into the barriers and opportunities for inclusion within very small businesses.

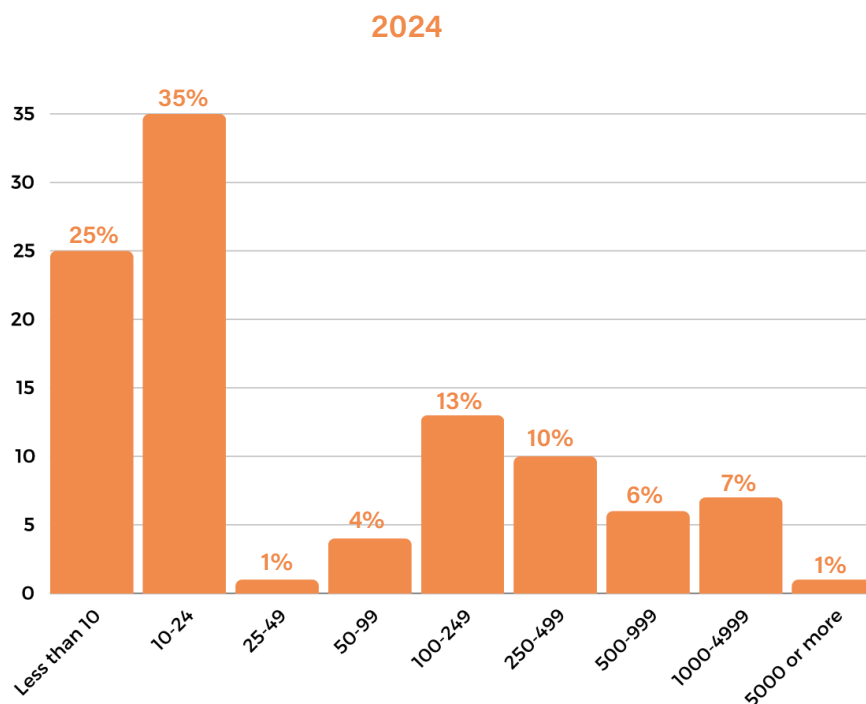
The third largest group of respondents, representing 13% of the total, are companies with 100 to 249 employees. Mid-sized businesses have the potential to implement more structured inclusion programmes and policies, but may still encounter challenges related to scalability and resource allocation.

The survey included 10% of organisations with 250 to 499 employees. Larger companies are likely to have more resources and established HR practices, offering valuable insights into advanced inclusion strategies and their effectiveness.

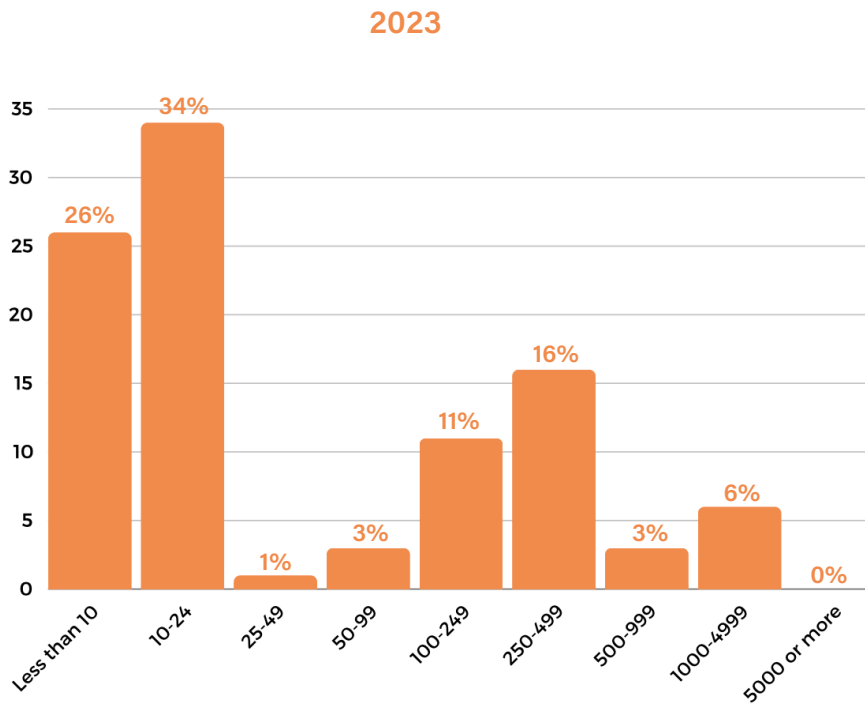
It is worth noting that only one company with more than 5,000 employees participated in the survey. The input of such a large organisation, while limited, is still valuable as it can provide insights into the complexities and successes of implementing inclusive practices on a large scale.

The diverse range of company sizes represented in the survey provides a comprehensive overview of the varying approaches and challenges faced by different types of organisations in promoting work inclusion for disadvantaged individuals.

Only minor changes occurred between the 2024 and 2023 edition of the report, as shown by the graphs below:



The companies with the number of employees between 10 to 24 create the biggest group in the survey. They make 35 % of all companies/ organisations. Smaller companies/ organisations are the second most represented in the survey with 25 % The third rank belongs to those with 100-249 employees (13) and the fourth position belongs to the companies/ organisations with 250 to 499 employees (10 %). This survey participate only one company with more than 5 thousand employees.



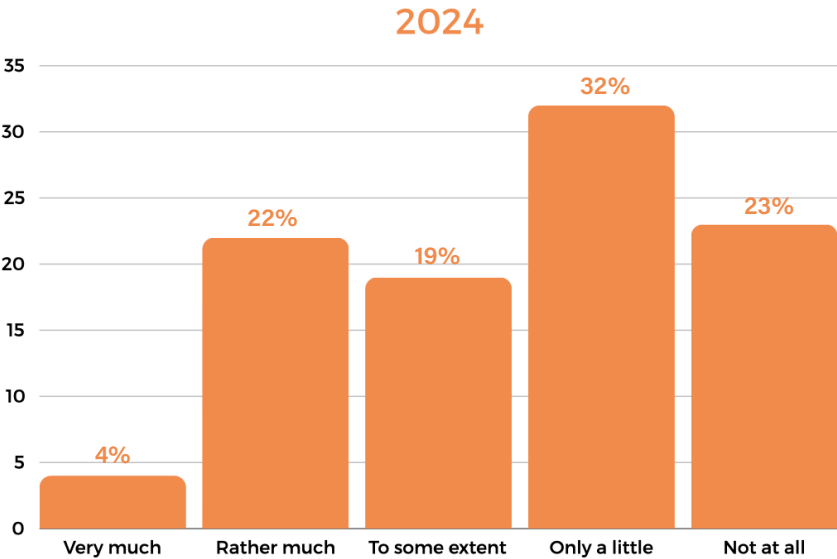
The companies with the number of employees between 10 to 24 create the biggest group in the survey. They make 34 % of all companies/ organisations (376 respondents). Smaller companies/ organisations are the second most represented in the survey with 26 % (280 respondents). The third rank belongs to those with 250 to 499 employees (16 %, 176 respondents) and the fourth position belongs to the companies/ organisations with 100 to 249 employees (11 %, 123 employees). This survey did not participate any company with more than 5 thousand employees.

4. Are you familiar with the main international and national frameworks about the employment rights of persons with disabilities?

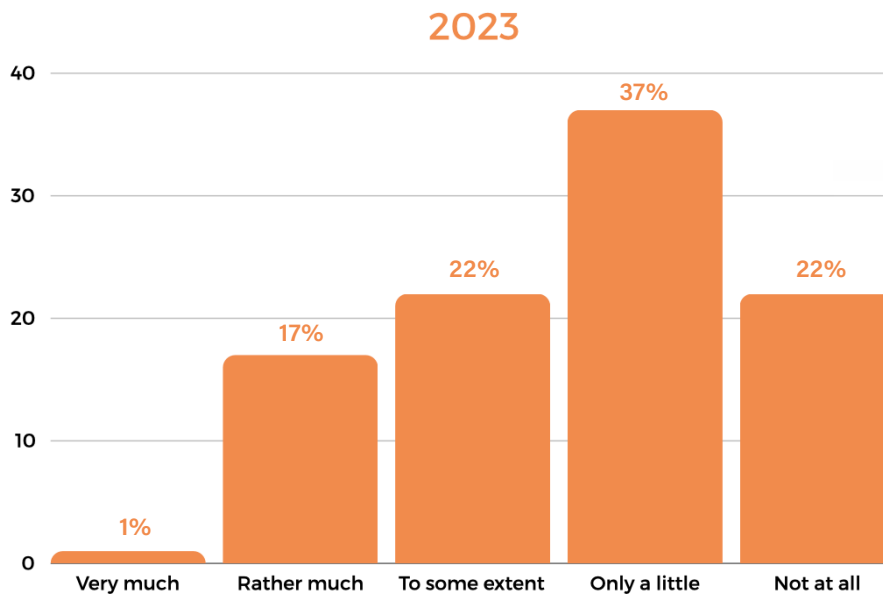
In **2024**, the responses to this question indicate a worrying lack of familiarity among employers with the legislative frameworks that govern the employment rights of persons with disabilities. The most common response, at 32%, was "only a little," indicating a minimal understanding among a significant portion of employers. This lack of awareness can impede the effective implementation of inclusive practices and compliance with relevant legislation.

A further 23% of employers indicated that they were unaware of these critical legal frameworks, selecting the second most common response, "not at all." This indicates a need for more effective communication and training on disability employment rights. While 19% of respondents indicated they are familiar with these laws "to some extent," there is still much room for improvement in deepening their knowledge. It is encouraging to note that 22% of respondents indicated they were familiar with the legislation "rather much." This suggests that nearly a quarter of employers are well-informed and potentially more capable of creating inclusive workplaces. Nevertheless, this figure demonstrates that the majority of employers lack the requisite knowledge.

Data collected are **very similar to those belonging to the 2023 edition** of the survey, as shown by the images below.



In this question we asked the employers whether they were familiar with the main legislative frameworks, national and international, regarding the employment rights of persons with disabilities. The most common answer "was only a little", answered by the 32 %. The second most common answer with 23 % was "not at all". Only with 4 points less ranked the third answer "to some extent" (243 respondents, 19 %). "Rather much" replied 22 % while "Very much" was the answer stated by only 4 % .



In this question we asked the employers whether they were familiar with the main legislative frameworks, national and international, regarding the employment rights of persons with disabilities. The most common answer *“was only a little”*, answered by 408 participants (37 %). The second most common answer with 22 % - 246 participants was *“not at all”*. Only with 3 respondents less ranked the third answer *“to some extent”* (243 respondents, 22 %). *“Rather much”* replied 17 % (186 respondents) while *“Very much”* was the answer stated by only 1 % (15 respondents).

5. If your company/organisation has a written policy or non-written practice concerning persons with disabilities, please specify if it applies to:

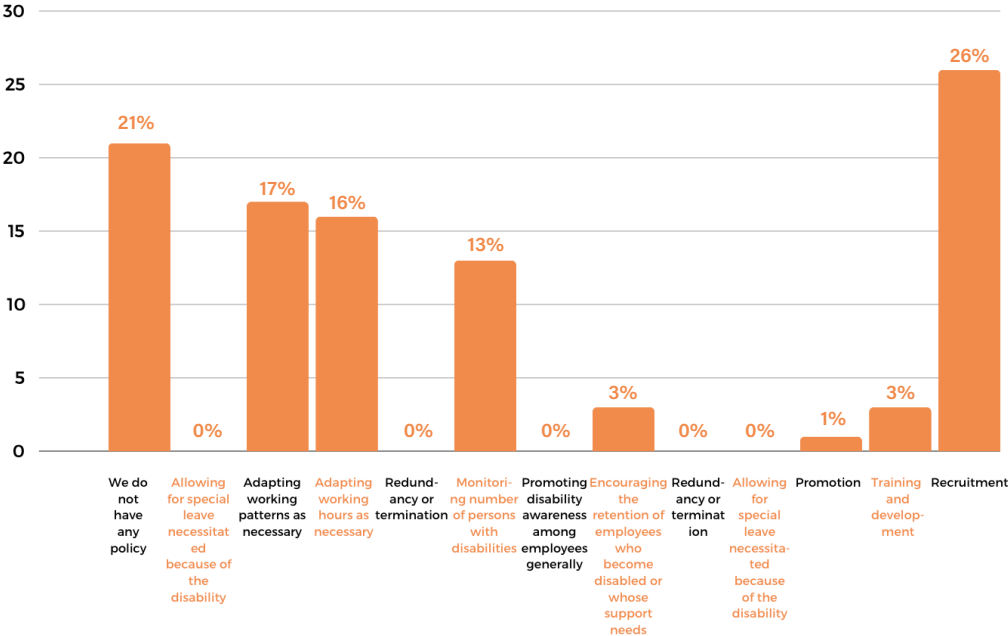
We asked the respondents who manage companies or their respective parts whether they had any policies or practices concerning persons with disabilities.

The most frequently cited answers were:

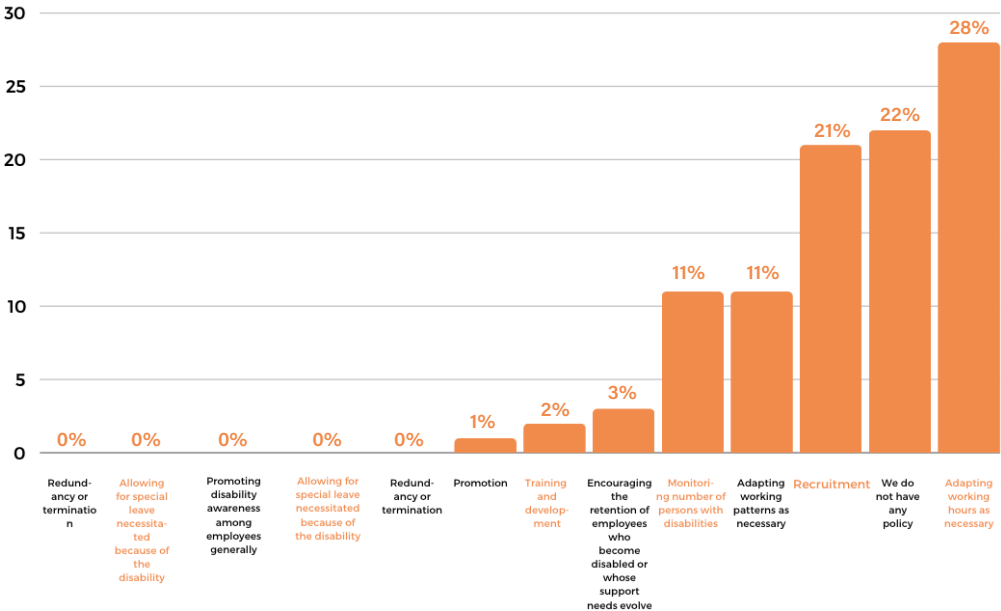
1. Recruitment (27%)
2. Adapting working hours as necessary (21%)
3. We do not have any policy (19%)
4. Adapting working patterns as necessary (15%)
5. Monitoring the number of persons with disabilities in the workforce (12%)
6. Equipment/personal support for disabled employees (8%)
7. Consulting with employees with disabilities on their needs (8%)
8. Encouraging the retention of employees with disabilities (6%)
9. Promoting disability awareness among employees generally (5%)
10. Training and development (4%)
11. Allowing for special leave necessitated because of the disability (4%)
12. Promotion (3%)
13. Redundancy or termination (2%)

Interestingly, some options such as “Other” and “We do not have any policy” were significant, with “We do not have any policy” chosen by 19% of respondents, highlighting a critical area for improvement in policy implementation for disability inclusion in the workplace.

2024



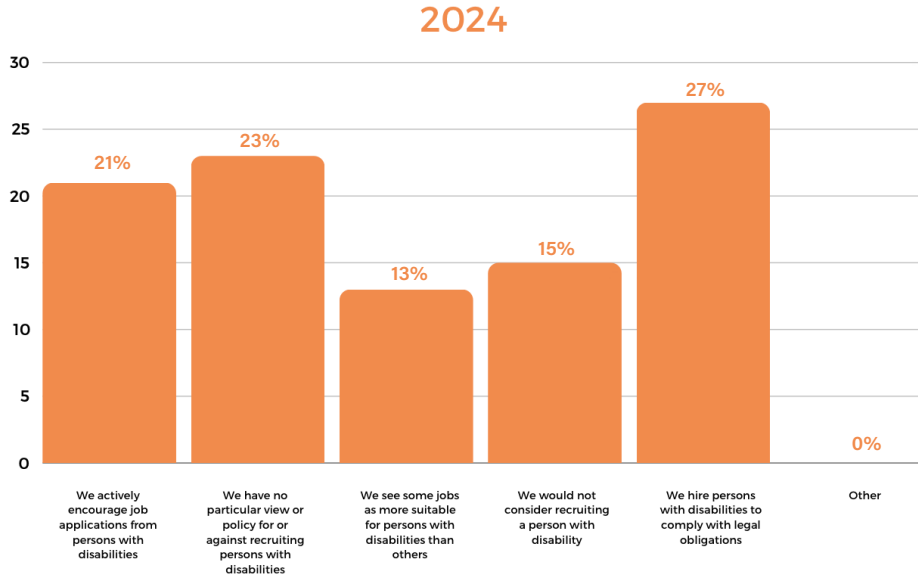
2023



6. Which of the following best describes your organisation's attitudes towards the recruitment of persons with disabilities?

The survey data revealed that the most common response was "We hire persons with disabilities to comply with legal obligations," selected by 27% of respondents. This was closely followed by the response, "We proactively encourage applications from individuals with disabilities," which was selected by 27% of respondents. The third most common response, selected by 18% of respondents, was, "We do not have a specific stance or policy regarding the recruitment of individuals with disabilities." A further 14% of respondents indicated that they consider some roles to be more suitable for candidates with disabilities than others. **This reflects a perspective that job suitability varies based on disability.** Finally, 13% of respondents stated, "We would not consider recruiting a person with a disability," which highlights a significant barrier to inclusivity that still exists in some organisations.

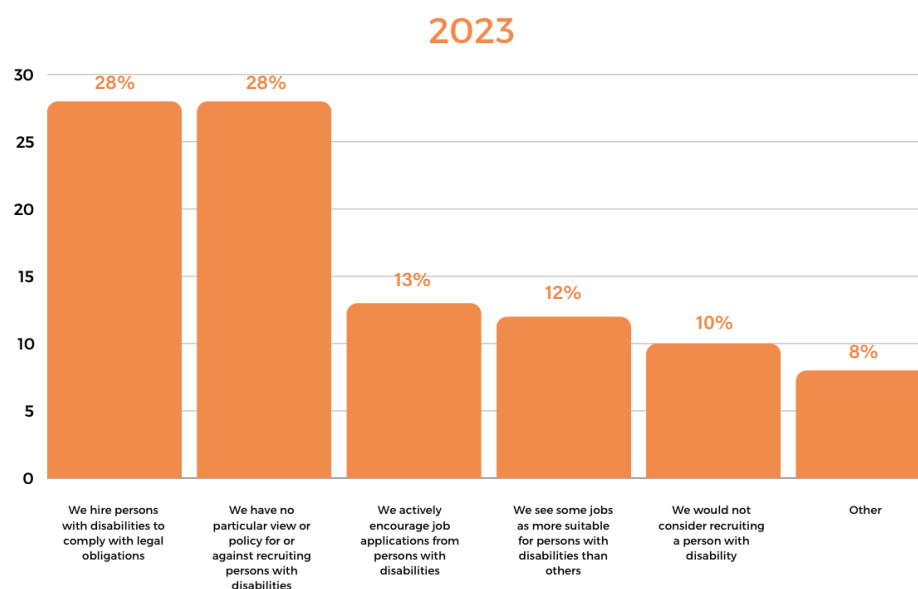
Comparing the 2023 and 2024 data, we can say that **both graphs indicate that the most common responses are a lack of specific policies (28%) and hiring to comply with legal obligations (28%).** However, the first graph shows a higher emphasis on actively encouraging applications from persons with disabilities (27%) compared to the second graph (13%). The second graph also highlights a slightly higher percentage of respondents with no view or policy against recruiting persons with disabilities (28%). These results suggest a need for more proactive and inclusive hiring practices across organizations.



Based on the survey data, the most common response was, "We hire persons with disabilities to comply with legal obligations," chosen by 27% of respondents. Equally significant, 27% of respondents stated, "We actively encourage job applications from persons with disabilities."

The third most frequent answer, at 18%, was, "We have no particular view or policy for or against recruiting persons with disabilities."

Following this, 14% of respondents indicated, “We see some jobs as more suitable for persons with disabilities than others,” and 13% stated, “We would not consider recruiting a person with a disability.”



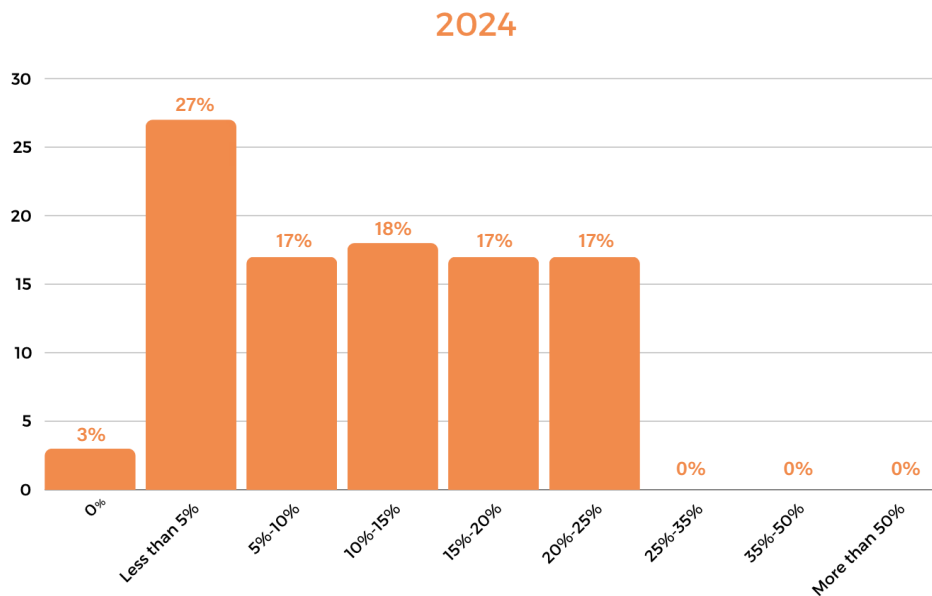
“We have no particular view or policy for or against recruiting persons with disabilities” was the answer of 312 respondents and with 28 % ranked the first position among the answers. The second one with the same percentage but with the count of 309 respondents was the answer “We hire persons with disabilities to comply with legal obligations”. The result of 13% (148 respondents)

7. What’s the percentage of persons with disabilities over the total number of employees at your company/organisation?

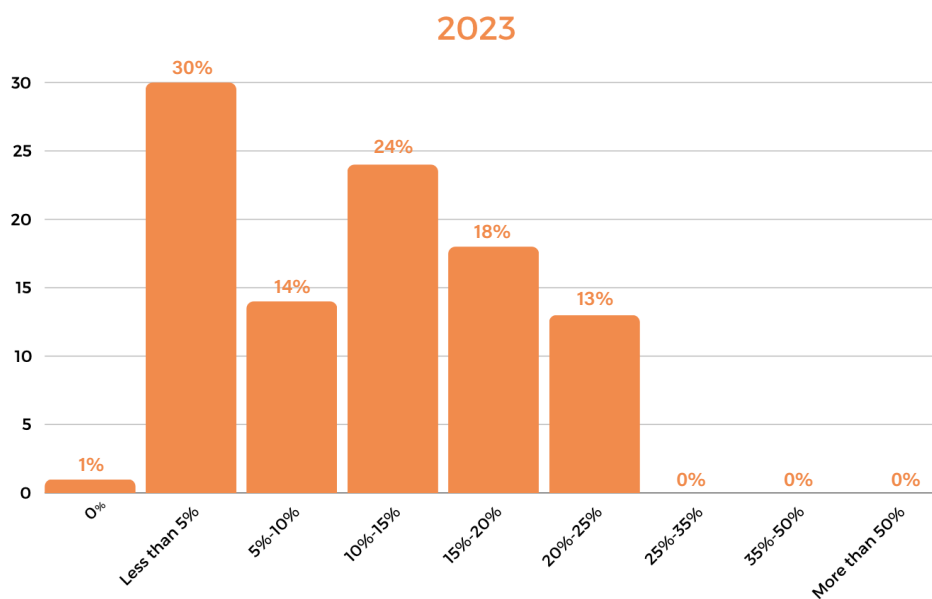
We wanted to know from our respondents the percentage of persons with disabilities over the total number of employees at their company/organisation and we explained to the respondents that for the purposes of this survey we ask about the persons with disabilities included those who had long-term physical, mental, intellectual, or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

The **bar chart reveals the distribution of employees with disabilities across various companies.** A small percentage (about 5%) of companies reported having no employees with disabilities. The largest group (27%) indicated that less than 5% of their workforce consists of employees with disabilities. Approximately 17% of companies reported having 5% to 10% of their employees with disabilities, with a similar percentage for the 10% to 15% and 20% to 25% ranges, showing moderate levels of inclusion. About 16% of companies reported having 15% to 20% of their workforce as employees with disabilities.

Notably, there is no reported data for companies with more than 25% of their workforce being persons with disabilities, indicating that higher representation is uncommon. Overall, the data suggests that while some inclusion exists, many companies still have a relatively low percentage of employees with disabilities, highlighting the need for increased efforts to support equitable workplace participation.



The bar chart shows the distribution of employees with disabilities in various companies. About 3% of companies reported no employees with disabilities, while the largest group (27%) had less than 5%. Around 17% of companies reported 5% to 10%, 10% to 15%, and 20% to 25% of their workforce as employees with disabilities, indicating moderate inclusion levels. Approximately 16% of companies had 15% to 20% representation. No data is shown for companies with more than 25% of employees with disabilities, suggesting higher representation is rare. This indicates a need for increased efforts to support workplace inclusion for persons with disabilities.

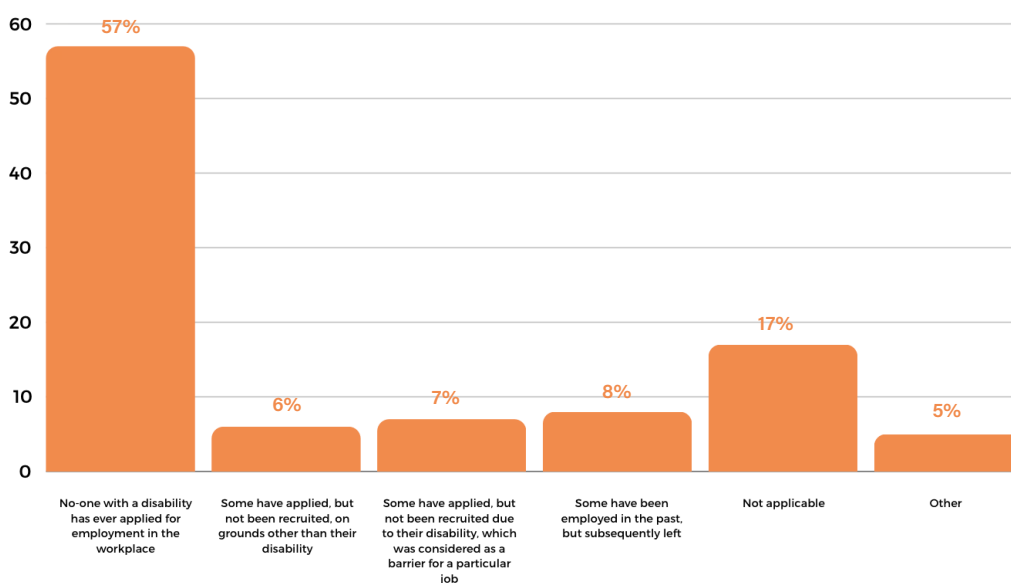


The first position belongs to the answer "Less than 5%" (30% - 324 respondents). The second most stated answer was "10% - 15%" (24 %, 259 respondents) and the third ranked the option 15%-20% (18% - 203 respondents). As we see from the chart, people with disabilities do not make more 25 % of employees in any of the companies/organisations, while 11 respondents (1%) answered the percentage of persons with disabilities over the total number of employees at their company/ organisation is zero.

The two charts compare the distribution of employees with disabilities in companies for 2023 and 2024. In 2024, only 3% of companies reported having no employees with disabilities, up from 1% in 2023. The largest group in 2024, with 27%, had less than 5% of employees with disabilities, down from 30% in 2023. Companies with 5% to 10% of employees with disabilities increased slightly to 17% in 2024 from 14% in 2023. The 10% to 15% range decreased significantly to 18% in 2024, from 24% in 2023. The 15% to 20% category saw a minor decrease from 18% in 2023 to 16% in 2024. However, the 20% to 25% range increased to 17% in 2024 from 13% in 2023. There were no companies with more than 25% of employees with disabilities in either year. Overall, 2024 shows a slight decrease in lower percentage ranges but an increase in the 20% to 25% range compared to 2023.

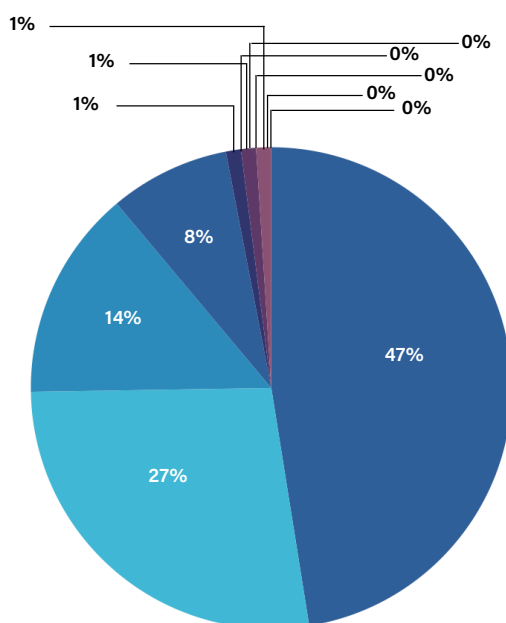
The chart illustrates the responses from **employers regarding the reasons for employing persons with disabilities.** A significant majority, nearly 60%, stated that no one with a disability has ever applied for employment at their workplace. Around 20% marked the question as "Not applicable," indicating that the question did not pertain to their situation. A small percentage of employers (around 5%) indicated that some persons with disabilities have applied but were not recruited due to their disability. Similarly, about 5% noted that applicants with disabilities were not recruited on grounds other than their disability. Another 5% mentioned that some employees with disabilities were employed in the past but subsequently left. A minor fraction, less than 5%, chose "Other" reasons. This data suggests that **many employers have not had the opportunity to employ persons with disabilities, highlighting a potential gap in applications or recruitment practices.**

If your company/organisation does not employ/recruit persons with disabilities, is it because:



We also wanted to investigate the other part of respondents among the employers, those who stated that there are persons with disabilities among their employees, and we asked them the reasons for employing them. The pie chart shows the reasons for employing persons with disabilities. The most significant reason, at 47%, is company culture, indicating a strong focus on inclusivity. Compliance with national regulations accounts for 27%. Other reasons include employees developing care needs after employment (14%) and tax incentives (8%). Less common reasons, each at 1% or less, include higher retention and productivity, expanding the consumer market, valuing diverse skills, improving company reputation, and diversity-oriented hiring strategies. This data highlights the importance of company culture in promoting the employment of persons with disabilities.

If there are persons with disabilities among your employees, is it because of (select all that apply):



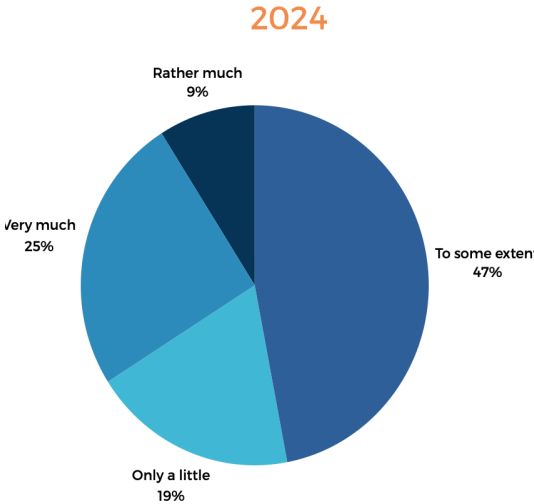
- Company culture
- Need to comply with national regulations
- Tax incentives
- Not applicable
- People developed support/care needs when they were already employed
- Company reputation/image
- Increase consumer market and revenue by addressing the disability community
- Higher productivity of persons with disabilities
- Higher retention of persons with disabilities
- Value of different ways of thinking and skills in the team
- Other
- Implementation of an active diversity oriented hiring strategy

8. Do you think that better exploiting information and communication technology (ICT) and ICT tools in the recruitment process could increase the number of persons with disabilities among your employees?

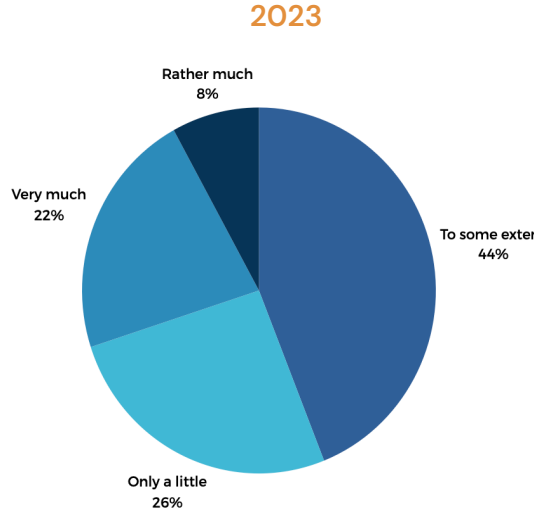
The pie chart displays employer opinions on whether better exploiting **information and communication technology (ICT) in the recruitment process** could increase the number of persons with disabilities among their employees.

A significant portion, represented by the green segment, indicates that employers believe ICT could help “to some extent.” The blue segment shows that many employers think ICT could help “very much,” reflecting strong optimism. The red segment indicates that some employers believe ICT could help “only a little,” while the purple segment shows a smaller group who think it could help “rather much.” A minority, represented by the smallest segment, feels that ICT would not help “at all.”

Overall, the majority of employers see at least some potential for ICT to improve the recruitment of persons with disabilities, with many expressing strong confidence in its effectiveness.



The pie chart illustrates employer opinions in 2024 on the potential of ICT in increasing the number of employees with disabilities. A substantial 47% believe ICT could help “to some extent,” while 25% think it could help “very much.” About 19% feel ICT could help “only a little,” and 9% believe it could help “rather much.” Notably, no respondents think ICT would not help “at all.” Overall, most employers see potential in ICT to improve the recruitment of persons with disabilities, with a significant portion expressing strong confidence in its effectiveness.



Asking this question, we wanted to know from the respondents whether they believe that the proportion of employees with disabilities may rise if they used information and communication technology (ICT) and ICT tools more effectively during the hiring process. 44 % (479 participants) answered “To some extent” while “Only a little” chose as an answer 289 respondents (26 %). Fewer of them, 240, replied “Very much” and make 22 % of answers. “Rather much” (90 participants, 8%) was the last among the chosen options. “Not at all” gained no vote.

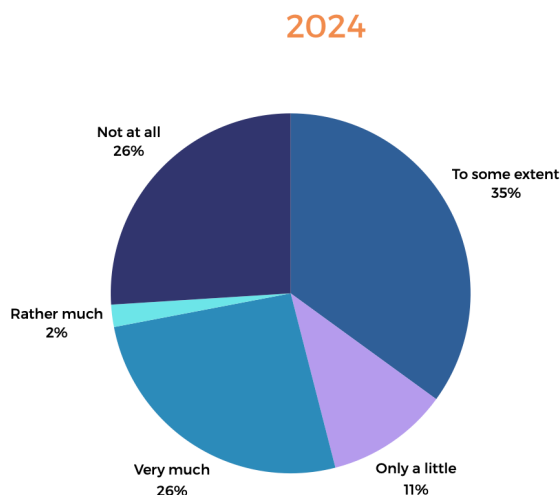
In both years, no respondents thought ICT would not help “at all.” The belief that ICT could help “to some extent” remained stable, with a slight increase from 44% in 2023 to 47% in 2024. Optimism in ICT’s potential grew, as those who thought it could help “very much” increased from 22% in 2023 to 25% in 2024. Conversely, there was a decrease in those who felt ICT would help “only a little,” dropping from 26% in 2023 to 19% in 2024. The belief that ICT could help “rather much” saw a minor increase from 8% in 2023 to 9% in 2024. Overall, confidence in ICT’s ability to aid in the recruitment of persons with disabilities appears to have strengthened slightly from 2023 to 2024.

9. Do you think that better exploiting information and communication technology (ICT) and ICT tools on the job, for example to provide reasonable accommodation, could increase the number of persons with disabilities among your employees?

The pie chart reflects **employer opinions in 2024 on whether better exploiting ICT tools on the job**, such as providing reasonable accommodation, could increase the number of employees with disabilities.

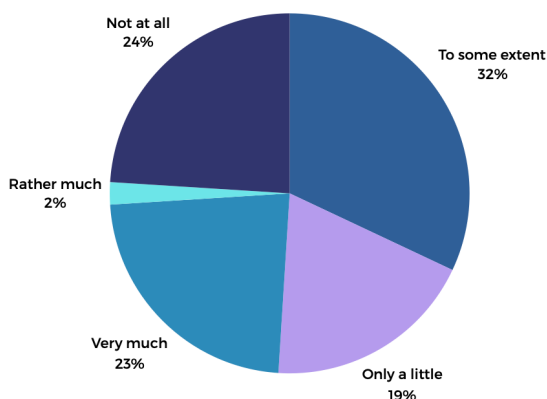
The largest segment, 35%, believes ICT could help “to some extent.” An equal percentage of employers, 26%, think ICT could help “very much” and believe it would not help “at all.” Meanwhile, 11% feel ICT could help “only a little,” and a small fraction, 2%, believe it could help “rather much.”

Overall, the data suggests a significant portion of employers see at least some potential for ICT to facilitate the inclusion of persons with disabilities in the workforce, with a notable number expressing strong confidence in its effectiveness.



The pie chart shows employer opinions in 2024 on using ICT to provide reasonable accommodations for increasing employees with disabilities. 35% believe ICT could help “to some extent,” while 26% think it could help “very much.” Another 26% think it would not help “at all,” and 11% feel it could help “only a little.” A small 2% believe it could help “rather much.” This indicates that many employers see potential in ICT for increasing workforce inclusion, with a significant portion expressing strong confidence in its effectiveness.

2023



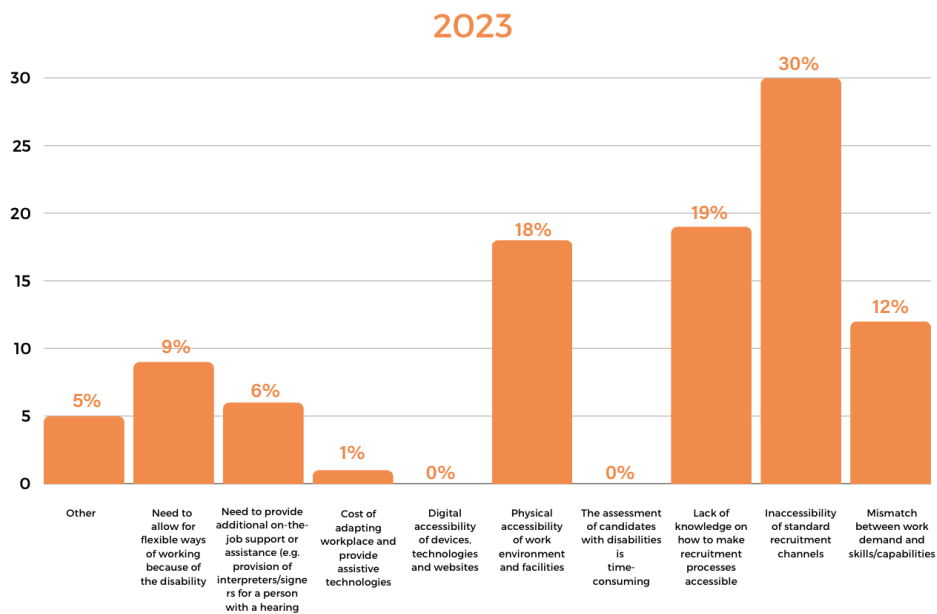
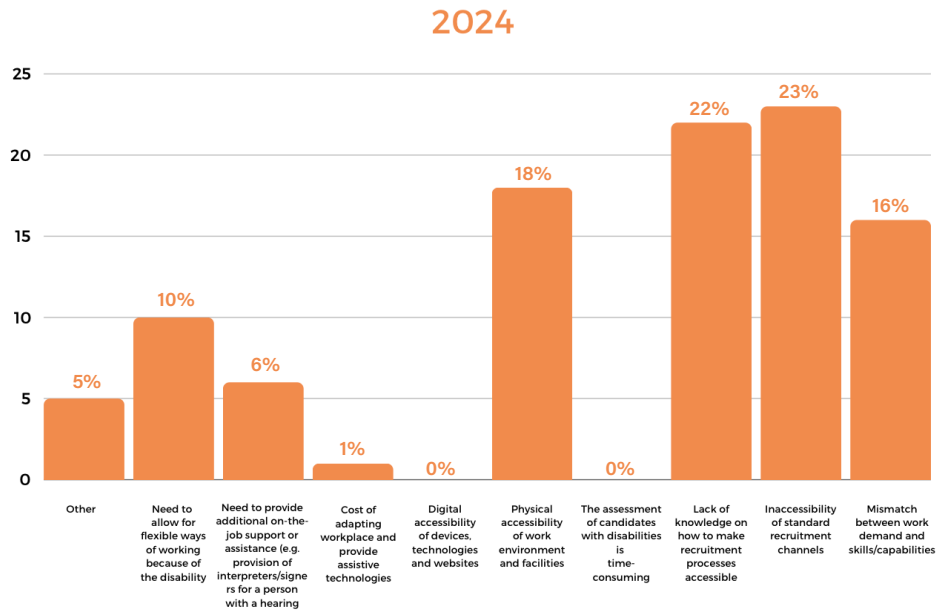
In this case we were interested in the ICT and ICT tools on the job and their potential to increase the number of persons with disabilities among the employees. As it resulted, the most of respondents, 350, incline to the answer "To some extent" (32 %) while 265 of them (24 %) believe that it doesn't have any influence. Instead, 256 preferences (23 %) gained the answer "Very much". "Only a little" chose 204 participants (19 %) and "Rather much" received 23 preferences (2%).

The pie charts **compare employer opinions from 2023 and 2024 on using ICT to provide reasonable accommodations for increasing the number of employees with disabilities**. In 2024, 35% of employers believe ICT could help "to some extent," up from 32% in 2023. The percentage who think ICT could help "very much" increased to 26% in 2024 from 23% in 2023. Conversely, 26% in 2024 think it would not help "at all," compared to 24% in 2023. The proportion of employers who feel ICT could help "only a little" decreased to 11% in 2024 from 19% in 2023. The belief that ICT could help "rather much" remained steady at 2% in both years. Overall, confidence in ICT's potential to improve the recruitment of persons with disabilities increased slightly from 2023 to 2024.

10. According to your company/organisation's experience, what are the main obstacles/costs, if any, to the recruitment of persons with disabilities?

The bar chart presents **various challenges employers face in hiring persons with disabilities** in 2024. The most significant issues are the inaccessibility of standard recruitment channels, cited by 23% of respondents, and the lack of knowledge on how to make recruitment processes inclusive, cited by 22%. Physical accessibility of the work environment is a challenge for 18%, while a mismatch between work demand and skills or capabilities affects 16%.

Other challenges include the need to allow for flexible ways of working (10%) and providing additional on-the-job support or training (6%). A smaller percentage (5%) mentioned "Other" reasons. The cost of adapting the workplace and providing assistive technologies is a concern for 1% of employers, while digital accessibility and the time-consuming nature of assessing candidates with disabilities were not cited as significant issues in this survey.



In both years, **the inaccessibility of standard recruitment channels was the top challenge**, though it decreased from 30% in 2023 to 23% in 2024. The lack of knowledge on making recruitment processes accessible remained significant but increased slightly from 19% in 2023 to 22% in 2024. Physical accessibility issues remained consistent at 18% for both years. The mismatch between work demand and skills saw an increase from 12% in 2023 to 16% in 2024.

The need for flexible working arrangements increased slightly from 9% in 2023 to 10% in 2024, while the need to provide additional on-the-job support remained the same at 6%. Other unspecified reasons and the cost of adapting workplaces stayed relatively minor concerns, each remaining at 5% and 1% respectively. Digital accessibility and the time-consuming nature of assessing candidates with disabilities were not cited as significant issues in either year.

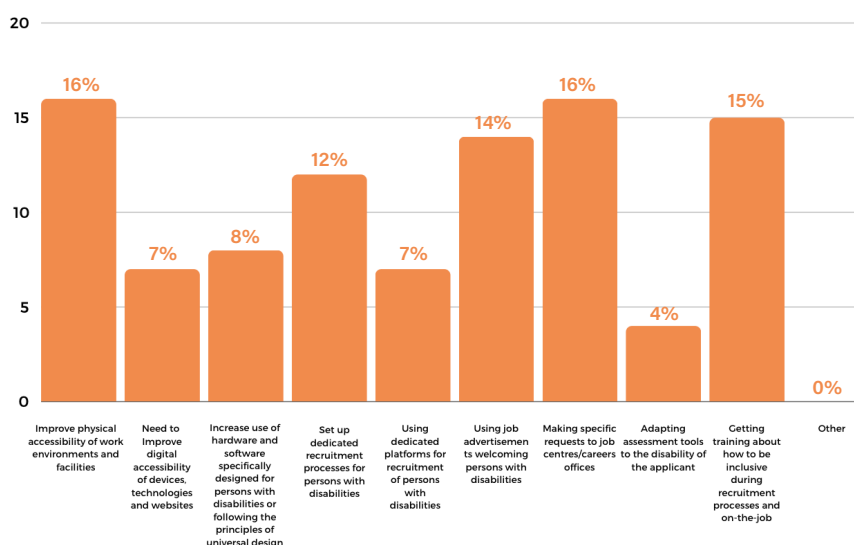
Overall, **while some challenges remained consistent, there were noticeable changes in the perceived importance of certain issues, particularly in the accessibility of recruitment channels and the mismatch between work demand and skills.**

11. According to your company/organisation's experience, what could you do, as an employer, to facilitate the recruitment of persons with disabilities?

The bar chart outlines various strategies that **employers believe could facilitate the recruitment of persons with disabilities based on their company or organization's experience.** The top suggestions, each cited by 16% of respondents, are improving the physical accessibility of work environments and making specific requests to job centers and career offices. Receiving training on how to be inclusive during recruitment processes is important for 15% of employers. Using job advertisements that welcome persons with disabilities is seen as a beneficial strategy by 14%. Setting up dedicated recruitment processes specifically for persons with disabilities is suggested by 12%, indicating a significant interest in specialized recruitment pathways.

Other strategies include increasing the use of hardware and software specifically designed for persons with disabilities (8%) and using dedicated platforms for their recruitment (7%). Additionally, improving the digital accessibility of devices, technologies, and websites, as well as adapting assessment tools to the disabilities of applicants, are each seen as helpful by 7% and 4% of respondents, respectively.

Overall, the data suggests a multifaceted approach is needed, combining physical, digital, and procedural improvements, along with targeted training and outreach efforts, to effectively recruit persons with disabilities.



12. According to your company/organisation's experience, what are the main obstacles/costs, if any, to the retention of persons with disabilities?

The pie chart highlights the **obstacles employers face in retaining employees with disabilities in 2024**. The biggest challenges, each cited by 17% of respondents, are the **mismatch between work demands and skills or capabilities and the lack of career prospects** for these employees.

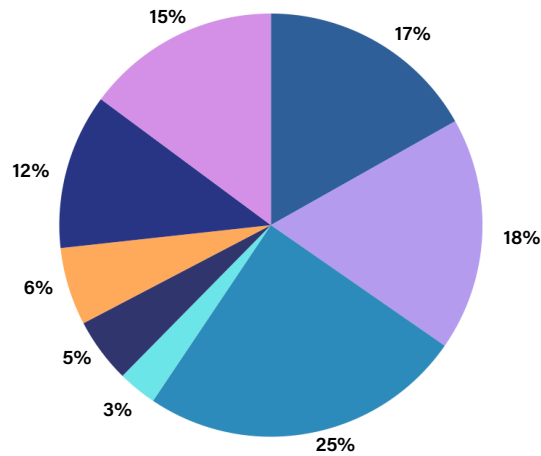
Lack of training opportunities is a significant issue for 16.2% of employers. Additionally, 13% pointed to the attitudes of colleagues, which can make employees with disabilities feel uncomfortable. Another 13% of employers reported no specific obstacles or costs compared to retaining employees without disabilities.

Providing additional on-the-job support or assistance, such as interpreters or signers for hearing-impaired employees, is a concern for 12.1% of employers. The cost of adapting the workplace and providing assistive technologies is mentioned by 9.1% of respondents, while 2% cited other reasons.

Overall, **the data underscores various challenges, with skill mismatches and career progression being the top issues, followed by training opportunities and social inclusion. Addressing these barriers is crucial for improving the retention of employees with disabilities.**



2023



- Mismatch between work demand and skills/capabilities
- Cost of adapting workplace and provide assistive technologies
- Cost of providing additional on-the-job support or assistance (e.g. provision of interpreters/signers for a person with a hearing impairment)
- Attitudes of colleagues making employees with disabilities feel uncomfortable
- Other
- No specific obstacle/cost compared to retention of people without disabilities
- Lack of career prospects for employees
- Lack of training opportunities

In **2024**, the main challenges were the mismatch between work demands and skills (17%) and the lack of career prospects (17%). Lack of training opportunities (16%) and attitudes of colleagues (13%) were also significant. Providing additional on-the-job support concerned 12%, while the cost of adapting the workplace was cited by 9%. Only 2% mentioned other reasons.

In **2023**, the top issue was the lack of training opportunities (25%). The absence of specific obstacles was noted by 18%, and the mismatch between work demands and skills by 17%. Lack of career prospects was also at 17%, with attitudes of colleagues at 12%. The cost of adapting the workplace was mentioned by 6%, and providing additional support by 5%. Other reasons accounted for 3%.

Comparing both years, training opportunities were less of a concern in 2024 (16%) than in 2023 (25%). The perceived absence of specific obstacles decreased from 18% in 2023 to 13% in 2024. The mismatch between work demands and skills remained steady at 17%. Addressing these evolving concerns is crucial for improving retention of employees with disabilities.

13. According to your company/organisation's experience, what could you do, as an employer, to remove barriers to the retention of persons with disabilities?

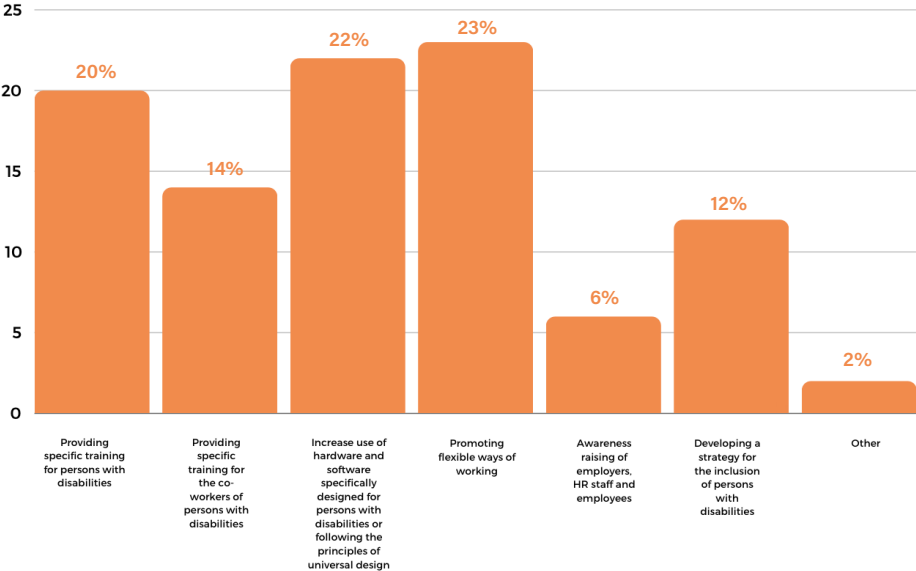
Our respondents were asked to select top three answers from the offered options, and this way to give us the **feedback on the topic of removing barriers to the retention of persons with disabilities according to their company/organisation's experience**. The bar chart sets out the **strategies that employers believe can be employed to remove the barriers to retaining employees with disabilities**. The most frequently recommended course of action, as identified by 23% of respondents, is the promotion of flexible working practices. The next most popular recommendation, at 22%, is to increase the use of hardware and software specifically designed for persons with disabilities.

Specific training for persons with disabilities is recommended by 20% of respondents. A further 14% of respondents believe that training colleagues of persons with disabilities will foster a more inclusive environment. A strategy for the inclusion of persons with disabilities is regarded as important by 12% of employers.

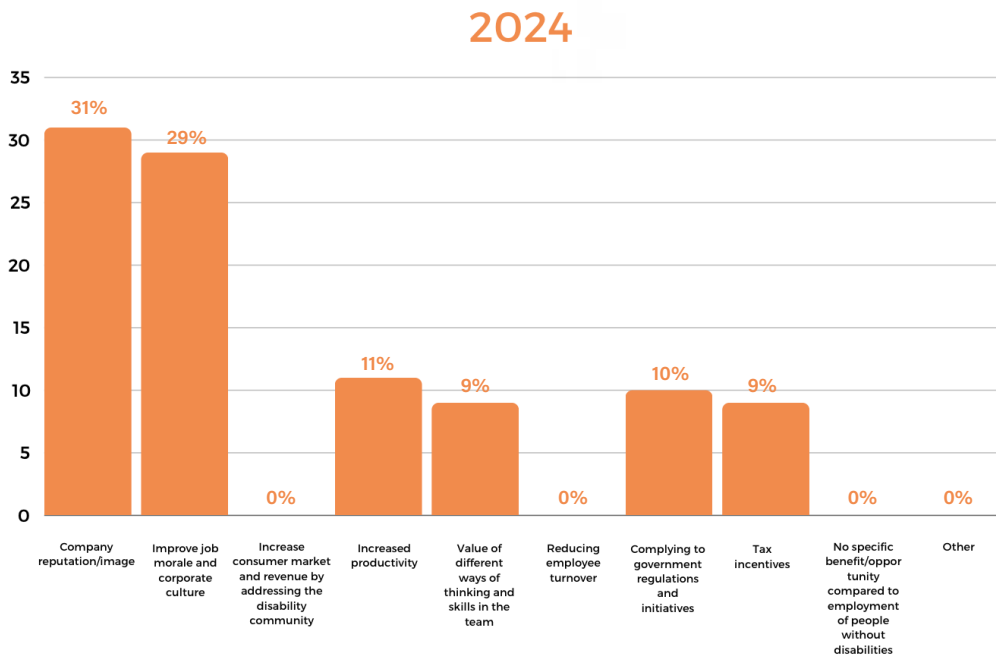
6% of respondents recommend raising awareness among employers, HR staff, and employees, while two percent suggest other unspecified strategies.

The data suggests that flexible working arrangements, specialised technology and targeted training are key strategies for improving the retention of employees with disabilities.

According to your company/organisation's experience, what could you do, as an employer, to remove barriers to the retention of persons with disabilities?



14. In your opinion, what are the main benefits/opportunities, if any, of hiring persons with disabilities?



Employing persons with disabilities may carry certain obstacles, but let's give a look at the brighter side of the problematics – the benefits and opportunities of hiring persons with disabilities according to the opinions of the survey participants. These are three most voted benefits in the opinions of the respondents.

The bar chart displays the perceived **benefits for employers in hiring persons with disabilities in 2024**. The top benefit, cited by 31% of respondents, is the improvement of company reputation and image. Close behind, at 29%, is the enhancement of job morale and corporate culture.

Increased productivity is noted by 11% of employers, while 10% see compliance with government regulations and initiatives as a key benefit. Both tax incentives and the value of different ways of thinking and skills in the team are cited by 9% of respondents.

No respondents mentioned reducing employee turnover or increasing consumer market and revenue by addressing the disability community as specific benefits. Additionally, 0% indicated no specific benefit or opportunity compared to employing people without disabilities, and no other unspecified benefits were cited.

Overall, the data suggests that improving company reputation and morale are the primary motivations for employers to hire persons with disabilities, followed by regulatory compliance and potential productivity gains.

15. The employment and/or retention of disabled people may have some costs and benefits for companies/organisations. How strongly do you agree or disagree with the following statements?

The methodology employed to analyse data gathered from this issue simply gave a weighted average to each option which requested a rate for the measures provided. Respondents were asked to state how strongly they agree or disagree with each statement.

1. Cost of Adjustments vs. Recruitment	41% believe that making adjustments for an employee who becomes disabled often costs less than recruiting a new employee	33% somewhat agree, 13% are neutral, and 14% disagree
2. Attendance and Punctuality	26% believe persons with disabilities have better attendance and punctuality records	29% somewhat agree, 35% are neutral, 5% somewhat disagree, and 4% disagree
3. Impact on Staff Relations and Morale	21% believe that recruiting/retaining an employee with a disability positively affects staff relations and morale	40% somewhat agree, 30% are neutral, 7% somewhat disagree, and 2% disagree
4. Impact on Company's Public Image	30% believe it positively affects the company's public image	38% somewhat agree, 10% are neutral, 21% somewhat disagree, and 1% disagree
5. Appropriateness for Client-Facing Roles	Only 1% believe it is inappropriate for employees with disabilities to have client-facing roles	3% somewhat agree, 30% are neutral, 42% somewhat disagree, and 24% disagree
6. Comfort Level of Staff	7% believe most staff may feel uncomfortable working with a person with disabilities	7% somewhat agree, 1% are neutral, 65% somewhat disagree, and 21% disagree
7. Benefit of Adjustments	22% believe adjustments made for employees with disabilities can benefit others	42% somewhat agree, 32% are neutral, 3% somewhat disagree, and 1% disagree
8. Productivity	2% believe employees with disabilities tend to be less productive	33% somewhat agree, 31% are neutral, 33% somewhat disagree, and 2% disagree

9. Additional Management Time	2% believe employees with disabilities require additional management time	55% somewhat agree, 15% are neutral, 26% somewhat disagree, and 2% disagree
10. Additional Workload for HR	Less than 1% believe they create an additional workload for HR staff	69% somewhat agree, 19% are neutral, and 12% disagree
11. Suitability of Disability Types for Employment	5% believe some disability types are more suited for employment	42% somewhat agree, 0% are neutral, 44% somewhat disagree, and 9% disagree
12. Ease of Using ICT for Recruitment	2% believe it is easy to use ICT tools for accessible recruitment	47% somewhat agree, 35% are neutral, 9% somewhat disagree, and 7% disagree
13. Ease of Using ICT for Accommodation	12% believe it is easy to use ICT tools for providing reasonable accommodation	69% somewhat agree, 14% are neutral, 4% somewhat disagree, and 2% disagree

Most employers recognize the benefits of adjustments and inclusive practices for employees with disabilities, though opinions vary on specific impacts. **There's a notable belief in the positive effects on company image and staff morale, but some reservations about productivity and additional management time.** The use of ICT tools for recruitment and accommodation is generally viewed positively, but there's room for improvement in awareness and implementation.

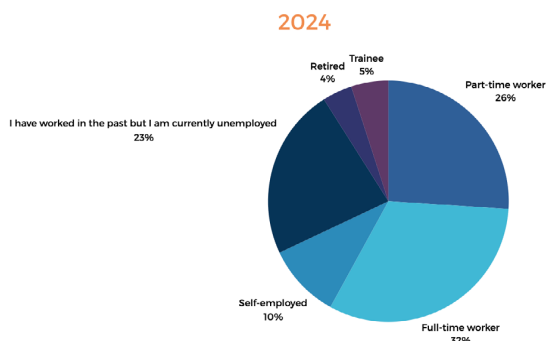
3.2 A person with a disability

3.2.1 Data analysis

1. What is your current working status?

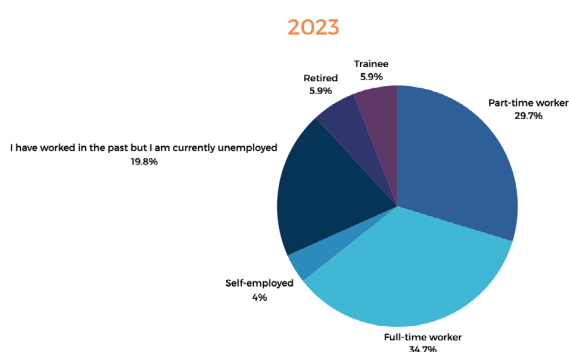
The pie chart reflects a detailed analysis of the **employment situation in 2024 of people with disabilities**, offering an insight into the current employment situation of this target group, divided into different occupational categories. The response options included in the survey reveal that the largest groups of respondents belong to the following categories: 'Part time worker', 'Full time worker' and 'I have worked in the past, but I am currently unemployed'.

The aim of the graph is to provide a clear and concise view of the situation of working conditions within the sample surveyed, offering useful insights into current employment dynamics.



Analysing the 2024 responses, it emerges that the category with the highest response rate (33%) is part-time workers. The second largest response group (26%) is full-time workers. In third place is the percentage (23%) that refers to people who have worked in the past but are unemployed at the moment.

Only 5% of respondents say they have never worked. These data thus reveal a predominance of part-time workers and a significant presence of the unemployed, with a varied representation of other job categories.



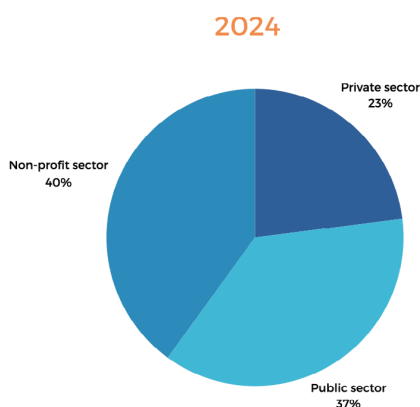
Among the respondents of this survey the most of persons with disabilities are those who work *full-time*. They create 35 % (278 persons). The second largest group is "Part-time worker" which makes 30 % with 233 votes. The third one ranked the answer "I have worked in the past, but I am currently unemployed" which was chosen by 156 respondents (20%).

Retired people make 6% the respondents and the same percentage belongs to those who have never worked. Self-employed respondents represent 4% of survey participants. Among the respondents there is no trainee.

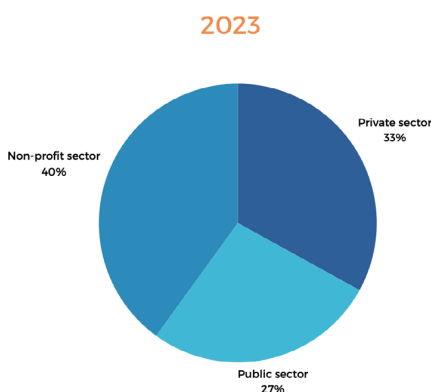
An **analysis of the data on workers with disabilities in 2023 and 2024** reveals similarities. In 2023, the majority of respondents were full-time workers (35 per cent), followed by part-time workers (30 per cent), the unemployed who had worked in the past (20 per cent) and those who had never worked (6 per cent). In 2024, part-time workers became the largest group with 33%, followed by full-time workers (26%), the unemployed who have worked in the past (23%) and those who have never worked (5%). An analysis of the data for these two years shows that full-time and part-time workers remain the main categories, although the group of part-time workers in 2024 exceeds the proportion of full-time workers, rising from 30% to 33%, while the proportion of full-time workers falls from 35% to 26%. A slight increase also emerges in the proportion of unemployed people who have worked in the past (20% in 2023 and 23% in 2024). In 2023, then, 6% of the respondents had never worked, while in 2024 this percentage dropped to 5%. The overall analysis shows a **slight but significant change in the employment dynamics of people with disabilities**, with a trend towards more flexible forms of work and a gradual increase in the difficulty of maintaining stable employment.

1.1 In which sector do you work? If retired or unemployed, please refer to your last experience.

The graph illustrates the **distribution of employment sectors in which people with disabilities who responded to the survey are employed**. The answers relate to the private sector, the public sector and the non-profit sector. This question complements the previous question in order to get a more complete picture of the occupational distribution within the world of work of people with disabilities.



In 2024, the results show that the majority of employed persons with disabilities work in the non-profit sector (40%), 37% work in the public sector and 23% of respondents are employed in the private sector. Considering this distribution, it seems that the non-profit and public sectors may offer more inclusive employment opportunities for people with disabilities than the private sector.

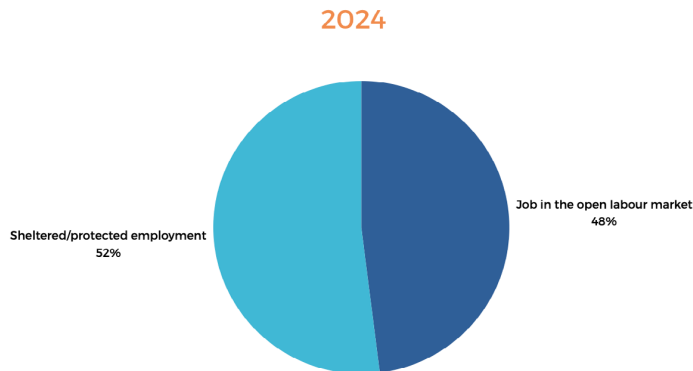


The *non-profit sector* seems to be the most welcoming for persons with disabilities, as it was chosen by 319 participants and with 40% it makes the biggest part of the answers. It is followed by *private sector* which gained 33% (258 participants) and the least voted with 27% is the *public sector*, which employs 212 of the respondents.

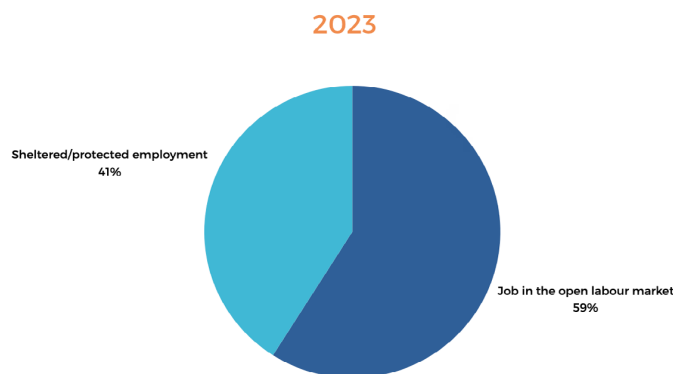
The analysis of the **data on the employment sectors of people with disabilities in 2023 and 2024 shows a significant trend common** to both years analysed, but with a difference in the distribution in minority sectors. In 2023, the non-profit sector stood out as the most welcoming, chosen by 40% of the participants, followed by the private sector with 33% and, finally, the public sector with 27%. In 2024, the non-profit sector retained its dominant position with 40 per cent of employees, while the public sector saw a significant increase to 37 per cent of employees, and the private sector saw a decrease to 23 per cent. These results indicate that the **not-for-profit sector continues to maintain greater opportunities for employment inclusion for people with disabilities**. Certainly, the percentage increase in the public sector is an encouraging finding, which may reveal a trend towards more inclusive policies and practices in these areas.

1.2 What kind of job do you have?

The analysis relating to this question reveals a graph presenting a **general overview of the type of employment held by the persons with disabilities interviewed**. The two possible response options are employment 'in the open labour market' or employment in "sheltered or protected" jobs.



The 2024 analysis returns a balanced proportion of respondents: 48% of respondents work in the open labour market, represented by traditional companies or organisations, while 52% are employed in sheltered or reserved jobs, which are often integrated within facilities or programmes specifically designed to support people with disabilities. These data suggest that, while a considerable proportion of people with disabilities manage to find employment in the general labour market, a slight majority find opportunities in work environments tailored to their needs, thus benefiting from policies and measures to protect the employment of people with disabilities.

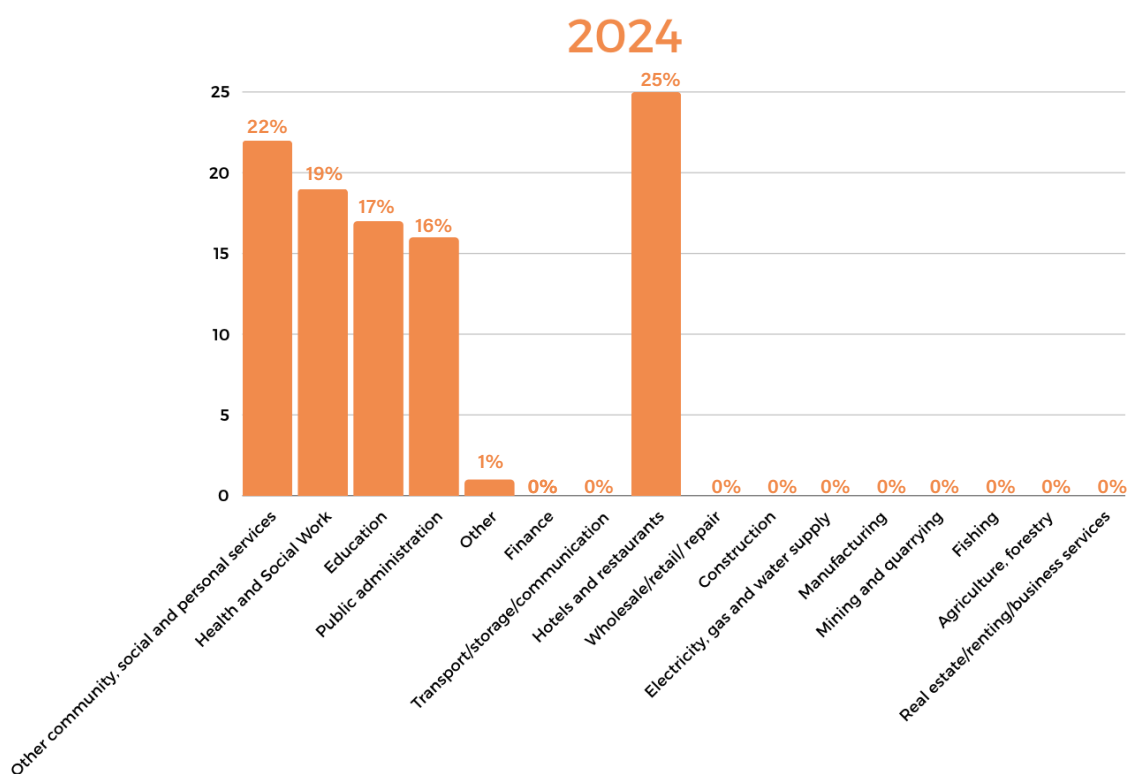


The respondents from the group of persons with disabilities told us what kind of job they had. In the case of being retired or unemployed, we asked them to refer to their last experience. The results show that 59 % (468 participants) have or had *job in the open labour market* and 41 % (321 participants) have or had *sheltered/protected employment*.

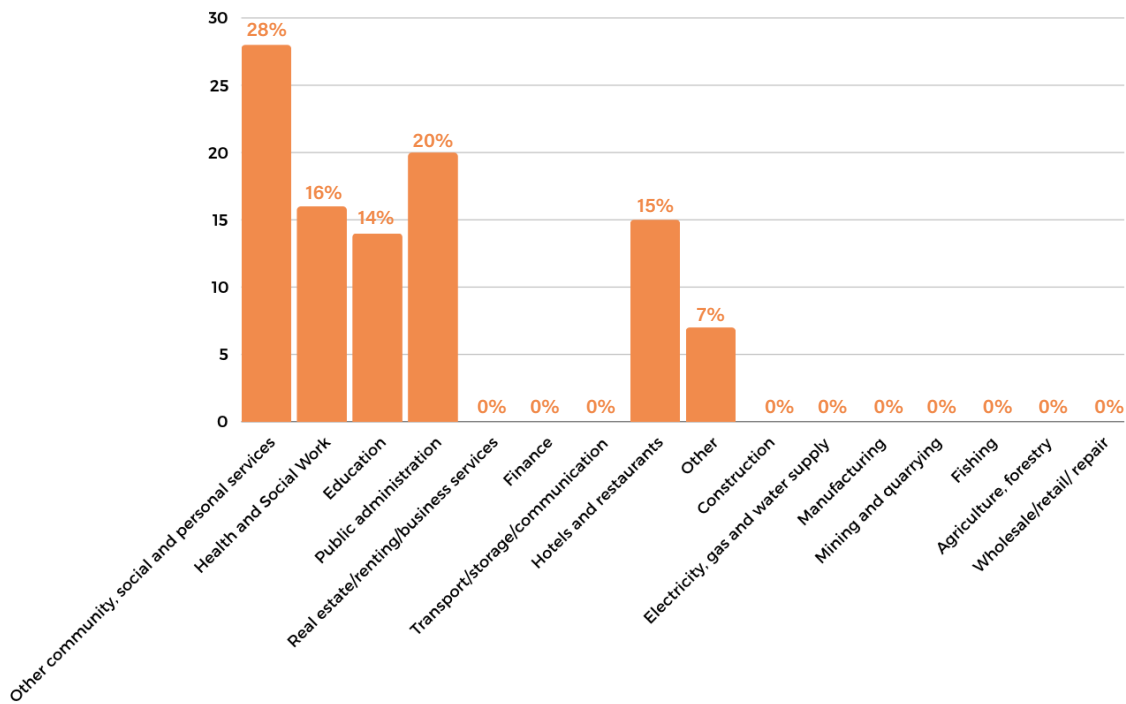
Analysis of the **data for 2023 and 2024 shows a change in the distribution of employment types among people with disabilities**. In 2023, the majority of respondents (59%) were employed in the open labour market, while 41% were employed in sheltered or reserved jobs. In 2024, we find this gap reduced, with a more balanced distribution between the two categories: 48% of respondents say they work in the open labour market and 52% in sheltered or reserved jobs. This change highlights from 2023 to 2024 an increase in the integration of people with disabilities in sheltered employment, which may have been generated as a result of policies or programmes aimed at supporting this segment of the population. It is important to monitor this data over time because it can help us understand the effectiveness of initiatives to promote a more inclusive type of employment and ensure equal opportunities in the labour market.

1.3 What job do you do?

The chart below shows the **analysis of the question on the type of work that people with disabilities interviewed carried out in 2024**. The results show that the hotel and restaurant sector employs 25% of people with disabilities, followed by health and social work with 19% and the education sector with 17%. 22% work in other community, social and personal services, while public administration employs 16%. Employment in sectors that we can consider as belonging to the industrial and technical environment such as agriculture, manufacturing, construction, trade, transport, etc. was not recorded. These data show a significant concentration of people with disabilities in the service and public sectors.



2023



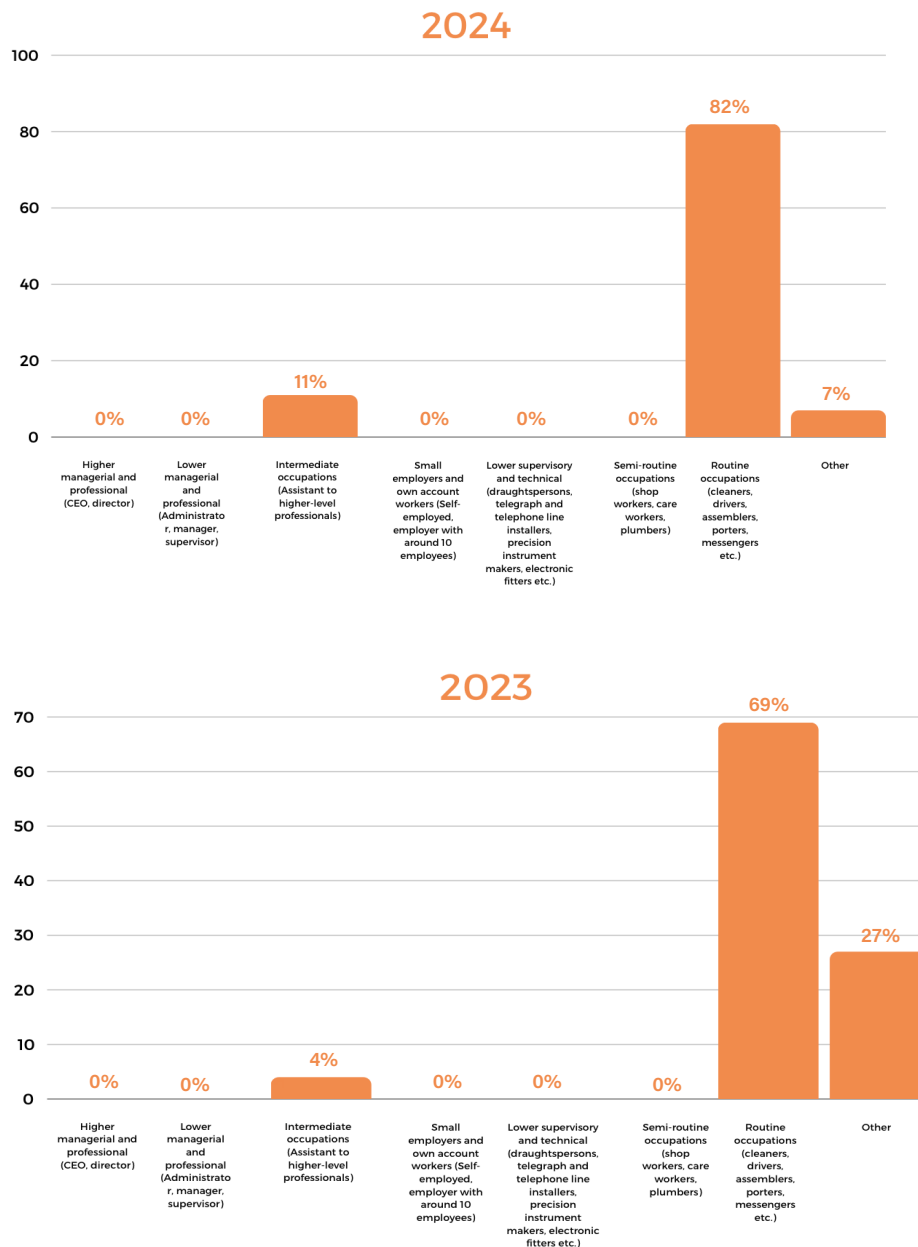
Looking at the data for **2023**, it is evident that although the percentages are slightly differently distributed among the various sectors than in 2024, there is a common trend, that of respondents belonging to the public and service sectors. Even in 2023, in fact, a lack of respondents in the technical and industrial sectors is noticeable, confirming a linearity of trend between the two years.

In conclusion, the data presented in the **2024** graph thus show a notable concentration in the employment of people with disabilities in the service and public sectors. In particular, sectors such as hotels and catering, health and social care, education and community services account for a substantial majority of employment opportunities for people with disabilities, especially when compared to the absence of respondents in more technical sectors such as industry and commerce. This distribution highlights the necessity to maintain the efforts to improve accessibility and representation across sectors, promoting a more equitable and diverse workforce.

1.4 What is your job position?

The graph illustrates the **distribution of job positions among people with disabilities who responded to the survey.**

In the **2024** responses, most of these people, 82%, occupy positions in routine roles, (such as cleaners, drivers, assemblers and porters). Only 11% hold intermediate occupations, such as assistants to higher-level professionals, while none are represented in the categories of high or low management, entrepreneurs, or technical and supervisory roles. Finally, 7% are in other unspecified job categories. This scenario shows a significant concentration in routine positions and limited participation in higher professional and managerial roles, with a clear distribution of people with disabilities within the employment landscape.

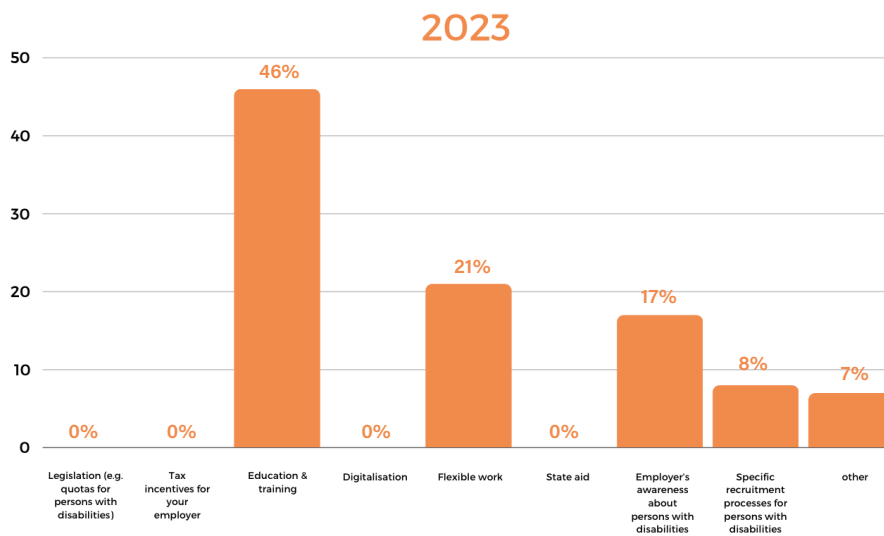
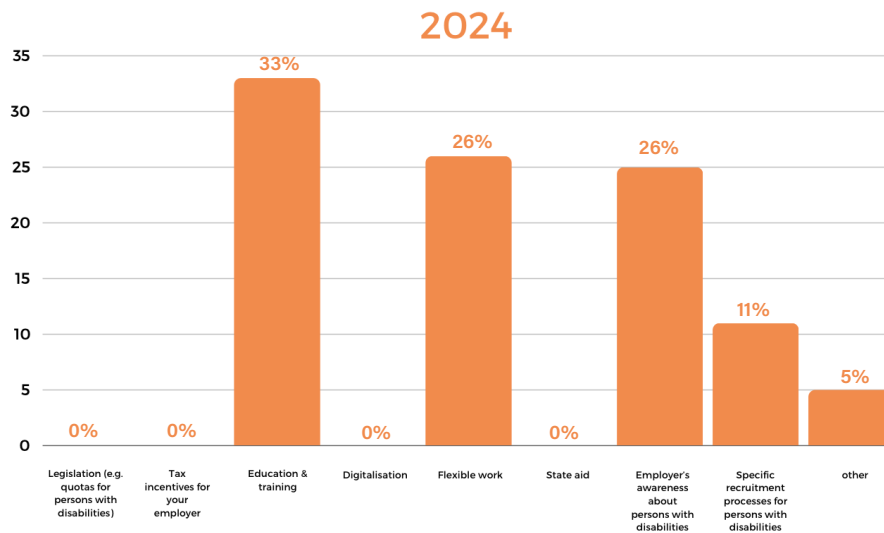


Concerning the job position, the routine occupations, such as *cleaners, drivers, assemblers, porters, messengers* etc., ranked the first position among the answers with 69 % (545 participants). The second most common was the answer *Other* which gained 27 % and was voted by 210 respondents. The third one ranked "*Intermediate occupations (Assistant to higher-level professionals)*", it is the job position of 33 respondents (4%). One respondent chose the answer *Lower managerial and professional (Administrator, manager, supervisor)* which represents 0 % among other answers. Job positions of "*Higher managerial and professional (CEO, director)*"; "*Small employers and own account workers (Self-employed, employer with around 10 employees)*"; "*Lower supervisory and technical (draughtspersons, telegraph and telephone line installers, precision instrument makers, electronic fitters etc.)*" and "*Semi-routine occupations (shop workers, care workers, plumbers)*" were not voted by any respondent.

Comparing the data from the graphs on the job positions of people with disabilities in 2023 and 2024, some significant trends emerge. In 2023, the majority of respondents occupied routine roles such as cleaners, drivers and assemblers, which accounted for 69% of responses. Intermediate positions were represented by only 4% of the respondents, while managerial and higher professional categories had no representation. In 2024, there was an increase in the percentage of people with disabilities employed in routine roles, rising from 69% to 82%. The figure for intermediate occupations also increased from 4% to 11%. With regard to managerial and entrepreneurial positions, however, the data reconfirms an absence of representatives. Another significant figure relates to the 'Other' group, which dropped dramatically from 27% to 7%. These changes indicate an **increasing concentration of people with disabilities in routine roles and a persistently limited presence in higher professional positions**, suggesting a substantial stability in labour market segmentation for this demographic group between the years examined.

1.5 What helped you to get a job?

The graph below shows the responses of respondents regarding the factors that facilitated their entry into the world of work. In **2024**, responses indicated that education and training were the most important elements, with 33% of respondents identifying them as the key factors. Work flexibility was equally important, ranking second in the analysis with 26%. Other relevant factors were 'employer awareness of people with disabilities', which ranked third in percentage terms with 25% of responses. Disability-specific recruitment processes contributed only 11% of the total. Factors such as legislation, tax incentives for employers, digitalization and government support were not considered significant, with 0% of respondents selecting them. Finally, 'Other' was selected by 5% of the respondents.



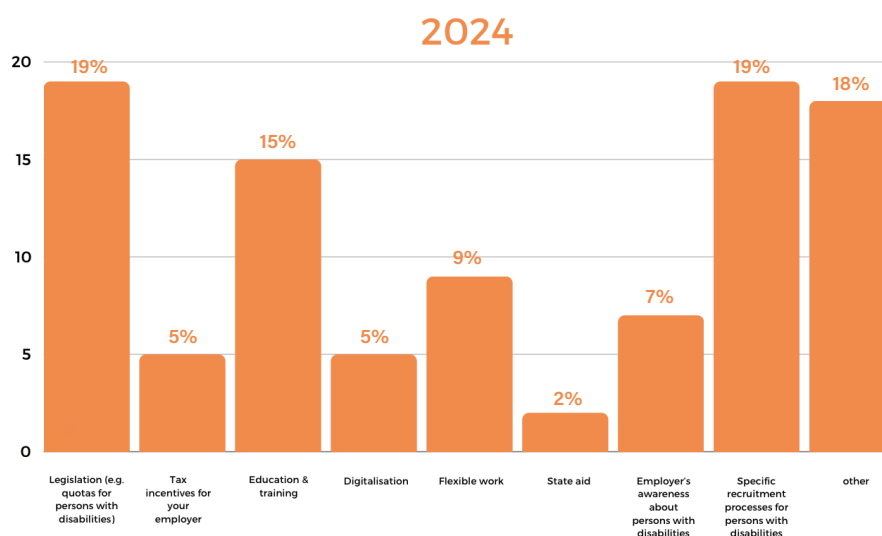
As it is important to know what makes the difference and helps the persons with disabilities to get the jobs, we asked the participants about their own experiences. In case of being retired or unemployed, we asked them to refer to the last experience. The most effective according to the respondents is *Education and training*, for this answer voted 46 % (366 respondents). The second most helpful is Flexible work with 168 preferences (21 %). The option *“Employer’s awareness about persons with disabilities”* received 134 preferences (17 %) and ranked on the third position. Follows the *“Specific recruitment processes for persons with disabilities”* (67 preferences, 8 %) and the answer *Other* (54 preferences, 7 %). The options *“Legislation (e.g., quotas for persons with disabilities)”*, *“Tax incentives for your employer”*, *“Digitalisation”* and *“State aid”* did not receive any vote.

Analysing the data on this question, it appears that **the most effective factor in facilitating access to employment for people with disabilities is education and training**. This figure remained in line both in 2023 with 46% of responses and in 2024, although the percentage dropped to 33%. In second place in percentage terms is ‘work flexibility’, which is the second most important option in both years, but with an increase in preference from 21% in 2023 to 26% in 2024. A relevant change concerns employers’ awareness of people with disabilities, which saw a significant increase from 17% of preferences in 2023 to 25% in 2024. Disability-specific recruitment procedures remained a minority, with a slight change from 8% in 2023 to 11% in 2024. In both surveys, factors such as legislation, tax incentives for employers, digitisation and government support were not considered significant, with a preference rate of 0% in both years. The ‘Other’ option saw a slight decrease from 7% in 2023 to 5% in 2024. These data show **a central role of education and training in the inclusion of people with disabilities in the labour market, with an increase in the relevance of work flexibility and employer awareness**.

1.6 What helped you on the job or to keep the job?

This is similar to the previous question, but the aim here is to **investigate not the factors that helped people with disabilities find work, but the factors that help them in their current job and in keeping it**.

Among the factors considered by respondents, 19% consider legislation, such as quotas for people with disabilities, to be of great assistance; another 19% emphasise the importance of specific recruitment processes for people with disabilities. Slightly below, with 18% of responses, are other unspecified forms of support, while 15% find education and training useful. Only 9% mention work flexibility as a determining factor and even fewer, 7%, consider employer awareness of people with disabilities to be relevant. Tax incentives for employers and digitisation are each mentioned by 5% of respondents, while only 2% consider state support to play a significant role. This gives a very significant overview of the elements of support for people with disabilities already in employment.



2023

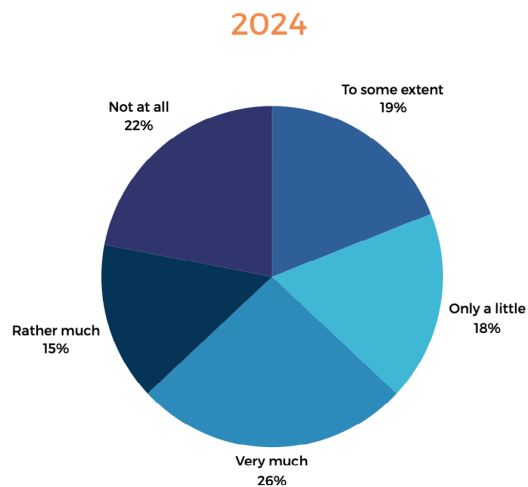
Answers	Count	%
Legislation (e.g., quotas for persons with disabilities)	137	17%
Other	124	16%
Specific recruitment processes for persons with disabilities	120	15%
Education & training	106	13%
Employer's awareness about persons with disabilities	89	11%
Flexible work	78	10%
Digitalisation	56	7%
State aid	45	6%
Tax incentives for your employer	34	4%

The “*Legislation (e.g., quotas for persons with disabilities)*” was the main help for the respondents - persons with disabilities, on their job. This answer chose 137 participants (17 %). *Other* was the answer with 124 preferences (16 %) and the third one ranked “*Specific recruitment processes for persons with disabilities*” with 120 preferences (15 %). The table below shows the complete summary of the answers.

Comparing the data collected in 2023 and those collected in 2024 concerning factors that support people with disabilities in the workplace, an interesting picture emerges of the priorities and perceptions of the participants. For both years, the element considered most supportive was ‘Legislation (e.g. quotas for persons with disabilities)’ with 17% of responses in 2023 and 19% in 2024, thus showing a slight increase. The latter figure is on a par with that of ‘Specific recruitment processes for persons with disabilities’ with only 15% in 2023. Education and training are similar, with 15% in 2024 and 13% in 2023. The data thus show a continued preference for the factor of legislation, but also a diversification of needs and preferences, indicating an increased awareness and appreciation of various aspects of employment support for people with disabilities.

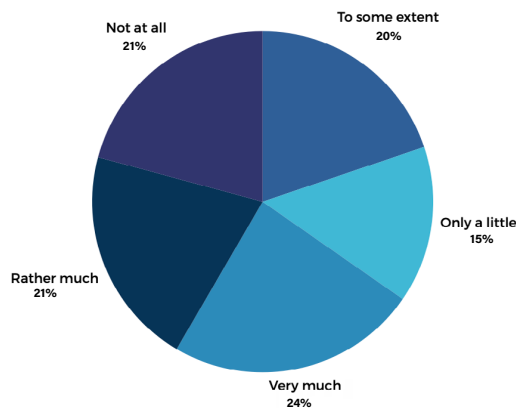
1.7 Is your job coherent with your CV/qualifications?

The pie chart investigates the **correspondence between the participants' work and their qualifications or experience (CV)**. What is sought is a representation of the distribution of participants' qualifications or work experience in relation to the work they carry out. This helps to understand whether respondents are doing jobs in line with their qualifications or experience, thus highlighting situations in which highly qualified people are doing jobs that do not require such qualifications, or the contrary.



In 2024, the highest percentage figure was 26%, representing people who answered that their job is very consistent with their CV or qualifications ('Very much'). On the other hand, 22% stated that their job is not at all consistent with their qualifications ('Not at all'), 19% indicated a partial consistency ('To some extent'), while 18% ('Only a little') felt there was only a slight match. 15% felt that their work was rather consistent with their qualifications ('Rather much'). These data also include the experiences of those who are retired or unemployed, referring to their last work experience.

2023



24% of the respondents (188 preferences) consider their jobs *very much* coherent with their qualifications. *Not at all* was the answer second most voted by 166 respondents (21%) and only four less votes received the answer *rather much* (162 preferences, 20.5 %). 156 preferences (20%) received the option "To some extend" and "Only a little" chose 117 respondents (15 %).

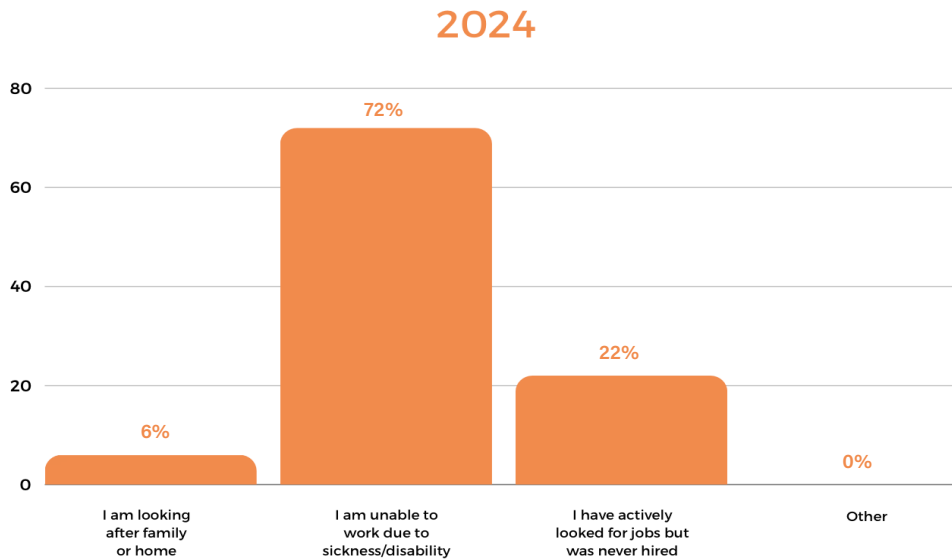
When comparing the data from the 2023 and 2024 surveys, a slight change in respondents' perceptions of the coherence between their job and their qualifications emerges. Whereas in 2023, 24% of respondents considered their job to be very consistent with their qualifications, in 2024 this percentage rose slightly to 26%, signalling a slight increase in satisfaction with the consistency between job and qualifications.

However, the percentage of those who consider their job not at all consistent with their qualifications increased from 21% in 2023 to 22% in 2024, indicating that a proportion of respondents remain dissatisfied with this issue. Furthermore, in 2023, the answer 'Rather much' had registered 20.5% of the preferences, but this percentage dropped to 15% in 2024, showing a decrease in the number of people who perceive a good coherence between their job and qualifications. In contrast, the response 'To some extent' increased from 20% in 2023 to 19% in 2024, and the response 'Only a little' saw an increase from 15% to 18% over the same period. These data suggest a decrease in the perception of intermediate consistency, with a proportion of respondents moving towards a perception of less consistency.

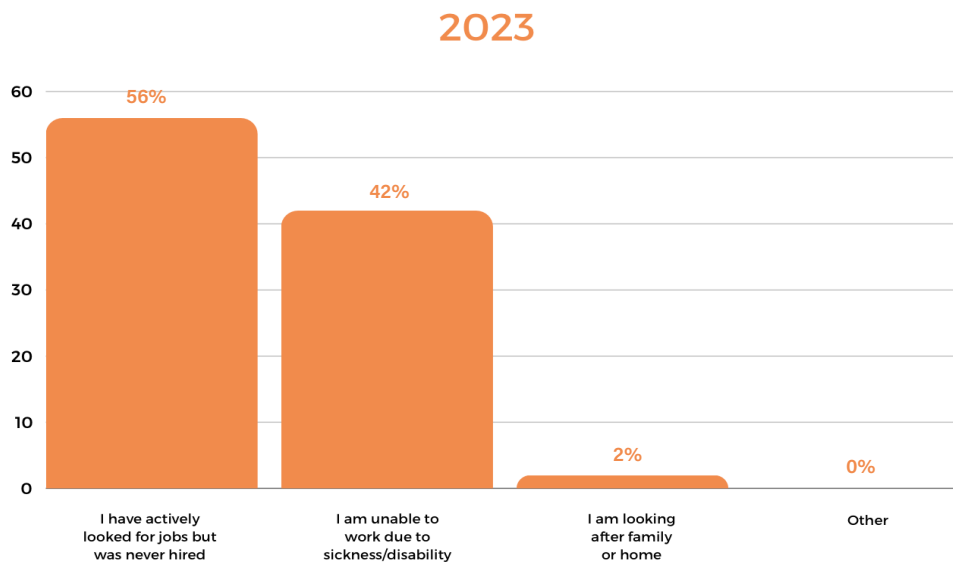
The data therefore reveal that while **a greater proportion of respondents in 2024 find their jobs very coherent with their qualifications**, there is also an increase in those who perceive a total lack of coherence, reflecting a complex and varied employment landscape.

1.8 Why?

This question is addressed to the persons interviewed who believe they do not have a job consistent with their CV/qualifications, in order to try to understand the reasons why these people, despite claiming to have the appropriate qualifications and a valid CV, are unable to find a job in line with their skills and education.



In 2024, the majority of the respondents to this question (72%) believe that the lack of consistency between their job and their qualifications is due to their health condition (illness or disability). On the other hand, 22% of the respondents stated that they had actively sought a type of job corresponding to their qualifications but had encountered difficulties in the selection process or possible barriers in the labour market. Only 6% of respondents indicated I am looking after family or home. No one chose the option 'Other', which suggests that the main reasons for job inconsistency are well represented by the predefined categories. Overall, these results underline the importance of health conditions and labour market dynamics as critical factors in the difficulty of obtaining employment in line with one's qualifications.

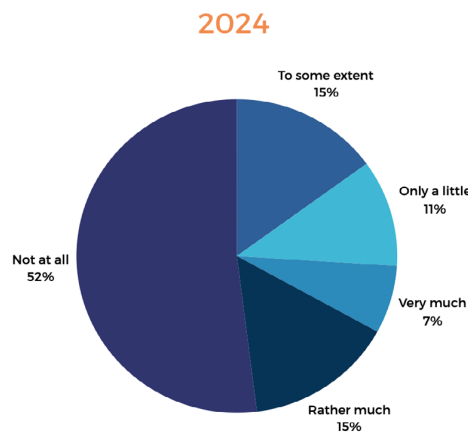


Those respondents who did not find a job coherent with their CV/qualifications, we asked about the reasons for this situation. The most of them stated that they have actively looked for jobs but was never hired (25 votes, 56 %). The second reason, *"I am unable to work due to sickness/ disability"*, makes 42 % of answers (19 votes) and the answer *"I am looking after family or home"* was voted only by one participant (2%).

Comparing **analyses of data from 2023 and 2024**, evident changes emerge in respondents' perceptions of why their job is not in line with their qualifications. In 2023, the majority (56%) of respondents who had not found a job consistent with their CV indicated that they had actively sought employment without success, while 42% attributed the difficulty to health or disability. By 2024, perceptions had changed significantly: 72% of respondents considered their health condition as the main obstacle to consistency between getting a job and the level of their qualifications and experience, with only 22% attributing the difficulty to actively looking for work. The answer 'Other' was not chosen, suggesting that the predefined categories adequately cover the main reasons. This change highlights an increase in the awareness and impact of health conditions as a determining factor, and also reflects changing labour market dynamics that influence access to and matching of employment with occupational qualifications.

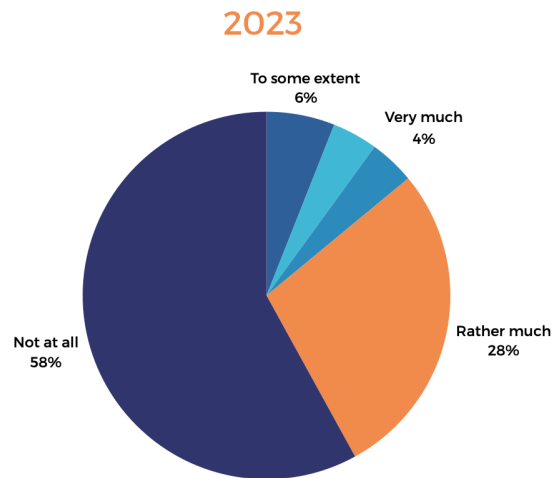
2. Do you know the main international and national frameworks about the employment rights of persons with disabilities?

This chart shows data on the **level of knowledge respondents have about the main international and national frameworks on the labour rights of people with disabilities.**



The majority of respondents, 52%, declare that they do not know these frameworks at all (Not at all), while only 11% claim to have a limited knowledge of them (Only a little). The percentages of those who say they have only partial knowledge of them and those who say they have a fairly good knowledge of them are tied with 15%. Only 7% of the respondents feel very well informed on these topics.

These data in 2024 paint a picture in which respondents have little general awareness of the rights of workers with disabilities, suggesting the need for action in terms of awareness-raising.



Awareness of the respondents concerning their international and national frameworks about the employment rights was the topic of this question. The result shows that more than half of them have *no such knowledge at all* (58 %, 456 respondents). 28 % (224 respondents) stated that they know *rather much* about their rights. The graph shows that these two answers together create most answers, leaving the rest of the options only with much smaller numbers.

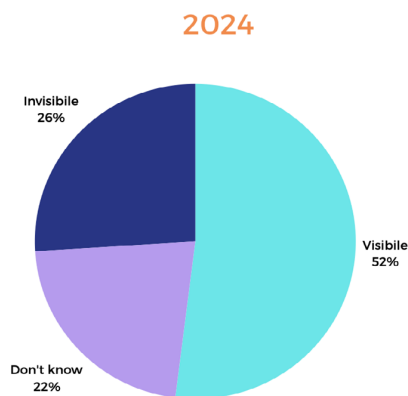
Comparing the data of this question for 2023 and 2024 reveals consistent trends between the two periods analysed.

In 2023, the majority of respondents (58%) stated that they had no knowledge at all about their rights, while 28% stated that they had a fairly thorough knowledge. This picture therefore shows a fairly clear and polarised distribution between the two cases. In 2024, the majority of respondents still claim to have no knowledge of the frameworks, rising from 58% in 2023 to 52% in 2024. The percentage of respondents claiming to have limited knowledge also improved slightly, from 28% in 2023 to 11% in 2024.

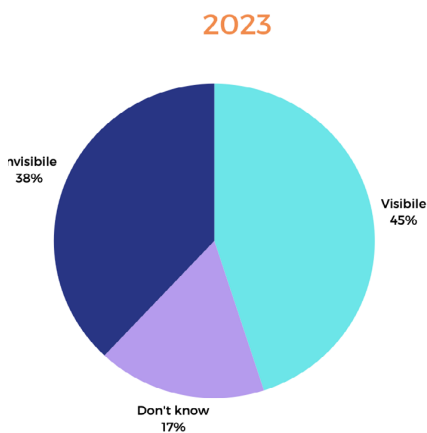
Whereas in 2023 the intermediate answers were fairly insignificant percentages compared to the polarisation of the larger groups, in 2024 the other answers are more evenly distributed between those with partial knowledge (15%), those with good knowledge (15%) and those who feel very well informed (7%). This change suggests a slight increase in overall awareness, although the level of knowledge remains generally low. **The persistent lack of awareness underlines the urgent need for targeted initiatives to raise awareness of key international and national frameworks on the employment rights of people with disabilities.**

3. Do you consider your disability as a visible or an invisible one?

This question aims to investigate the **perception respondents have regarding their disability**. In particular, what we want to investigate is whether they consider their disability to be visible or invisible within the work environment.



This graph gives us an insight into how respondents perceive the visibility of their disability in 2024, 52% of respondents perceive their disability as visible, indicating that it is apparent to others and can be easily observed. 26% perceive it as invisible, suggesting that it is a condition that is not visible. 22% of respondents are not sure how to classify their disability according to the question.

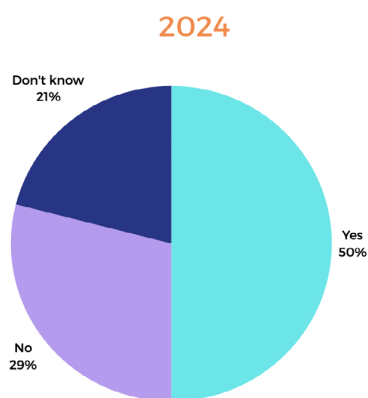


45 % of the respondents (355 preferences) consider their disability as a *visible one*, while smaller number of them, 38 % (298 preferences) as *invisible disability*. 136 participants (17 %) stated they did not know the answer.

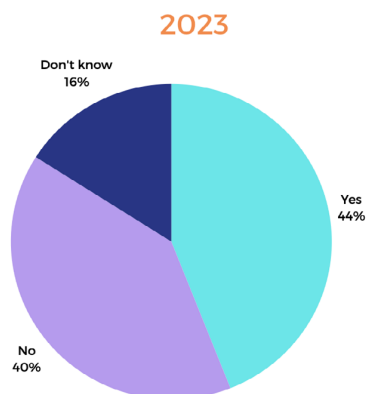
When comparing the data for 2023 and 2024, some interesting trends emerge regarding respondents' perception of the visibility of disability. In 2023, 45% of respondents said they perceived their disability as visible, the percentage of those who perceived their disability as visible increased significantly to 52% in 2024. There has thus been a rather significant increase in the perception of visibility, which may suggest a greater awareness in these terms. Furthermore, in 2023, 38% of respondents defined their disability as invisible, with 17% not knowing how to classify their condition. In 2024, there was a slight change in these numbers, with the percentage of those who considered their disability as invisible dropping from 38% in 2023 to 26% in 2024, while the percentage of those who remained unsure how to classify their condition increased slightly from 17% in 2023 to 22% in 2024. These changes may reflect an **evolution in disability awareness and highlight how the perception of disability is still an evolving issue.**

4. Have you ever hidden/would you ever hide your disability to your employer/potential employer?

This survey aims to determine whether people with disabilities, the target demographic of this research, have ever hidden or would **consider hiding their disability from their current or potential employer**. Collecting data on this question is crucial to understanding the perceptions of employees with disabilities within their work environments. In particular, it aims to assess whether these people perceive their work environment as safe and inclusive and whether they feel comfortable disclosing their disability.



In 2024, 50% of respondents stated that they have or could hide their disability from their employer or a potential employer, which is significant because it means that half of the respondents do not feel comfortable sharing their disability status within the world of work. 29% answered 'no', suggesting that a significant proportion do not feel the need to hide their disability and, finally, 21% are unsure of their position, which may reflect personal uncertainties or lack of experience.

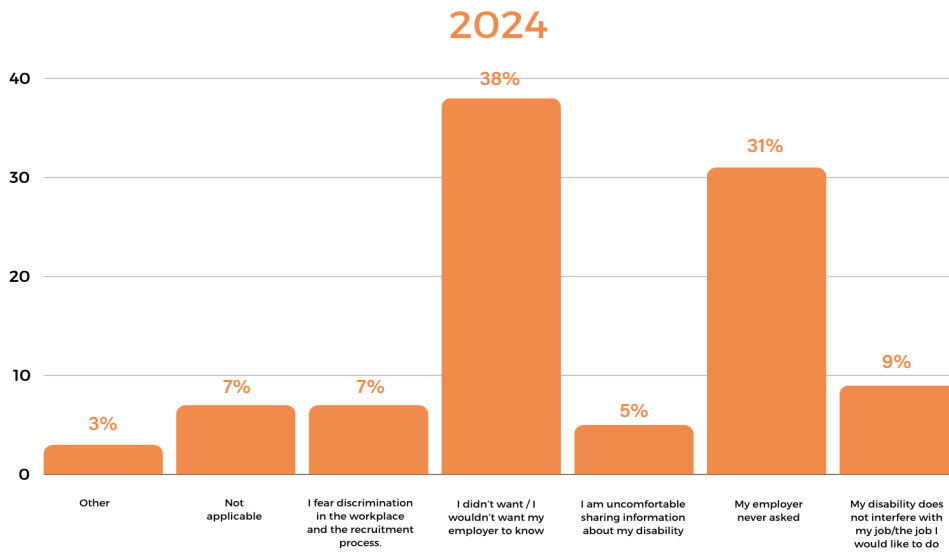


Despite receiving quite equilibrated result, anyway the answer Yes makes the biggest part of the answers with 44 % and 345 preferences. It is followed by No with 320 preferences (41 %). 124 respondents chose the answer *Don't know* (16%).

Comparing the data between the two graphs, **a significant difference emerges between 2023 and 2024 in the responses to this question**. In 2023, 44% of respondents stated that they had or would hide their disability status from the employee or a potential employer, with only 16% saying they were unsure. In 2024 we have an increase in this figure, with 50% of respondents stating that they have concealed or would consider concealing their disability from their employer or a potential employer with 21% stating that they were uncertain. The 2024 results indicate a negative trend noting that respondents feel less confident about sharing their condition in the work environment. This could more generally **indicate a lack of inclusion and support for people with disabilities within the world of work**.

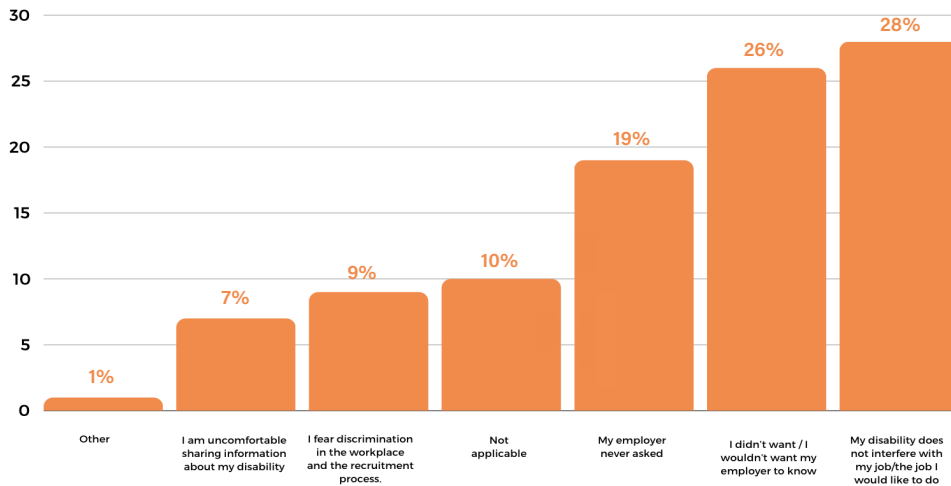
4.1 If yes, why?

This question follows on from the previous question in which those who answered in the affirmative (i.e. that they have or could hide their disability status from their employer or a potential employer) were asked to justify and provide more explanation for their behaviour.



In 2024, the majority (38%) of people who answered in the affirmative when asked whether they had or could hide their disability from their employer or a potential employer indicated that they 'do not want to let their employer know about their disability'. This was followed by 31% of respondents who stated that 'their employer has never asked about it'. Among the more alarming data, 7% expressed fear of discrimination in the workplace and in the recruitment process and 5% mentioned discomfort in sharing information about their disability. **The emerging data points to a combination of personal and professional concerns that influence the decision to keep one's disability status confidential.**

2023



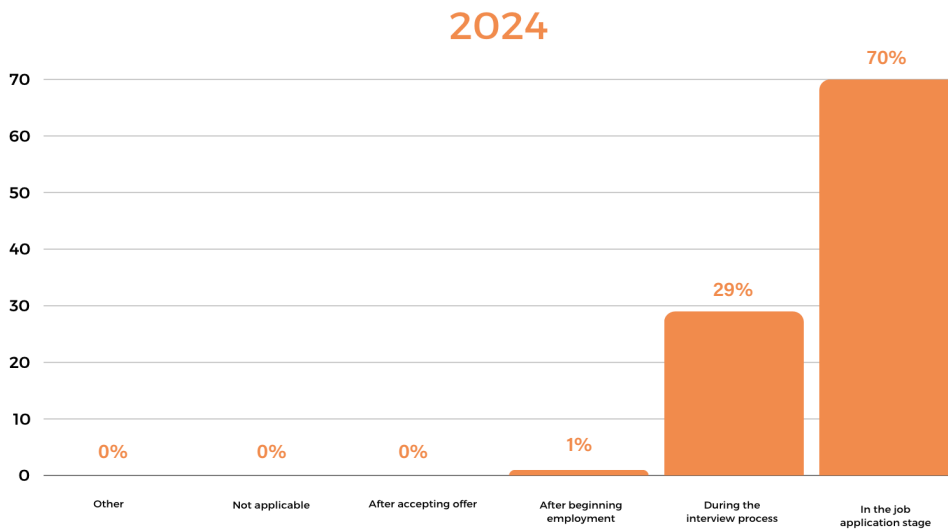
Hiding one's disability to an employer or a potential employer was another question we asked the respondents. We wanted to know not only whether they did or did not hide it, but also what were their reasons for doing so. As it resulted, the most common reason was that the person's disability does not interfere with my job/the job a person with disability would like to do. This option chose 28 % and gained 98 preferences. *"I didn't want / I wouldn't want my employer to know"* answered 89 respondents (26%). The third most voted reason was *"My employer never asked"* chosen by 65 respondents (19%). Four respondents voted for option Other but did not leave other comment.

Comparing the data from 2023 and 2024 regarding the choice to hide one's disability from an employer or potential employer, some significant differences and commonalities between the two years emerge. In 2023, the main reason why respondents chose not to disclose their disability was for fear that it would interfere with their job (28% of respondents), 26% did not want their employer to know about their disability, and 19% said that their employer never asked about it. In 2024, on the other hand, the majority of respondents in this category (38%) said they did not want their employer to know about their disability, followed by 31% who indicated that the employer never asked about it. In addition, 7% expressed fear of discrimination and 5% mentioned discomfort in sharing information about their disability.

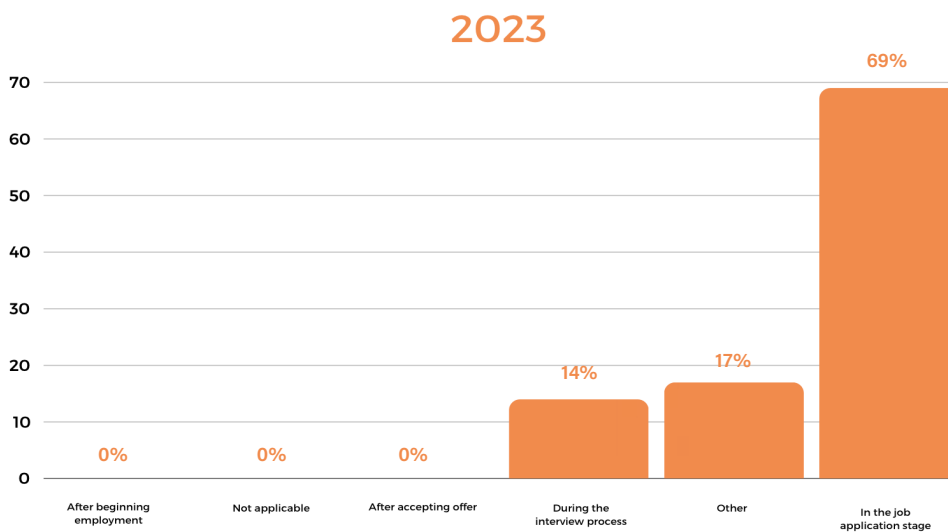
These data show a change in respondents' motivations between the two years: in 2023 the most common reason was related to the perception that the disability could interfere with one's job, while in 2024 the desire to maintain confidentiality about one's disability prevails. An increase in concerns related to discrimination and discomfort in disclosing one's disability in 2024 is evident, suggesting a work environment in which personal and professional concerns play an increasing role in the decision to conceal one's disability. **This comparison highlights the importance of creating inclusive and informed work environments that can reduce disability-related fears and concerns.**

4.2 If not, when did you/would you first talk about your disability?

This question follows on from question 4, in which those who answered in the negative (i.e. that they had not or would not hide their disability status from their employer or a potential employer) were asked to justify and provide further explanation for their answer. The graph represents the answers to the question 'If not, when did you first talk about your disability?'



The data emerging from this graph indicate that the majority of people (70%) mentioned their disability when applying for a job. A significant percentage (29%) preferred to talk about it during the job interview. Only 1% waited until the beginning of the job to talk about it. None chose to talk about it after accepting the offer or in other circumstances.



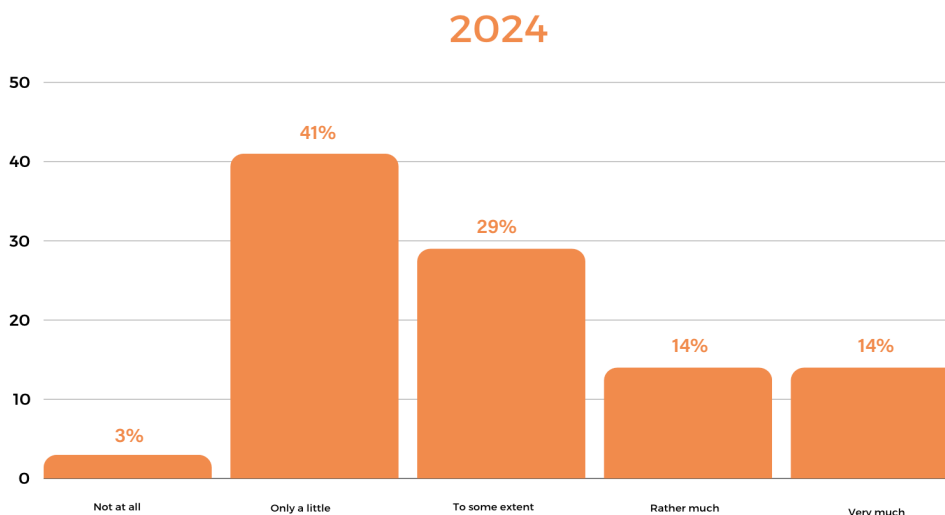
Talking about one's disability in the job application stage decided most of the respondents (69 %, 220 preferences). *Other* chose 17 % (55 preferences) and the third ranked the option *During the interview process* with 14 % (45 preferences). These were the only answers which gain votes.

Analyses of the 2023 and 2024 **data on the declaration of one's disability during the job application process show a similar trend between the two years.** In 2023, the majority of respondents (69%) chose to talk about their disability during the application phase, a trend that increased slightly in 2024, with 70% of respondents answering the same way. In second place in the responses is represented by unspecified alternative options with 17% in 2023, a figure that falls to zero in 2024. In 2023, 14% chose to declare their disability during the interview, this figure increased considerably to 29% in 2024. In 2024, there was a considerable increase in the number of people (29%) who preferred to discuss their disability during the job interview.

These data show an increasing openness in declaring one's disability during the job application process, with a slight increase at the application stage and a significant increase during the interview.

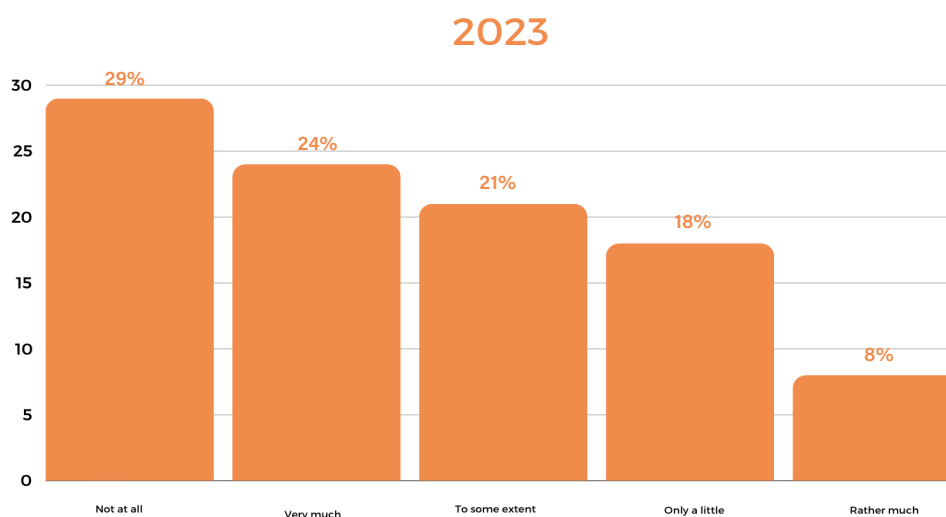
5. Is the average number of hours for full-time work in your country compatible with your disability?

The graph shows the answers to the question 'Is the average number of full-time working hours in your country compatible with your disability?' This question aim to **understand the extent to which standard working hours are suitable for people with disabilities** in the country of the respondents, gaining feedback on the perception that current working hours are excessive or adequate, highlighting potential needs for adaptations or work flexibility.



Most respondents, 41%, believe that working hours are compatible with their disability only to a small extent ('Only a little'). A further 29% found it compatible 'To some extent'. The most positive answers, 'Rather much' and 'Very much', are both at 14%. Finally, only 3% of respondents state that the number of hours they work full-time is not at all compatible with their disability ('Not at all').

These data indicate that, although a significant proportion of people with disabilities find some compatibility, there is still a high level of general dissatisfaction about the compatibility of working hours with their needs.

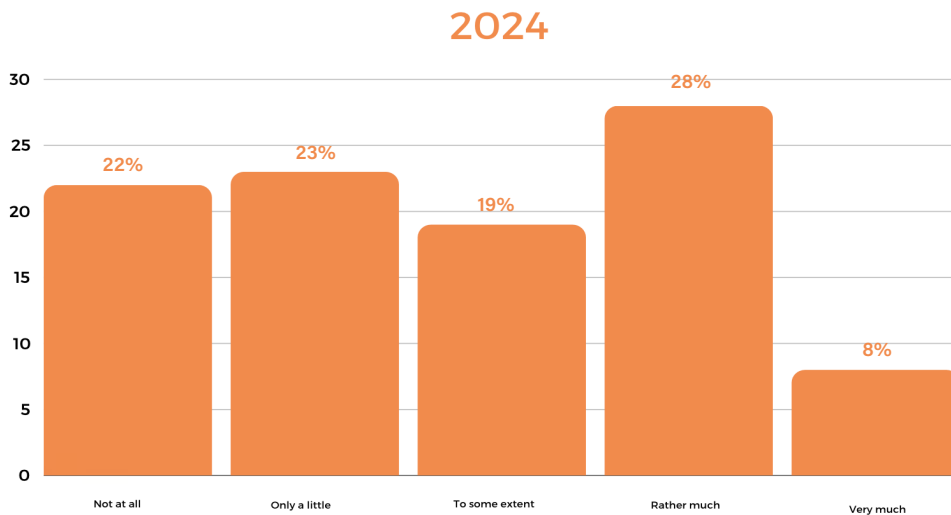


The length of the working hours and its compatibility with the needs of a person with disability was objective of another question. The respondents replied in 29 % (228 preferences) "Not at all" which means that the average number of hours for full-time work in their country is not compatible with their disability at all. The second ranked the option "Very much" with 24 % (187 preferences) and the third most voted was "To some extend" with 21 % and 166 preferences.

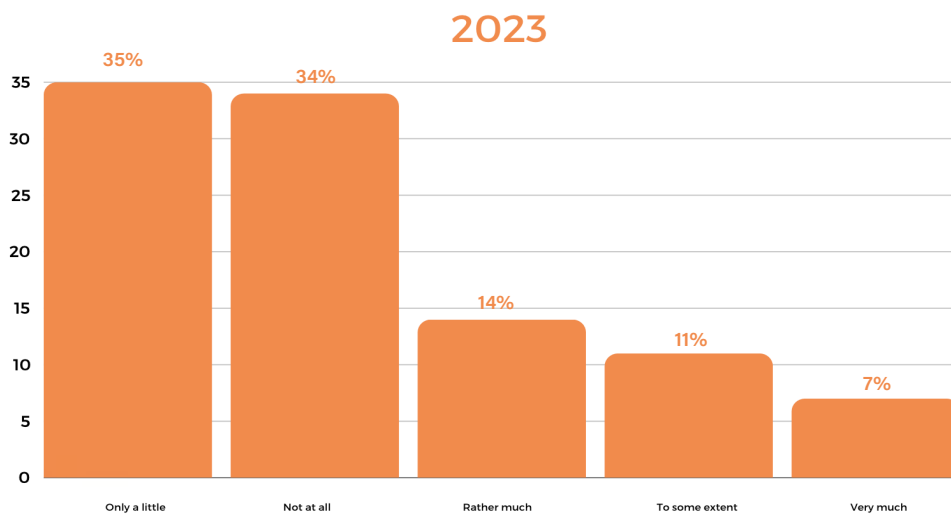
Comparing the two graphs, in 2023, a large percentage of respondents (29%) considered working hours to be not at all compatible with people with disabilities, 24% considered the hours to be very compatible and 21% found them to be partly compatible. This distribution showed a high degree of dissatisfaction among disabled workers. In 2024, the scenario shown by the data is different: the percentage of those who found the hours only slightly compatible rose to 41%, followed by 29% who found them partly compatible. The most positive responses ('Somewhat compatible' and 'Very compatible') both stand at 14%, while only 3% consider working hours not at all compatible. These data suggest **an improvement in the perception of the compatibility of working hours with the needs of people with disabilities, although considerable dissatisfaction persists**. The overall analysis shows a trend towards a perception of greater compatibility, but still highlights a significant need for adjustments to fully meet the needs of this group.

6. Are your work tasks compliant with your disability?

The graph below relates to the question intended to investigate the experience of the respondents and, in particular, whether their work tasks are in line with their disability.



In 2024, the distribution of responses to investigate whether job tasks are in line with the respondents' disabilities shows that a significant proportion of respondents find their job tasks poorly suited to their disabilities: 22% believe that they are not compliant at all and 23% think that they are only slightly compliant. On the other hand, a significant proportion, 28%, state that their jobs are quite compliant, while only 19% think they are to some extent. Finally, a small minority (8%) find their tasks very compliant with their disability. These data suggest a **significant dissatisfaction with the adequacy of job tasks in relation to the needs arising from the respondents' disabilities.**



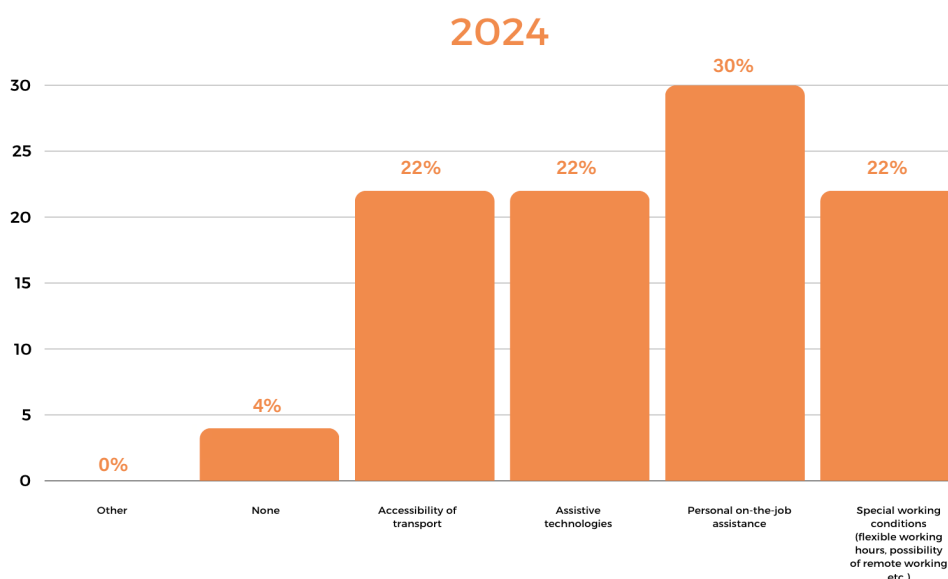
In 2023, the responses were that the largest number of preferences, 276, were received by the option 'Only a little' and accounted for 35%, second was the answer 'Not at all' with 265 preferences (34%), 'Rather' was chosen by 109 participants (14%), 'To some extent' was preferred by 87 participants (11%) and the least voted option was 'A lot' with 52 preferences (7%).

Comparing data from 2023 and 2024 investigating whether respondents' work tasks are compatible with their disability, a change in participants' perceptions emerges. In 2023, the responses indicate a prevailing dissatisfaction with 35% of the participants stating that their work tasks conform to their disability 'only a little' and 34% believing that they do not conform at all. Only a small minority (7%) felt that their tasks were 'very' compliant. In 2024, there is a slight change in the distribution of responses, with a significant reduction in the number of participants who consider their work tasks to be either not at all compliant (from 34% in 2023 to 22% in 2024) or only slightly compliant (from 35% in 2023 to 23% in 2024). However, there is an increase to 28% of participants who state that their work tasks are fairly compliant and an increase to 8% of those who consider their tasks to be very compliant. 19% of participants indicated that their tasks are compliant to some extent.

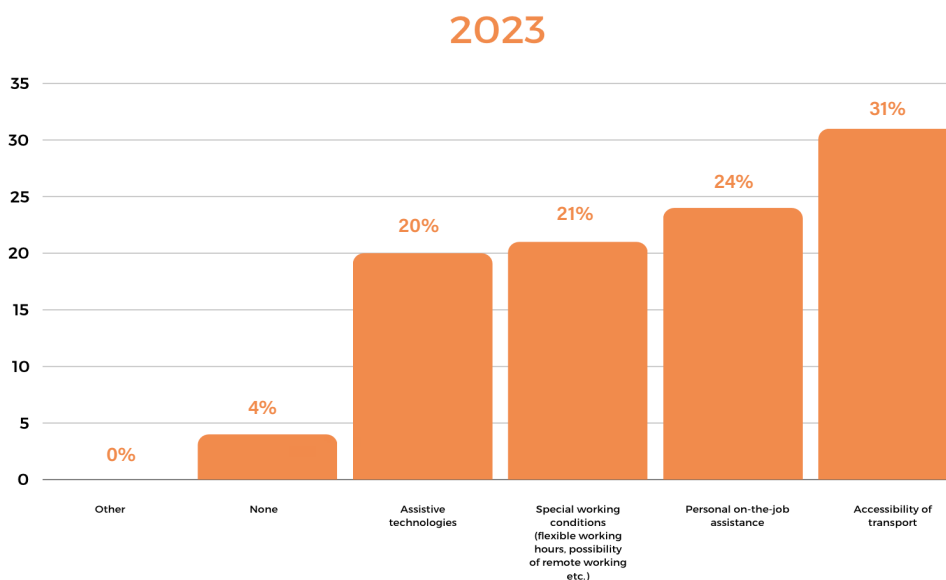
These data suggest a **perceived improvement in the appropriateness of work tasks with respect to participants' disabilities**, with an increase in those who find their work tasks more suited to their needs. However, significant dissatisfaction persists, indicating that there is still much work to be done to improve the appropriateness of work tasks in relation to disabilities.

7. Which type of accommodation do you/would you need to do your job?

The chart below seeks to **understand what type of accommodation employees have/would need to perform their job and aims to explore various aspects of employees' needs to perform their job effectively**. This type of analysis can help employers better understand the needs of their employees and create a more inclusive and productive work environment, improving well-being and job satisfaction.



In 2024, the most popular type of assistance is personal assistance at work, with 30% of the preferences expressed by respondents. This is followed closely by three options each with 22%: transport accessibility, assistive technology and special working conditions (such as flexible hours or the possibility of working remotely). Only 4% of respondents said they did not need any kind of assistance, while none chose the 'Other' option. This indicates a **variety of needs among workers, with an emphasis on direct assistance and adaptable working conditions.**



"Accessibility of transport" is the most voted answer with 243 preferences (31%), followed by *"Personal on-the-job assistance"* (189 preferences, 24%) and the third most chosen with 167 preferences and 21% is *"Special working conditions (flexible working hours, possibility of remote working etc.)"*. *"Assistive technologies"* received 157 preferences and for the option *"None"* voted 33 respondents.

Investigating what type of accommodation respondents have or would need to carry out their work, we can compare the data from the 2023 and 2024 graphs, and note that some significant changes emerge in the preferences expressed by respondents.

In 2023, the most popular option was 'Accessibility of transport,' chosen by 31% of respondents, followed by 24% who selected 'Personal on-the-job assistance' as their answer. Equally, with 21% of responses, were 'Special working conditions (flexible working hours, possibility of remote working etc.)' and "Assistive technologies". Finally, only 4% of the respondents indicated that they did not need any assistance.

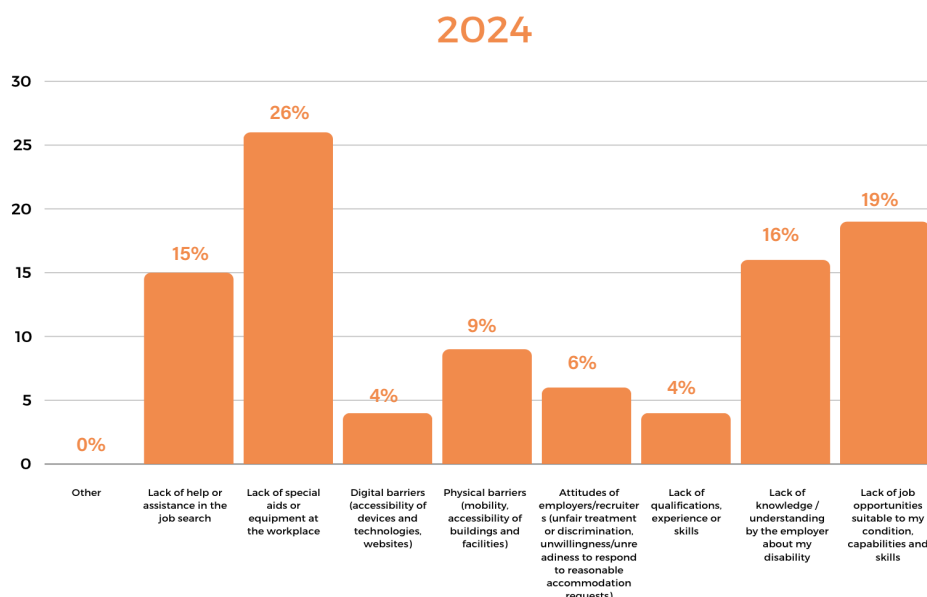
In 2024, preferences changed slightly. The majority of respondents answered 'Personal assistance at work' with 30% of the preferences, an answer that had only reached 24% in 2023. Three options followed closely behind, each with 22%: 'transport accessibility,' 'assistive technology' and 'special working conditions,' which had reached 31% in 2023 (it was the most popular answer in 2023) and 21% for the latter two, respectively.

Only 4% of respondents indicated that they did not need assistance, and none chose the option 'Other.' These data indicate an **evolution in the needs of workers, with an increase in the importance attached to direct assistance in the workplace and flexible working conditions**, while maintaining a balanced distribution between different forms of support.

In summary, although 'Accessibility of transport' was the priority in 2023, in 2024 the preference shifted to 'Personal assistance at work,' showing an increasing need for personalised support. At the same time, the continued recognition of the importance of flexible working conditions and assistive technology highlights the variety of needs among workers, underlining the importance of offering a wide range of accommodations to meet different needs.

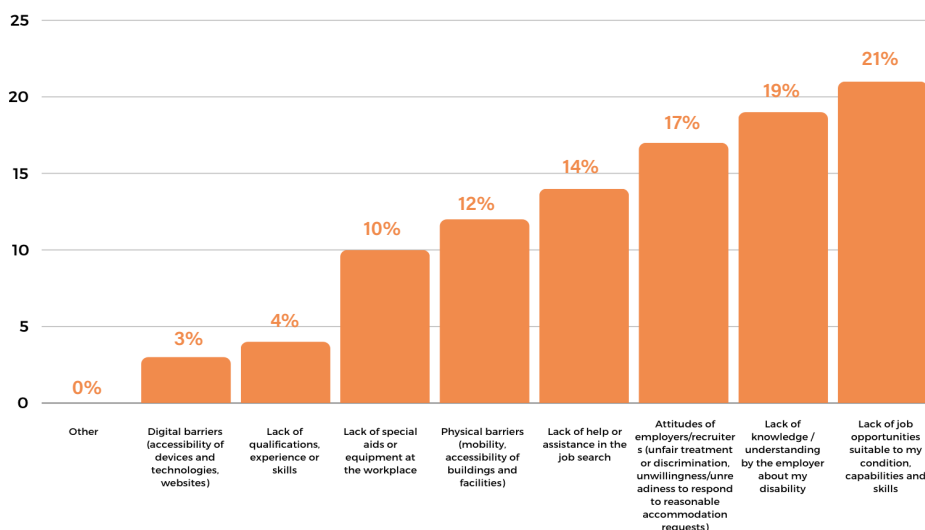
8. What barriers, if any, did you face during the job search?

The following chart answers the question: 'What barriers, if any, did you face during the job search?' and aims to explore what difficulties candidates for a position might encounter during the job search. Analysing **this data can help identify the most common challenges and propose solutions to make the job search process fairer and more accessible for all.**



The graph for 2024 shows that for 26% of respondents, the lack of special aids or equipment in the workplace is the main obstacle during the job search. This is followed by the lack of job opportunities appropriate to one's condition, abilities and skills (19%) and the lack of understanding on the part of employers regarding the disability of applicants (16%). Lack of job search assistance was mentioned by 15% of respondents, while physical barriers, such as mobility and building accessibility, were a problem for 9% of respondents. On the other hand, attitudes of employers or recruiters, including unfair or discriminatory treatment and unwillingness to respond to requests for reasonable accommodation, were mentioned by 6% and, finally, digital barriers and lack of qualifications, experience or skills were each reported by 4%. None answered 'other'.

2023



“Lack of job opportunities suitable to my condition, capabilities and skills” with 168 preferences gained 21% of all the answers and ranked the first position. The second barrier pointed out by the respondents was the *“Lack of knowledge / understanding by the employer about my disability”* which had to face 148 of respondents (19 %). The third one was *“Attitudes of employers/recruiters (unfair treatment or discrimination, unwillingness/unreadiness to respond to reasonable accommodation requests)”* which effected 131 respondents (17 %).

The chart also shows the answers that ranked lower and caused issues in less cases. However, we can say that the job opportunities for the persons with disabilities together with the majority population’s knowledge, edification and understanding toward people with disabilities are the main area to improve.

If we analyse the graphs of 2023 and 2024 concerning the barriers they encountered when looking for a job, some significant changes in the main difficulties encountered by candidates with disabilities emerge.

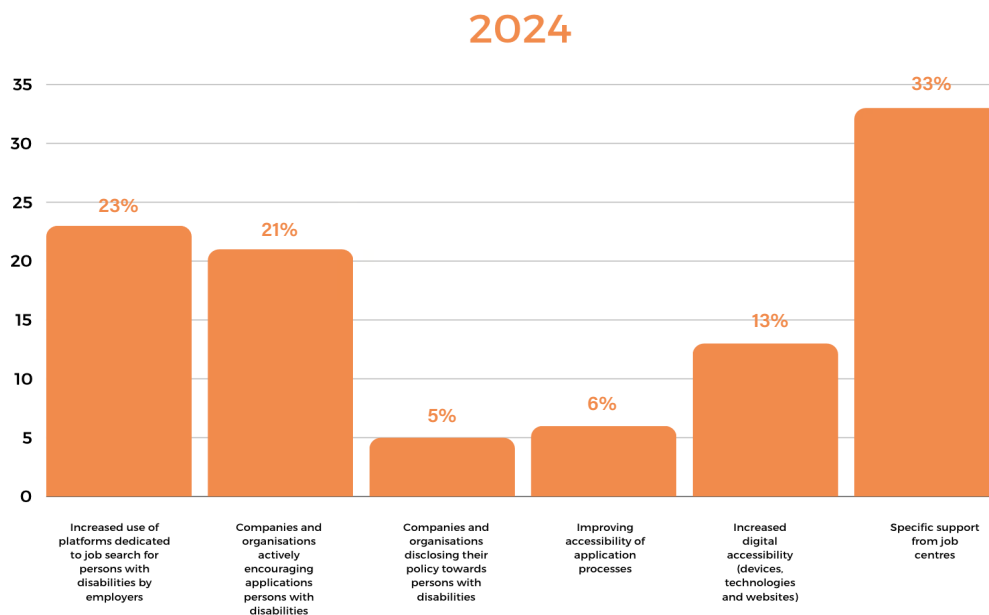
In 2023, 21% of respondents indicated that the main barrier they reported was the ‘Lack of job opportunities suitable for their condition, skills and competences.’ This was followed by ‘Lack of employer knowledge/understanding of disability’ (19%) and ‘Attitudes of employers/recruiters, such as unfair or discriminatory treatment and unwillingness to respond to reasonable accommodation requests’ (17%).

In 2024, on the other hand, the main obstacle reported was the ‘Lack of special aids or equipment in the workplace’, with 26% of responses (19% in 2023). The ‘Lack of suitable job opportunities’ dropped to 19% (whereas in 2023 it was the first option with 21% of responses). In contrast, ‘Lack of understanding by employers about disability’ accounted for 16%. Other barriers, such as ‘Lack of job search assistance’ (15%) and ‘Physical barriers such as mobility and building accessibility’ (9%), emerged as major issues. ‘Attitudes of employers/recruiters’ decreased significantly to 6%, while ‘Digital barriers’ and ‘Lack of qualifications, experience or skills’ were each reported by 4% of respondents. None chose the ‘other’ option.

These variations suggest that, although ‘Lack of suitable job opportunities’ and ‘Lack of understanding from employers’ remain constant concerns, a growing concern for ‘Lack of special aids or equipment’ emerged in 2024, indicating **an urgent need to improve conditions and support in the work environment**. In parallel, there seems to have been an improvement in the perception of employers’ attitudes, with fewer reports of unfair or discriminatory treatment.

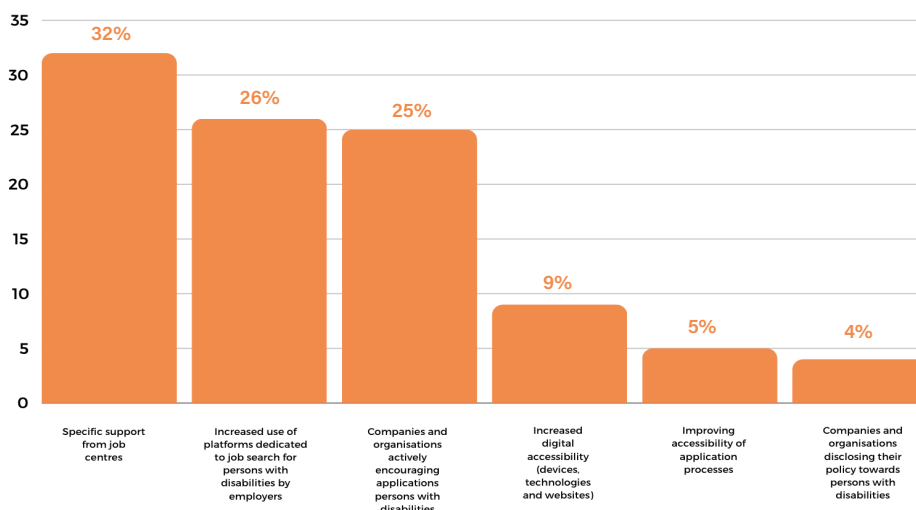
9. What would help to overcome barriers related to the job search (before the job interview)?

The chart below investigates what would help overcome barriers related to the job search of people with disabilities, prior to the job interview. In the 2023 and 2024 charts, several factors influencing the preliminary phase of the job search will be examined. By analysing these aspects, the chart could highlight which interventions and resources are perceived as most effective by candidates to overcome initial job search barriers.



In 2024, data on opinions on what could help overcome job search barriers (before the interview) revealed that 33% believe that specific support from job centres would be helpful, while 23% see the increased use of dedicated job search platforms for people with disabilities as a key factor. 21% suggest that companies should actively encourage applications from people with disabilities. Furthermore, 13% think that improving digital accessibility is important, 6% highlight the need to improve application processes, and, finally, 5% would like companies to disclose their policies towards people with disabilities.

2023



The respondents shared with us their experiences and opinions on what would make it easier to go past obstacles in the job search before the job interview. The first ranked the answer *“Specific support from job centres”* with 256 votes and 32%. With 203 preferences gained the answer *“Increased use of platforms dedicated to job search for persons with disabilities by employers”* 26 % and ranked the second. On the third position is the option *“Companies and organisations actively encouraging applications persons with disabilities”* which received 195 preferences and 25 %.

Comparing the data on overcoming barriers in job search before interviews in the years 2023 and 2024, we can see some similarities.

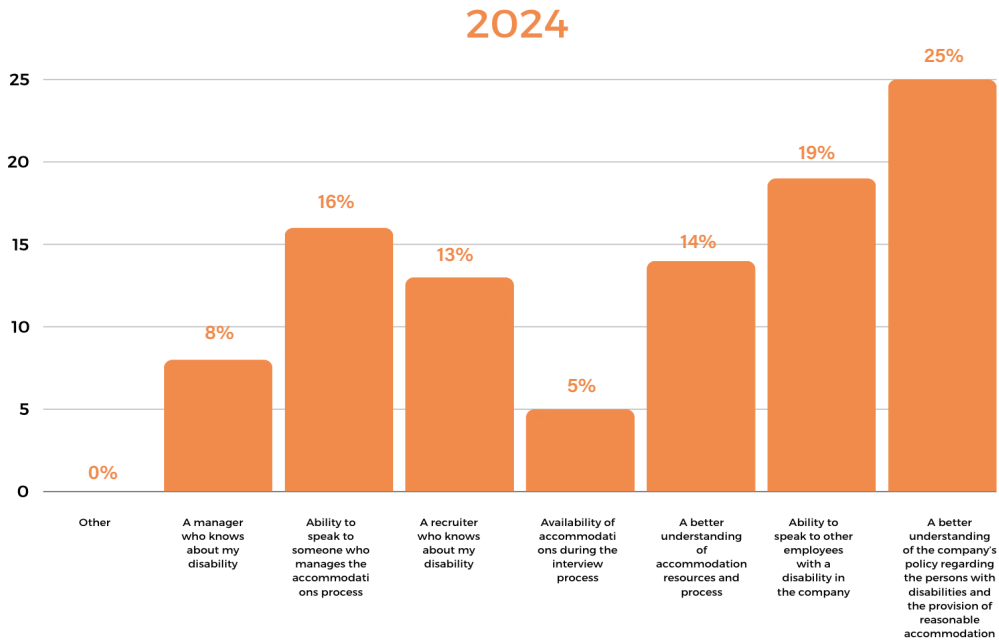
In 2023, 32% of respondents indicated that specific support from job centres was considered the most important factor in overcoming barriers in the pre-interview job search. 26% then indicated the idea of increasing the use of dedicated job search platforms for people with disabilities by employers. Finally, 25% voted for the option suggesting that companies and organisations should actively encourage applications from people with disabilities.

In 2024, specific support from job centres remained in first place with 33% of the preferences, up one percentage point from 2023, which stood at 32%. However, the perceived importance of platforms dedicated to job search for people with disabilities dropped from 26% in 2023 to 23% in 2024. The idea that companies should actively encourage applications from people with disabilities also decreased from 25% in 2023 to 21% in 2024. New factors emerged: 13% of respondents indicated the importance of improving digital accessibility, 6% stressed the need to improve application processes, and 5% suggested that companies should disclose their policies towards people with disabilities.

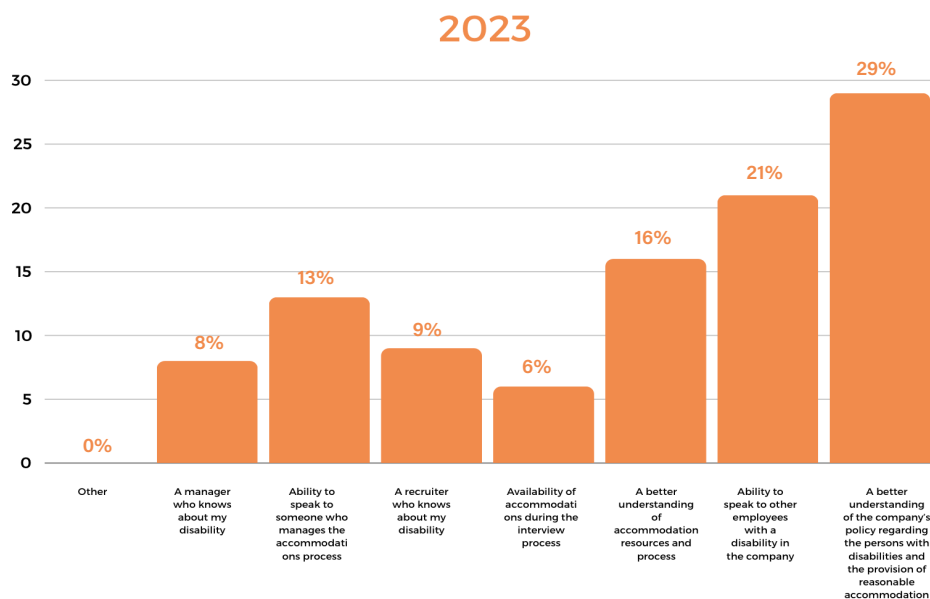
The comparison between the two years shows a continuity in the importance attached to the support of job centres, while the use of dedicated platforms and the active encouragement of applications by companies lost weight. The emergence of new priorities in 2024, such as digital accessibility and transparency of company policies, suggests a greater awareness and diversification of the perceived needs of jobseekers with disabilities.

10. What would help to overcome barriers related to the recruitment process?

The following chart analyses data on what respondents perceive would help to overcome barriers in the recruitment process. The purpose of this question is to **explore various factors that influence the improvement of recruitment practices.**



In 2024, most respondents (25%) when asked what would help overcome barriers related to the recruitment process, believe that a better understanding of company policy regarding people with disabilities and the provision of reasonable accommodation would be the most effective solution. In contrast, 19% indicated the importance of being able to talk to other employees with disabilities within the company, while 16% would prefer to be able to talk to someone who manages the accommodation process. 14% consider it useful to have a better understanding of resources and the accommodation process, and 13% would like a recruiter who is informed about their disability. Only 8% consider it useful for a manager to know about their disability, and only 5% emphasise the importance of the availability of accommodations during the interview process. No one indicated any other solution.

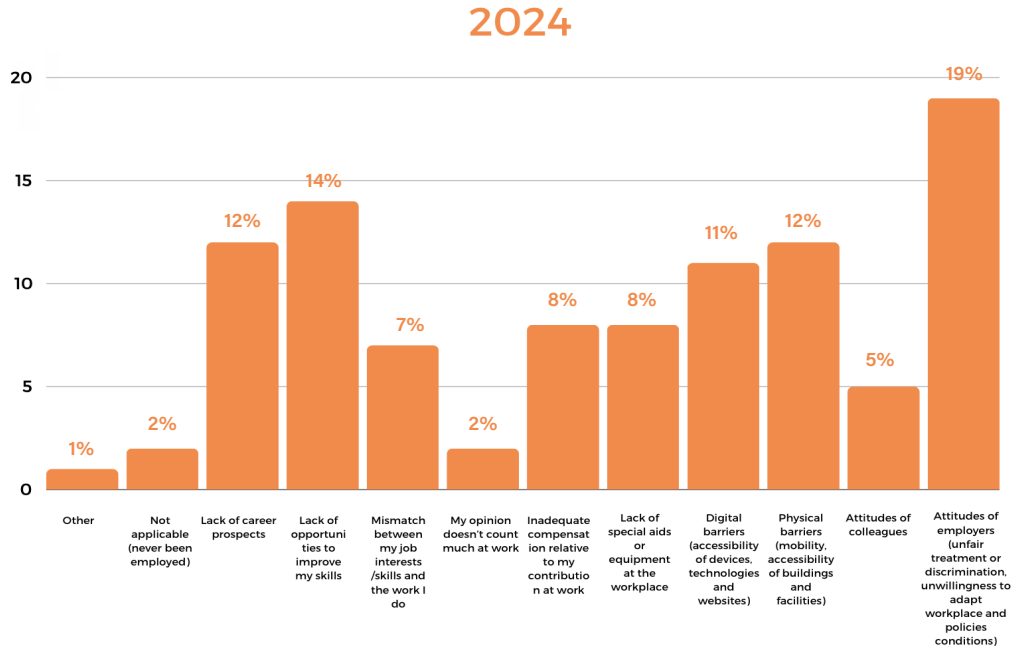


This part of analysis focuses on the barriers which the respondents face; this time we wanted to hear their opinions on the improvements with potential to overcome barriers which stand between persons with disabilities and their chances to get employed. “A better understanding of the company’s policy regarding the persons with disabilities and the provision of reasonable accommodation” was chosen by 226 respondents and makes 29%, which is the highest result among the answers. Follows “Ability to speak to other employees with a disability in the company” with 165 preferences and 21 % and “A better understanding of accommodation resources and process” with 123 votes and 16 % which ranked third. The summary of the answers you can find in the following chart.

Comparing the 2023 and 2024 graphs on which strategies to adopt to overcome barriers in the recruitment process for people with disabilities, a consistency in the main responses emerges, with some significant variations. In **2023**, the most popular response (29%) was a better understanding of company policy and the provision of reasonable accommodation, followed by the opportunity to talk to other disabled employees (21%) and a better understanding of resources and the accommodation process (16%). In **2024**, the most popular response remains the same, albeit with a slight decrease, from 29% to 25%. However, there is a slight decline in the importance placed on being able to talk to other disabled employees (19%) and understanding resources and the accommodation process (14%). In addition, new concerns emerge in 2024: 16% want to talk to those who manage the accommodation process and 13% prefer a disability-informed recruiter. Other solutions, such as the manager’s knowledge of the disability (8%) and the availability of accommodations during the interview (5%), are mentioned, but with smaller percentages. No respondents suggested alternative solutions in 2024. **These data indicate an evolution in the priorities and perceptions of respondents on the most effective measures to overcome barriers in recruitment, highlighting a growing interest in direct involvement with those who manage accommodation processes and increased information and awareness among recruiters.**

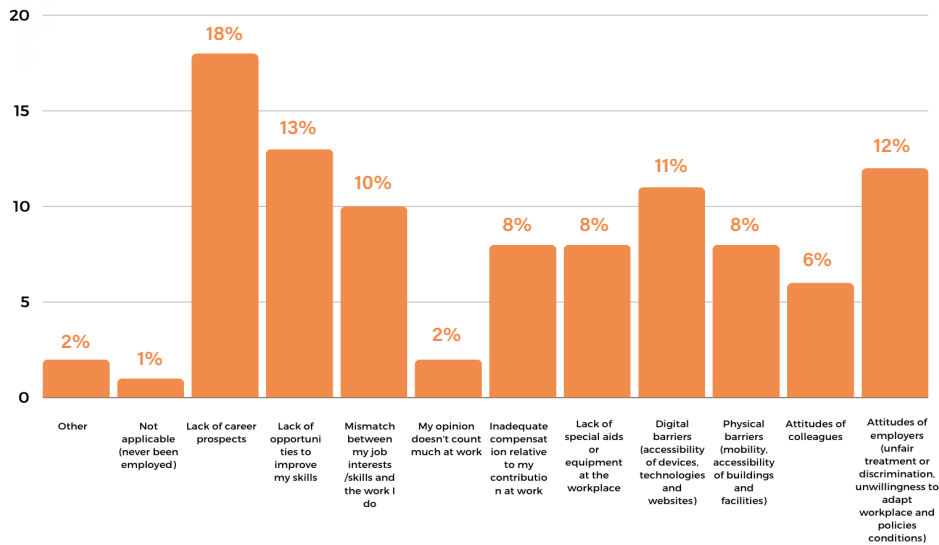
11. What barriers, if any, did you face at the workplace?

The following chart investigates the obstacles that respondents may have encountered in the workplace. Understanding these obstacles would help identify disability-related issues in the workplace, thus facilitating the formulation of targeted strategies to improve the working environment and employee well-being.



The 2024 chart shows the obstacles that respondents have or may have encountered in the workplace. Most respondents (19%) reported employer attitudes as their main difficulty, which include unfair treatment, discrimination and reluctance to adapt the work environment and policies. This is followed by lack of opportunities to improve one's skills (14%), physical barriers related to mobility and building accessibility (12%) and lack of career prospects (12%). Digital barriers, such as the accessibility of devices and technologies, account for 11%, while lack of special aids or equipment and inadequate pay compared to work contribution are both at 8%. 7% of people indicated a discrepancy between their interests and skills and the work they do. The attitudes of colleagues and the fact that workers' opinions do not count for much are less frequent obstacles, at 5% and 2% respectively. Only 2% had never worked, and only 1% reported other types of obstacles.

2023

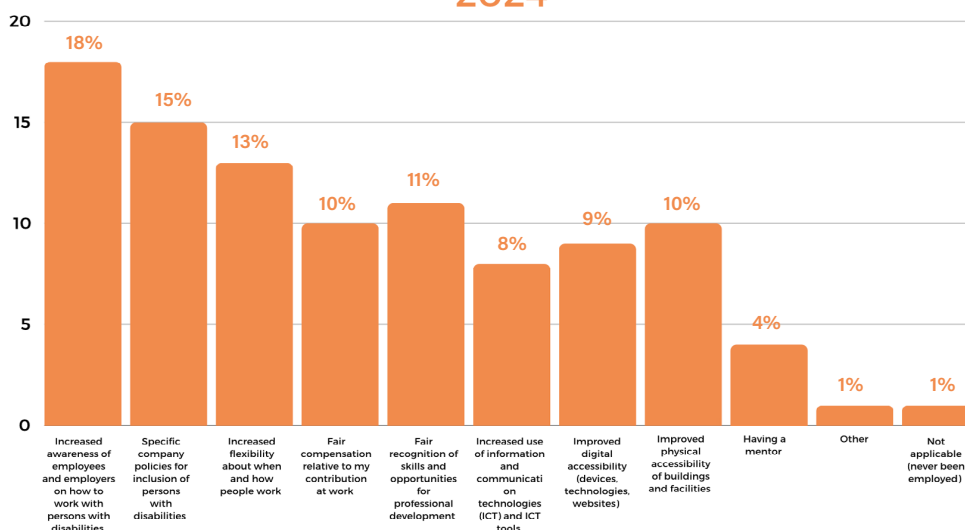


The participants voted the *“Lack of career prospects”* to be the most common barrier at the workplace (145 votes, 18%). The second one ranked *“Lack of opportunities to improve my skills”* with 101 votes and 13%. Here we can see again the *“Attitudes of employers (unfair treatment or discrimination, unwillingness to adapt workplace and policies conditions)”* to be the main barrier for 98 respondents (12%), this is the third most voted answer. *“Digital barriers (accessibility of devices, technologies and websites)”* was the issue for 88 respondents (11%).

12. What would help to overcome barriers related to the job satisfaction at the workplace?

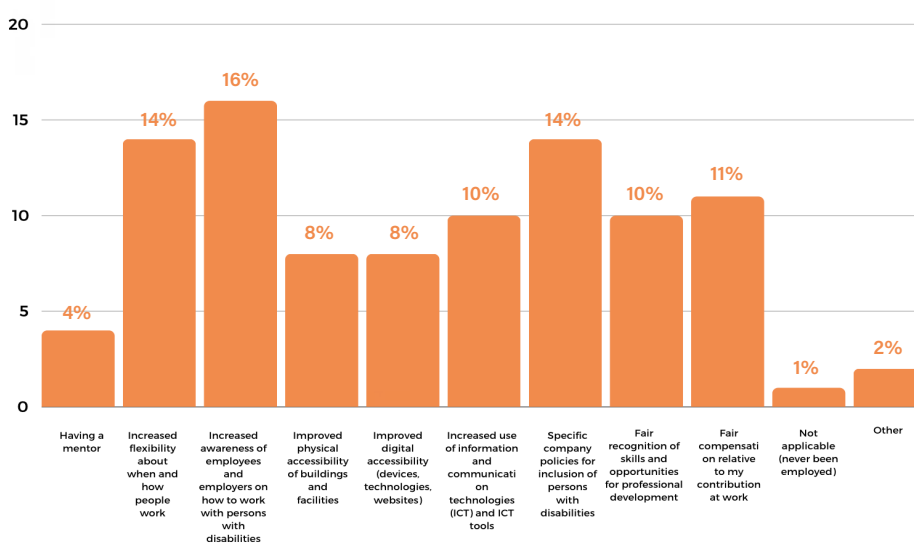
The following chart analyses respondents' perceptions of what would help overcome barriers to job satisfaction, which would help understand various factors that influence employee well-being and contentment. This analysis could prove very useful for companies in identifying and implementing the most effective strategies to improve workplace well-being.

2024



In 2024, the majority of respondents (18%) think that what could help overcome barriers related to job satisfaction is greater awareness of how to work with people with disabilities. 15% think it is necessary to have specific company policies for the inclusion of people with disabilities (15%). For 13%, then, it is crucial to have an increase in work flexibility (13%) followed by fair recognition of skills and professional development opportunities (11%), improvement of the physical accessibility of buildings (10%) and fair compensation in relation to work contribution (10%). In addition, improving digital accessibility and increasing the use of information and communication technologies were indicated by 9% and 8% of respondents, respectively. The presence of a mentor (4%) is seen as less relevant, while only 1% stated that this issue was not applicable because they had never worked, and another 1% chose 'other'.

2023

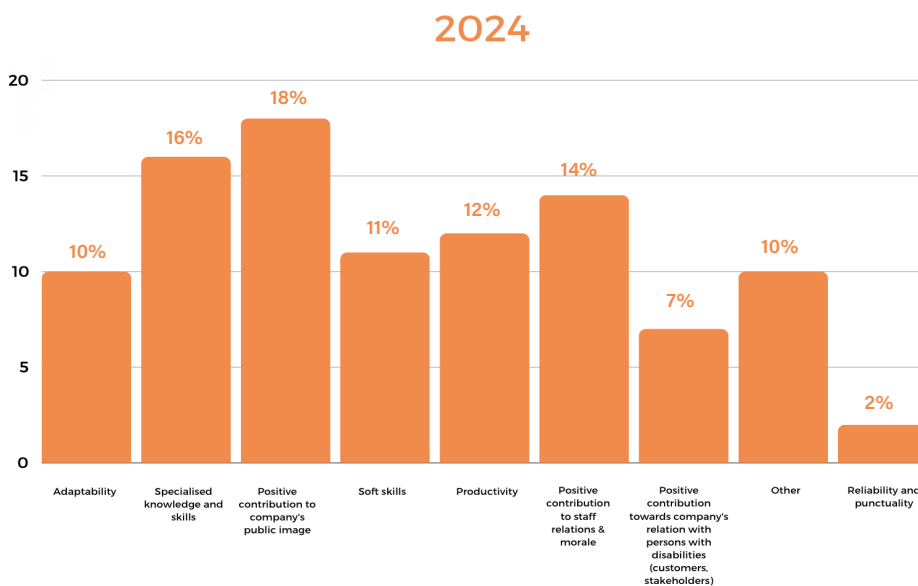


In this part we collected the opinions of the respondents regarding the potential help in removing obstacles affecting workplace job satisfaction. In the table below we can see the summary of all the answers. The most helpful would be according to the participants *“Increased awareness of employees and employers on how to work with persons with disabilities”*. For this answer voted 123 participants (16 %). The second most preferred was *“Specific company policies for inclusion of persons with disabilities”* with 111 preferences and result of 14%. The third most chosen is the *“Increased flexibility about when and how people work”* with 109 preferences and 14 %.

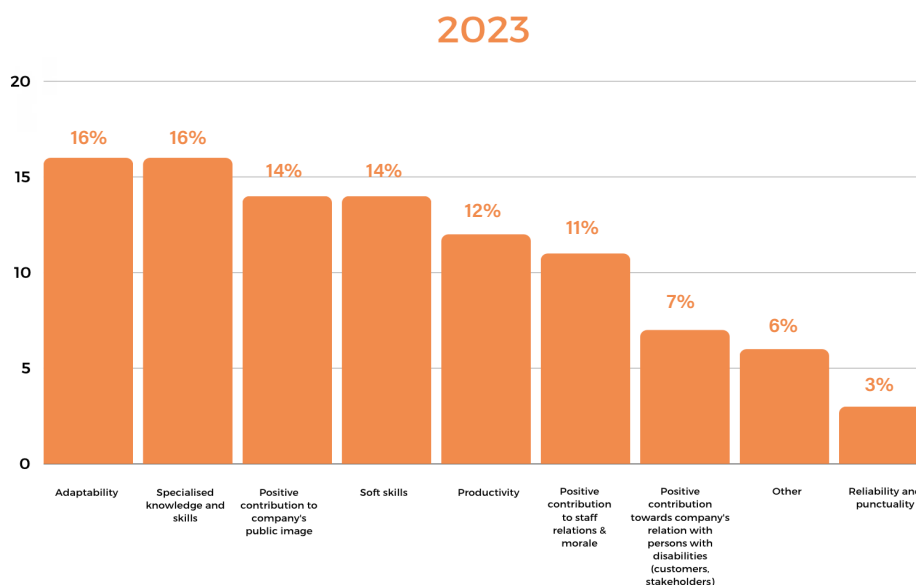
Comparing the analysis of data from 2023 and 2024 on the question of what would help overcome barriers to job satisfaction, some similarities emerge. In 2023, the majority of respondents leaned towards increased awareness of how working with people with disabilities was the most effective measure, with 16% of participants considering it the main solution. This view is also reflected in the 2024 data, where 18% of respondents continue to consider awareness as a priority. However, in 2024, a diversification of responses can be observed: in addition to awareness, other measures such as the adoption of specific company policies for inclusion (15%), increased work flexibility (13%) and opportunities for professional development and recognition of skills (11%) gain in importance. If one compares these trends with those of 2023, one can easily see that the focus was more on awareness and company policies, whereas in 2024, more interest emerges in physical accessibility, fair compensation and digitisation.

13. What is the added value that you can offer your employer?

The graph below investigates what **added value respondents can offer their employer as representatives of the disabled category**.



In 2024, the highest response rate is attributed to 'Positive contribution to company's public image' with 18%, followed by 'Specialised knowledge and skills' and 'Positive contribution to staff relations & morale' at 16% and 14% respectively. 'Productivity' accounts for 12%, while 'Soft skills' and 'Other' each have 10%. 'Adaptability' and "Positive contribution towards company's relation with persons with disabilities" stand at 10% and 7%, respectively, while "Reliability and punctuality" is the answer with the lowest percentage, at 2%.



The answers we are going to look at tell us what additional benefits persons with disabilities can provide for an employer according to their opinions. "Adaptability" (125 preferences, 16%), "Specialised knowledge and skills" (123 preferences, 16%) and "Positive contribution to company's public image" (113 preferences, 14%) are three most successful answers. The chart below collects all the answers and their results. Despite the option "Other" gained 51 votes, remained without further comment.

Comparing the graphs relating to the question 'What is the added value that you can offer your employer?' for 2023 and 2024, some significant trends and changes emerge in the perceptions of people with disabilities who responded to the survey.

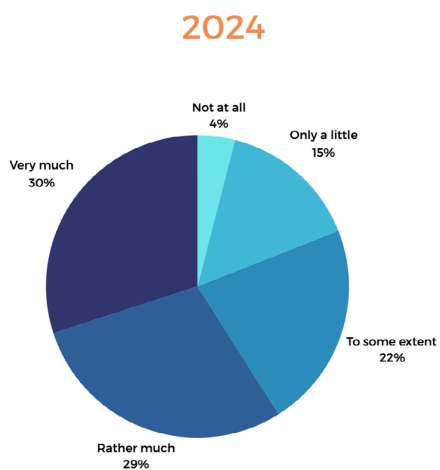
In 2023, the most valued answers were 'Adaptability' (16%), 'Specialised knowledge and skills' (16%) and 'Positive contribution to the company's public image' (14%). These results indicate an appreciation of the unique capabilities and favourable public perception that employees with disabilities can bring. Interestingly, the 'Other' option received 51 votes, but without further details, suggesting that there may be additional aspects not fully explored or understood.

In 2024, the most voted response became 'Positive contribution to the company's public image' with 18%, followed by 'Specialised knowledge and skills' and 'Positive contribution to staff relations and morale' both at 16%. The significant change from the previous year is the increase in the importance given to improving staff relations and morale, while 'Adaptability' has dropped to 10%. In addition, a greater diversification of responses is observed, with a more balanced distribution between 'Productivity' (12%), 'Soft skills' and 'Other' (10% each). This reflects a broader recognition of the different aspects of added value that people with disabilities can bring, as well as a change in the priorities perceived by respondents.

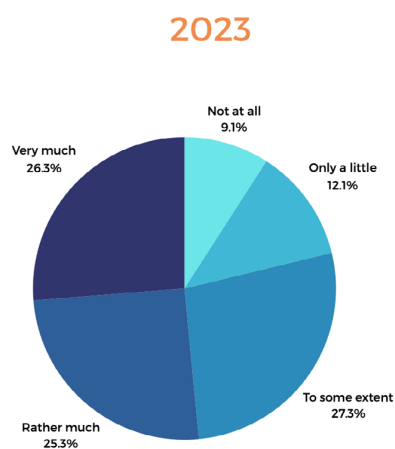
So while in 2023 the focus was mainly on adaptability and specialised skills, in 2024 there emerges a broader and more complex recognition of the positive contribution to the company's public image and internal relations. This suggests an evolution in the perception of the added value that people with disabilities offer, emphasising a larger range of benefits.

14. How much does the use of information and communication technology (ICT) tools facilitate your daily activities and tasks?

The following graph investigates the extent to **which the use of information and communication technology (ICT) tools facilitates the daily activities and tasks of the respondents**. The question aims to find out whether there are any problematic aspects or limitations in the use of ICT and how these impacts can be optimised.



In 2024, the majority of respondents believe that the use of ICT tools significantly facilitates their daily activities and tasks, this is revealed by 30% of respondents who answered with 'Very much. 29% answered 'Rather much,' indicating a significant but slightly lower perception of help. 22% of respondents find ICT tools helpful 'To some extent,' while 15% consider them helpful 'Only a little.' Finally, only 4% of users believe that ICT tools do not facilitate their daily activities at all.



"To some extent" was the most preferred answer with 215 votes (27%). The second one ranked "Very much" with 207 preferences and 26%. ICT tools facilitate one's daily activities and tasks "Rather much" according to 198 respondents (25%). "Only a little" they help to 96 respondents (12%) and "Not at all" replied 73 of them (9%). In the following table we will learn about the reasons why ICT tools were not able to provide help to the respondents who chose to answer "not at all/only a little".

Comparing the graphs of 2023 and 2024, to investigate whether the use of information and communication technology (ICT) tools facilitates respondents' daily activities and tasks, it can be seen that in 2023, the predominant response was "To some extent", with 27% of respondents choosing this option, followed by "Very much" (26%) and "Somewhat" (25%). Only 21% considered ICT tools of little or no use, with 12% for 'Only a little' and 9% for 'Not at all'. This suggests that although most users recognise some usefulness of ICT tools, there is a significant portion who find them less effective.

In 2024, we have an increase in the number of respondents (from 27% to 30%) who said that ICT tools facilitate their daily activities 'A lot', followed by 29% who find them 'Somewhat' useful. The percentage of those who consider them useful 'To some extent' dropped to 22%, while only 15% consider them 'Only a little' useful and a surprising 4% consider them to offer no help at all. This change reflects a general increase in the positive perception of ICT tools, with a significant reduction in the share of general dissatisfaction.

Compared to 2023, there was an improvement in the perception of the effectiveness of ICT tools in 2024. The higher percentage of positive responses in 2024 suggests that, over the course of the year, there was an increasing satisfaction with the usefulness of ICT tools in facilitating everyday activities.

14.1 If you answered not at all/only a little: why?

The data below relate to the respondents who answered 'not at all/not at all a little' to the previous question on the usefulness of ICT, these data therefore want to investigate the motivations of those who believe that the use of ICT tools facilitates their daily activities only a little or not at all. By analysing the data, we may learn of recurring elements in the difficulties faced by users and offer insights into how to improve the effectiveness of ICT tools so that they better meet the needs of all users.

2024

Answers	%
The assistive technologies I need are too expensive	17%
I don't know how to use them	33%
Low level of accessibility	17%
I don't need them	33%
Not applicable	0%
Other	0%

From the data collected in 2024, it emerges that a lack of skills and the perception of not needing ICT tools are the main reasons why some users consider these tools to facilitate their daily activities only slightly or not at all. 33% of respondents say they do not know how to use the technologies, indicating a possible gap in training or familiarity with the devices. Another 33% do not perceive a real need for such tools, suggesting that they may not find the technologies sufficiently relevant to their activities. Seventeen per cent of respondents then reported a low level of accessibility and another 17% felt that the assistive technologies needed were too expensive. Interestingly, no respondents selected the options 'Not applicable' or 'Other'.

2023

Answers	%
The assistive technologies I need are too expensive	36%
I don't know how to use them	32%
Low level of accessibility	23%
I don't need them	10%
Not applicable	0%
Other	0%

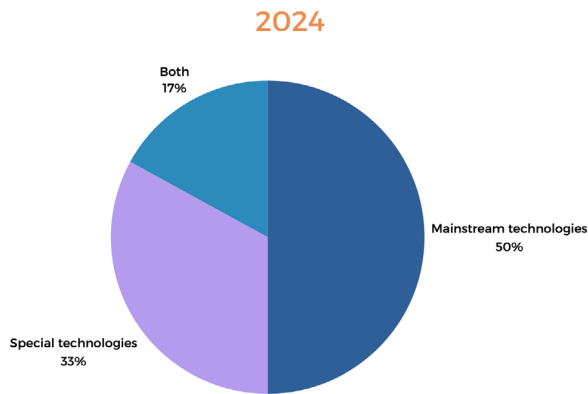
Too high prices of the assistive technologies create the main problem for 36 % of participants of this group. Tightly after follows the lack of knowledge on their usage (32 %). *“Low level of accessibility”* chose as the answer 17 participants (23%). 10 % of participants do not feel the need to use ICT tools. All the data regarding this question are summarised in the following table.

Comparing analyses of the data for 2023 and 2024 for respondents who answered ‘not at all/not at all a little’ to the previous question on the usefulness of ICT shows that in 2023, the main difficulties reported were the high costs of assistive technologies (36%), followed by the lack of knowledge about the use of such tools (32%). In addition, 23% of users considered low accessibility a problem, while 10% did not feel the need to use ICT. In 2024, the situation seems to reflect a similar trend, with lack of skills and the perception of not needing such tools remaining the main limiting factors, each identified by 33% of respondents. However, the perception of high cost of assistive technologies decreased in significance to 17%, while low accessibility retains a share of 17%. In contrast to 2023, in 2024 there is an absence of answers such as ‘Not applicable’ or ‘Other’, suggesting greater clarity in users’ opinions or greater specificity in the options offered.

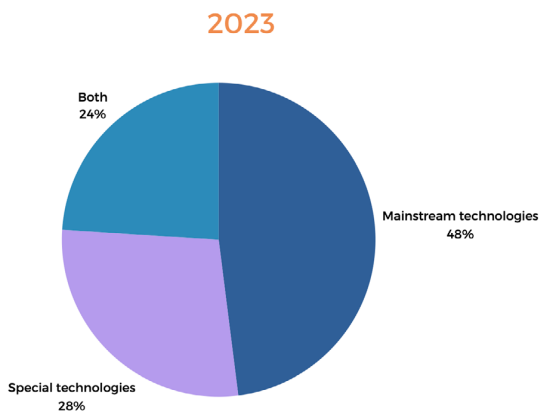
In summary, while lack of skills and perceived non-need continue to be the main barriers in 2024 as in 2023, **the cost and accessibility of technologies seem to have become relatively less important, indicating possible changes in the availability of such tools or in participants’ perceptions of their relevance and usability.**

16. Are the technologies you use mainstream technologies (i.e. screen magnification) or special technologies (i.e. a braille terminal)?

The following graph seeks to obtain information from respondents on the technologies used in the work environment, to understand whether they are traditional technologies (e.g. screen magnification) or special technologies (e.g. a braille terminal). This could be useful to understand what adaptations the work environment has adopted with regard to people with disabilities.



In 2024, 50% of respondents employ mainstream technologies, such as screen magnification, which are widely available and used. In contrast, 33% of people use special technologies, such as braille terminals, which are specifically designed for special needs. Finally, 17% use a combination of both categories of technologies. This picture indicates a prevalence of mainstream over special technologies, with a small percentage integrating elements of both types.

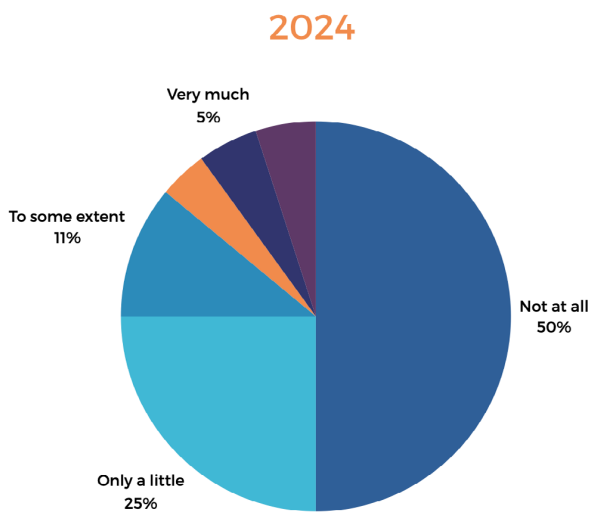


381 participants (48 %) use the mainstream technologies while special technologies need 217 (28%) respondents. Both kinds use 191 participants (24 %).

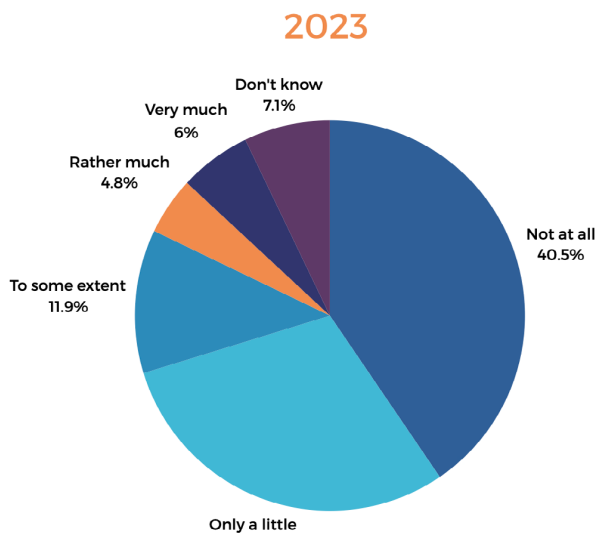
Having a look at the graphs for 2023 and 2024 concerning the use of mainstream and special technologies, some significant trends emerge. In 2023, 48 per cent of participants used mainstream technologies, while 28 per cent used special technologies, and 24 per cent employed a combination of both categories. This shows a prevalence of mainstream technologies, with a considerable percentage of users integrating both types. In 2024, on the other hand, the number of respondents using mainstream technologies increases from 48% to 50%, with 33% using special technologies (compared to 28% in 2023). Furthermore, only 17% combine both types of technologies, suggesting a reduction in the percentage of those integrating both. These figures indicate an increasing presence of mainstream technologies compared to special technologies, with less integration between the two types of technologies compared to the previous year.

17. Do you think the price of digital assistive technologies is affordable for individuals?

The following graph aims to investigate users' perceptions of the cost of digital assistive technologies. The graph can reveal whether people believe the prices are fair, excessive or affordable, thus providing an overview of general satisfaction with the cost and accessibility of these technologies.



In 2024, 50% of respondents employ mainstream technologies, such as screen magnification, which are widely available and used. In contrast, 33% of people use special technologies, such as braille terminals, which are specifically designed for special needs. Finally, 17% use a combination of both categories of technologies. This picture indicates a prevalence of mainstream over special technologies, with a small percentage integrating elements of both types.

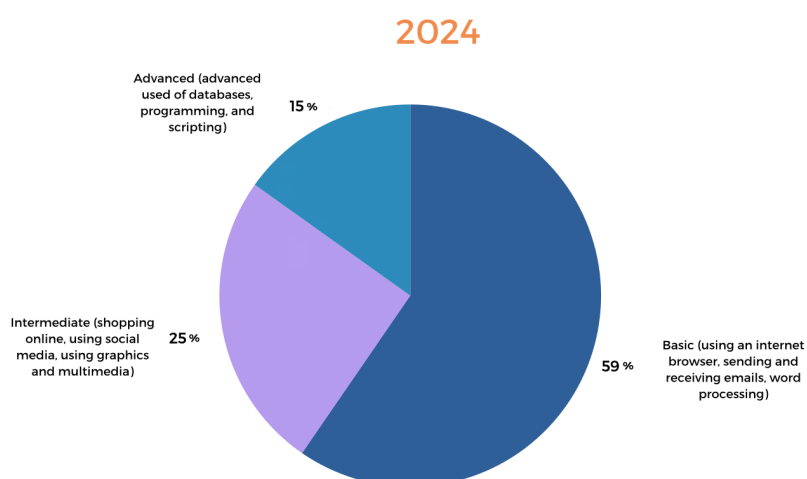


The opinions on affordability of digital assistive technologies by individuals are investigated in this question. "Not at all" affordable think 269 participants (34%) and this answer makes the biggest score; "Only a little" is the answer on the second rank with 25% (199 preferences) and "Rather much" is the third most chosen answer by 13 % of participants (101). Follows "Don't know" (94 votes, 12 %), "To some extent" (76 votes, 10 %) and finally "Very much" (50 votes, 6 %).

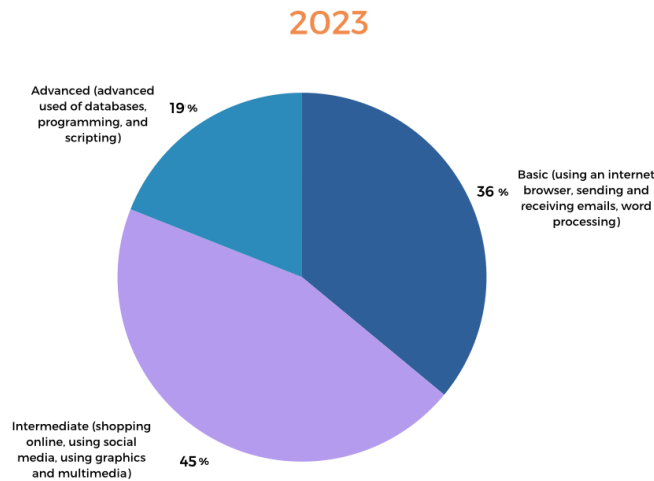
Comparing the data from 2023 and 2024 regarding the prices of digital assistive technologies, a picture of growing dissatisfaction among participants emerges. In 2023, 34% of respondents rated the price of technologies as 'not at all' affordable, whereas in 2024 this percentage rose to 50%. Although the percentage of those who consider prices to be 'only somewhat' affordable has remained stable (25% in 2023 and 25% in 2024), there is a significant increase in the perception of total inaccessibility. In 2023, only 6% of respondents considered prices to be 'very' affordable, while in 2024 this percentage dropped further to 5%. Furthermore, 2024 saw a decrease in the share of 'don't know' answers from 12% in 2023 to 5% in 2024. These data suggest an increase in awareness and concern about the costs of digital assistive technologies, indicating a growing perception of affordability, which seems to be the main concern among respondents.

18. How would you rate your level of digital skills?

This question aims to investigate respondents' perceptions of their digital skills. Analysis of this data will help identify specific training needs and guide e-skills development strategies for people with disabilities.



The 2024 chart shows that the majority of people, with 59%, rate their digital skills at a 'Basic' level, indicating familiarity with activities such as using a browser, sending and receiving emails and word processing. Twenty-five per cent of respondents rank themselves at an 'Intermediate' level, demonstrating abilities to shop online, use social media, and handle graphics and multimedia. Only 15% consider themselves 'Advanced', with higher skills such as advanced database use, programming and scripting.



Intermediate level of digital skills was the most voted answer by 358 participants (45 %). “The basic level” received 285 preferences (36 %) and advanced level of digital skills have 19 % of participants (146 preferences).

Comparing the data from 2024 with that of 2023, some significant changes can be observed in the way respondents rate their digital skills. In 2023, the ‘Intermediate’ level was selected by 45% of the respondents, followed by the ‘Basic’ level with 36% and the ‘Advanced’ level with 19%. However, in 2024, the ‘Basic’ level became predominant, selected by 59% of the respondents, while the ‘Intermediate’ level dropped to 25%. The ‘Advanced’ level remained more or less stable with a slight decrease from 19% to 15%. These changes indicate a possible shift towards a greater prevalence of basic digital skills over intermediate skills.

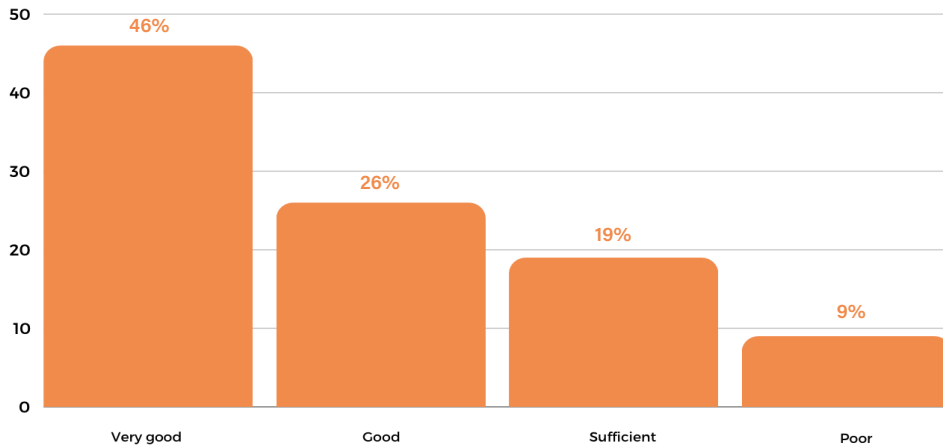
3.3 An expert of EU policies on disability and employment

3.3.1 Data analysis

1. How would you rate your knowledge of EU policies on employment of persons with disabilities?

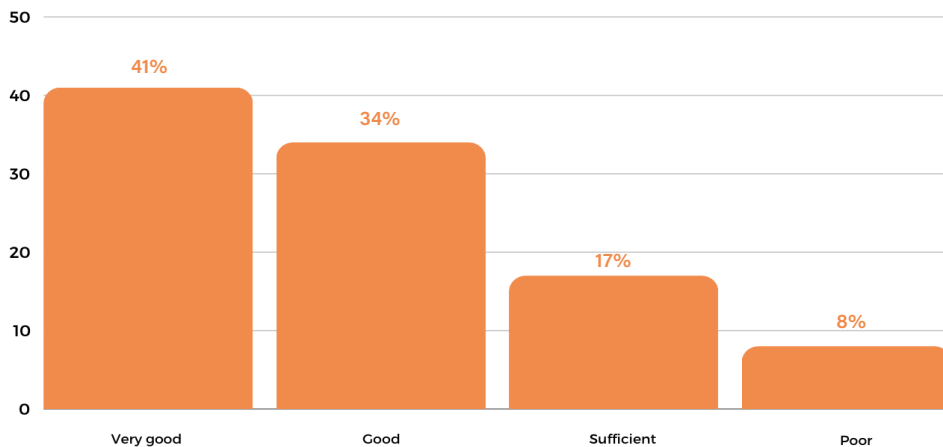
This question is addressed to survey respondents who are experts in EU disability and employment policies and aims to **investigate their level of knowledge of EU policies on the employment of people with disabilities.**

2024



The 2024 chart shows how respondents perceive the data on the knowledge assessment of EU policies on the employment of people with disabilities. The majority of respondents (46%) rate their knowledge as 'Very good'. 26% give a 'Good', suggesting adequate but not excellent understanding. 19% consider their knowledge to be 'Sufficient', indicating a basic understanding but with room for improvement. Finally, 9% consider themselves 'Poor', reflecting a perception of limited knowledge on the subject.

2023



The respondent from the group of experts of EU policies on disability and employment shared with us their knowledge of expertise in the mentioned topic. 101 participants (41 %) have very good knowledge, while second one ranked the answer "Good" chosen by 88 respondents (34 %). The third most common answer is "Sufficient" with 44 preferences (17 %). "Poor" knowledge of EU policies on this topic have 21 respondents (8 %).

Comparing 2023 and 2024 data on respondents' knowledge of EU policies on employment of people with disabilities, it emerges that in 2023, 41% of respondents claimed to have a "very good" knowledge of the topic, in 2024, this percentage increased to 46%, indicating an improvement in the perception of knowledge among respondents.

At the same time, the percentage of those who rated their knowledge as 'good' decreased from 34% in 2023 to 26% in 2024. This might suggest that a proportion of those who considered themselves to have adequate knowledge in 2023 now perceive themselves as more knowledgeable.

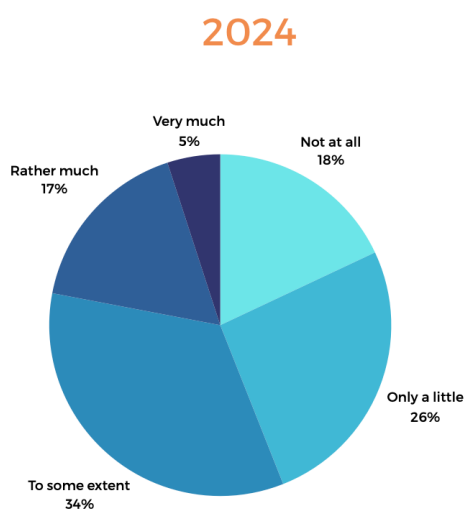
As for the 'sufficient' response, there was a slight increase from 17% in 2023 to 19% in 2024, indicating that a growing minority of respondents recognise that they have basic knowledge but with room for improvement.

Finally, the percentage of respondents reporting 'poor' knowledge increased slightly from 8% in 2023 to 9% in 2024. This small increase may reflect a greater awareness of their own shortcomings among participants.

In conclusion, **the data show a general trend towards an improvement in the perception of knowledge of EU policies on employment of people with disabilities among EU disability and employment policy experts**, with a significant increase in those who consider themselves to be very well informed and a decrease in those who consider themselves to have only good knowledge. However, a small but growing awareness of gaps in this type of knowledge persists among respondents.

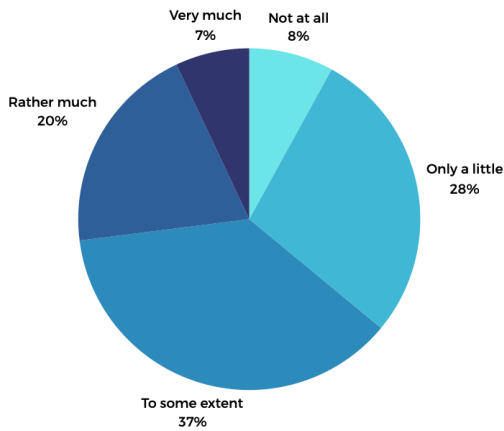
2. Do you think that the issue of removing barriers to the employment of persons with disabilities is being sufficiently addressed at EU level?

The following graph aims to **investigate the perceptions and opinions of EU disability and employment policy experts regarding the effectiveness of policies and initiatives adopted at European level** to facilitate the employment integration of people with disabilities. This data can be used to assess the effectiveness of current measures and identify areas in need of improvement.



According to the 2024 data, 34% of respondents believe that the issue of removing barriers to employment for people with disabilities is only sufficiently addressed at European level to a certain extent, while 26% think it is only minimally addressed. 18% of respondents believe the issue is not being addressed at all. Only a minority believe that significant efforts are being made: 17% say the problem is being addressed rather well and only 6% believe it is being addressed very effectively. These data indicate a prevailing perception of insufficient initiatives at EU level to improve the employment of people with disabilities.

2023



The respondents expressed their opinions whether according to them EU is doing enough to address the issue of reducing obstacles to hiring people with disabilities. The first rank belongs to the answer "To some extent" with 97 preferences (37 %). "Only a little" is the second most voted answer with 72 preferences (28 %) and the third one is "Rather much" (51 preferences, 20%). "Not at all" would say 22 respondents (8 %) and "Very much" is the answer of 18 participants (7%).

Comparing the data from 2024 with the data from 2023, which survey respondents' perceptions of the degree to which the elimination of barriers to employment for people with disabilities is being tackled at European level, some significant differences in respondents' opinions emerge.

In 2024, 34% of respondents felt that the issue is only addressed to a certain extent, which is down from 37% in 2023. The view that the issue is only being addressed to a small extent was expressed by 26% of respondents in 2024, a decrease from 28% in 2023. The perception that the issue is not addressed at all also increased significantly from 2023 to 2024, from 8% to 18%. On the other hand, the percentage of those who think the EU is tackling the problem rather well decreased from 20% in 2023 to 17% in 2024. Finally, the percentage of respondents who perceive that the EU is addressing the issue very effectively remained relatively stable, with a slight decrease from 7% in 2023 to 6% in 2024. Thus, a slightly more negative perception of the EU's efforts to improve the employment of people with disabilities can be observed in 2024, with an increase in the percentage of those who feel that the issue is not being addressed at all and a decrease in more positive views compared to the previous year.

3. In your opinion, what are the areas where EU policies have been most effective? (Select top 3)

The following table aims to investigate which of the proposed specific areas are perceived as the most effective EU policies. This question allows us to identify the areas of greatest positive impact according to stakeholders, enabling us to highlight the successes of existing policies and potentially target future interventions and improvements based on these perceptions.

2024

Answers	%
Accessibility	31%
Public employment services	22%
Workplace adaptations	9%
Education and training	8%
Equal treatment in employment and occupation	11%
Awareness raising on the living conditions of persons with disabilities	5%
Mobility	5%
Digitalisation for social inclusion	4%
Financial incentives	3%
EU funding	2%
Other	0%

In 2024, respondents felt that EU policies were most effective in the area of accessibility, with 31% of respondents indicating this as their answer. This was followed by public employment services, considered effective by 22% of respondents, and fair treatment in employment and occupation, with 11% of preferences. These three areas were identified as the areas where EU policies have had the most significant impact.

2023

Answers	%
Accessibility	30%
Public employment services	18%
Workplace adaptations	12%
Education and training	10%
Equal treatment in employment and occupation	9%
Awareness raising on the living conditions of persons with disabilities	5%
Mobility	5%
Digitalisation for social inclusion	5%
Financial incentives	3%
EU funding	2%
Other	0%

The areas of EU policies which have been most successful to help persons with disabilities in opinion of the participants of the survey were mainly “Accessibility” with 79 preferences (30%), “Public employment services” with 47 preferences (18 %) and “Workplace adaptations” with 31 preferences (12 %). “Education and training” ranked fourth with 27 preferences (10 %). The least voted options were “Financial incentives” which received only 7 votes (3%) and “EU funding” with 6 votes (2 %). The complete summary of the answers is in the table below.

Comparing the 2024 figures with those of 2023 regarding the areas in which EU policies were most effective according to respondents, it emerges that in 2024, the area of accessibility continues to be the most popular, with a slight increase from 30% in 2023 to 31% in 2024. Public employment services retain the second position, but with an increase from 18% to 22%. However, workplace adaptations, which were the third most selected area in 2023 with 12% of the preferences, drop significantly to 9% in 2024.

As for education and training, the perception of their effectiveness decreased in 2024 from 10% in 2023 to 8%. Financial incentives and EU funds remain among the least selected options in both years, with 3% and 2% of preferences in both 2023 and 2024 respectively, showing stability in the perception of their lower effectiveness.

Overall, **although some areas have seen a slight improvement or deterioration in the perception of their effectiveness, accessibility and public employment services remain consistently the most selected areas, reflecting a continued focus and commitment of EU policies in these areas.**

4. In your opinion, what issues should be more thoroughly addressed at EU level?

The following data aims to investigate the **priorities and areas of action considered most urgent or neglected at European level in the field of disability**. This chart aims to identify the main challenges and needs perceived by experts in order to orient future EU policies and initiatives towards improving the living and working conditions of people with disabilities.

2024

Answers	%
Accessibility	26%
Public employment services	3%
Workplace adaptations	6%
Education and training	18%
Equal treatment and non-discrimination in employment and occupation	14%
Awareness raising on the living conditions of persons with disabilities	0%
Mobility	3%
Digitalisation for social inclusion	18%
Financial incentives	10%
EU funding	0%
Other	2%

In 2024, 26% of the respondents consider that issues that should be addressed more thoroughly at EU level include accessibility. 18% of respondents mentioned both education and training and digitisation for social inclusion. Then 14% selected equal treatment and non-discrimination in employment and work as their answer. Financial incentives were cited by 10%, while workplace adaptations were selected by 6% of respondents. Public employment services and mobility, both at 3%, are considered less crucial, as are other issues, which gather 2% of the preferences. No importance was attached to raising awareness of the living conditions of people with disabilities or to EU funding, both mentioned by 0% of respondents.

2023

Answers	%
Accessibility	30%
Public employment services	3%
Workplace adaptations	5%
Education and training	17%
Equal treatment and non-discrimination in employment and occupation	15%
Awareness raising on the living conditions of persons with disabilities	0%
Mobility	3%
Digitalisation for social inclusion	17%
Financial incentives	10%
EU funding	0%
Other	0%

We asked the respondents also about topics, in their opinion, which should be addressed at the EU level more thoroughly. 30 % of participants believe it should be “Accessibility”, this option received 77 preferences and ranked at the first position. The second most voted option is “Education and training” with 44 preferences (17%). The “Digitalisation for social inclusion” received 43 votes which is 17 %, too. Follows “Equal treatment and non-discrimination in employment and occupation” with 38 votes (15 %). Considering financial help while “EU funding” did not receive any vote, “Financial incentives” with 27 votes, which is 10.4 % of all votes, is the 5th most voted answer. The complete list of answers and the votes is in the table below.

Comparing the figures of 2024 with those of 2023 with regard to the issues that, according to the respondents, should be most thoroughly addressed at EU level, some significant variations emerge.

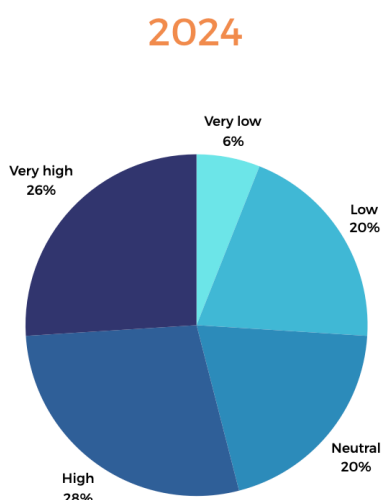
In 2024, accessibility remains a priority, albeit with a slight decrease in consensus compared to 2023. In fact, in 2024, 26% of respondents mentioned accessibility as their main issue, whereas in 2023 it was 30%. Education and training still had many preferences, with 18% of responses in 2024 compared to 17% in 2023. Digitalisation for social inclusion saw a slight increase, from 17% in 2023 to 18% in 2024.

Equal treatment and non-discrimination in employment were rated similar in both years, with 14% in 2024 compared to 15% in 2023. Financial incentives maintained a constant relevance, with 10% of the preferences in both years.

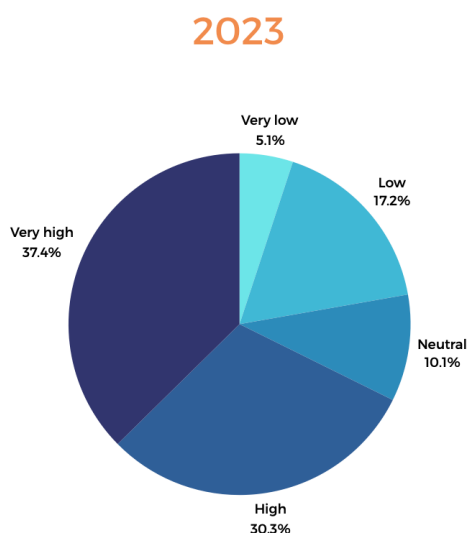
In conclusion, although some priorities remained constant, others showed slight variations, reflecting an evolution in the perceptions and priorities of respondents as to which issues need to be addressed more thoroughly at EU level.

5. According to your experience, what is the potential of digitalisation in relation to the employability of persons with disabilities?

The following chart aims to explore **how EU policy experts perceive the impact of digitalisation on employment opportunities for people with disabilities**. The aim is to assess whether and to what extent digital technologies can improve access and inclusion in the labour market for this category of individuals, highlighting experts' perceptions of the benefits, challenges and areas of potential development.



In 2024, most of the EU disability and employment policy experts interviewed consider the potential of digitisation to improve the employability of people with disabilities to be 'high'. 26% of the experts consider the potential to be 'very high'. In contrast, 20% of the experts have a 'neutral' view of this potential, and less optimistic views see 20% of the sample with a 'low' rating and 6% with a 'very low' rating. This scenario shows a prevailing confidence that digitisation can be a significant resource for improving the employment inclusion of people with disabilities, although a minority of experts with more sceptical views persists.



The potential of digitalisation to help persons with disability to be suitable for paid work is "very high" according to opinion of 37 % of respondents (97 preferences). 79 votes received the answer (30 %) received the option "High" and ranked the second most voted. In contrary, "Low" potential chose for their answer 43 participants (17 %). 27 participants remained neutral and "Very low" was the answer with 14 preferences.

Comparing the graphs of 2024 and 2023 regarding the experts' opinion of the potential of digitisation in relation to the employability of people with disabilities, some significant differences emerge.

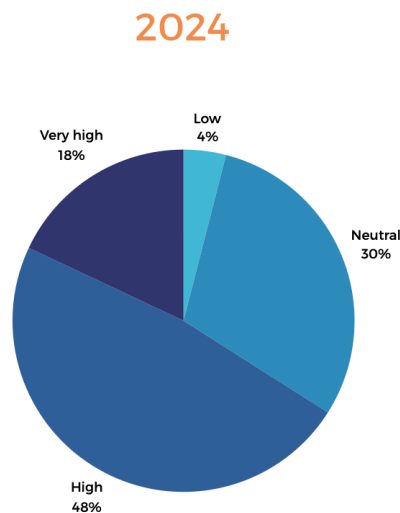
In 2023, 37% of experts rated the potential as 'very high', whereas in 2024 this percentage dropped to 26%. Similarly, in 2023, 30% of the experts rated the potential as 'high', whereas in 2024 this percentage decreased slightly to 28%.

As for the most critical assessments, in 2023, 17% of the experts rated the potential as 'low', while in 2024 this percentage increased to 20%. Similarly, 'very low' answers decreased from 14% in 2023 to 6% in 2024. Finally, the percentage of 'neutral' responses remained constant at 20% in 2024, compared to 27% in 2023.

The general confidence in the potential of digitisation in relation to the employability of people with disabilities seems to have decreased in 2024 compared to 2023. This could indicate a growing awareness of the challenges and limitations of digitisation, although most continue to have a positive view of its overall potential.

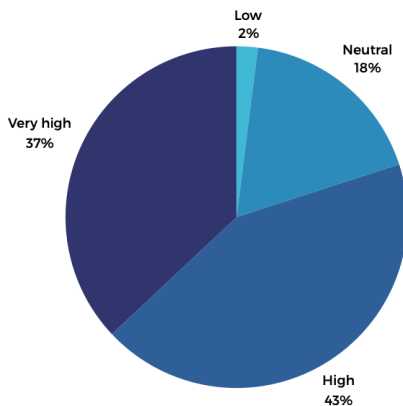
6. What is the potential of the EU digital agenda in relation to employability of persons with disabilities?

The following graph aims to investigate **how EU digital initiatives and strategies can improve access and employment opportunities for people with disabilities.** In particular, the graph aims to explore experts' perceptions of how digital technologies and related policies can break down employment barriers, foster employment inclusion and support the integration of people with disabilities into the labour market.



In 2024, 48% of respondents rated the potential of the EU digital agenda for the employability of people with disabilities as 'high'. Only 30% had a neutral position regarding the impact of this agenda, while a minority of experts considered the potential to be low (4%) or very low (0%). These data reflect a generally overall view of the effectiveness of EU digital policies in improving employment opportunities for people with disabilities.

2023



“High” (112 votes, 43%) and “Very high” (96 votes, 37 %) are two answers which together make vast majority of votes. “Neutral” chose 47 respondents (18 %) and “Low” voted only 5 respondents (2 %). The option “Very low” did not receive any preference. The potential of the EU digital agenda in relation to employability of persons with disabilities is clearly significant and so deserves the attention of the leaders.

Comparing the 2023 and 2024 data on respondents’ perception of the potential of the EU Digital Agenda in relation to the employability of people with disabilities, some significant differences and continuities emerge. In 2023, the majority of respondents, 43%, rated the potential as ‘High’ and 37% rated it as ‘Very High. Only 18% chose a ‘Neutral’ position and just 2% voted ‘Low’, with no preference for ‘Very Low’. These results indicated a consensus among the majority of respondents on the importance and effectiveness of the EU Digital Agenda in increasing the employability of people with disabilities.

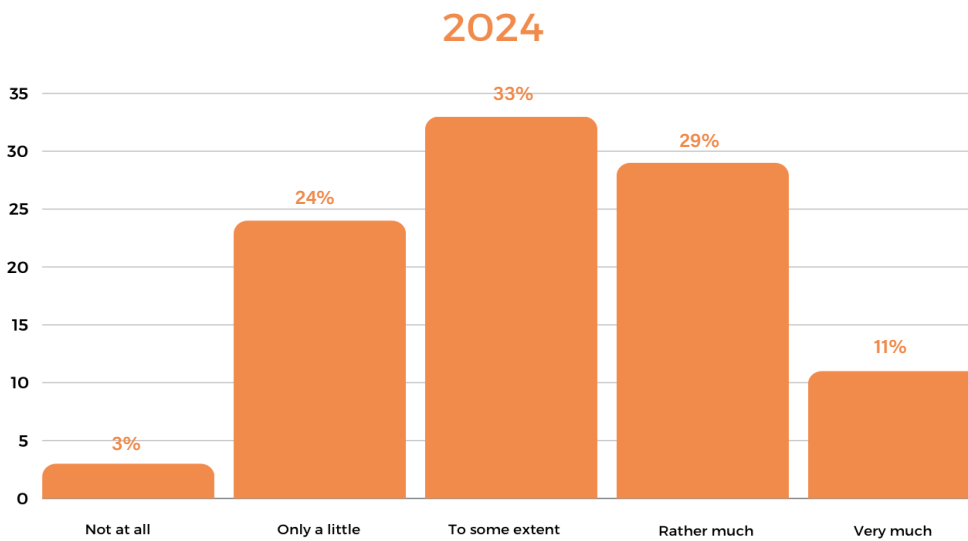
In 2024, this trend is confirmed, with 48% of respondents considering the potential to be ‘High’. However, there is a significant increase in the ‘Neutral’ position to 30% (which was 18% in 2023), signalling some growth in uncertainty or balance of opinion. The percentage of those rating the potential as ‘Low’ rises slightly to 4%, while ‘Very Low’ remains at zero. These data suggest that, the majority continue to view the EU digital agenda positively, although some respondents have other opinions regarding its effectiveness.

Thus, **although respondents confirm a positive trend of the EU Digital Agenda’s ability to improve the employability of people with disabilities, a greater variability in opinions emerges in 2024 than in 2023. This trend underlines the importance of continuously monitoring and adapting digital policies to meet different expectations and ensure optimal results.**

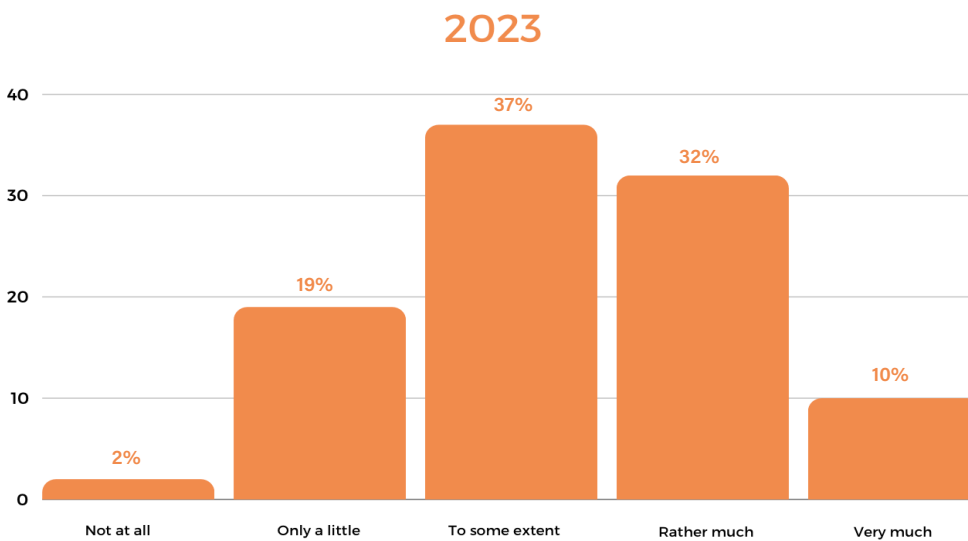
7. Do you think that the implementation of the EU accessibility act will increase the employability of persons with disabilities?

The following graph aims to investigate the opinions of the experts interviewed on the effectiveness of the legislation in terms of improving employment opportunities for people with disabilities.

The graph will display the experts’ perceptions of the impact of the legislation on employability, providing an overview of the confidence placed in the ability of European legislation to promote employment inclusion.



In 2024, the majority of the experts surveyed (33%), believe that the impact of the implementation of the European Accessibility Act will be moderate. In contrast, 29% believe that it will be quite significant. Furthermore, 11% believe that the effect will be very significant. However, a considerable proportion of experts are more sceptical: 24% think the increase in employability will be minimal, and only 3% believe there will be no impact at all.



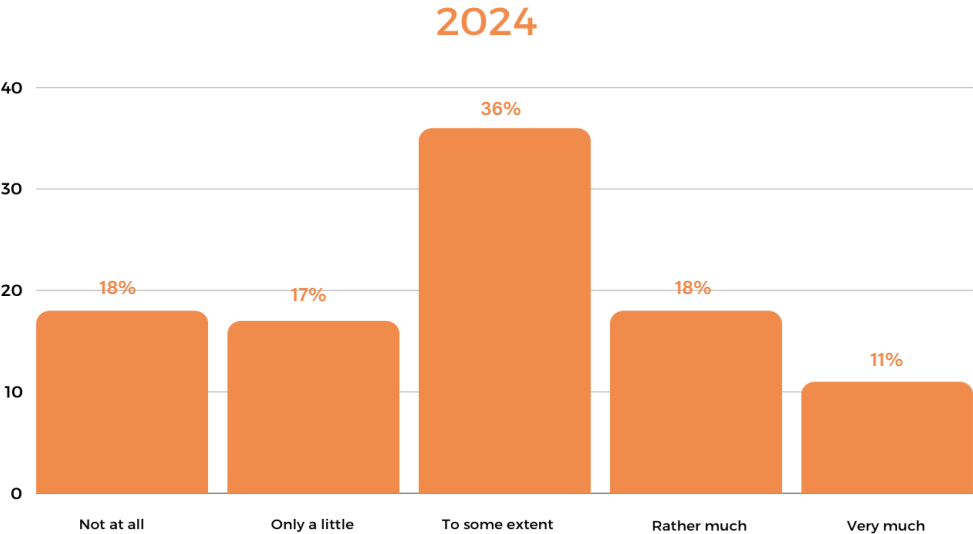
The European accessibility act is a directive that intends to improve the functioning of the internal market for accessible products and services, by removing obstacles created by Member States' divergent rules. We asked the participants whether, in their opinion, its implementation will help the employability of disabled persons. The first ranked the answer "To some extent" with 95 preferences (37 %), the second follows the option "Rather much" with 84 votes (32 %) and "Only a little" chose 49 respondents (19%).

Comparing the data on the potential impact of European law on the employability of people with disabilities, a clear evolution emerges in the perceptions of experts between 2023 and 2024. In 2023, the predominant answer among respondents (37%) was 'To some extent' followed by 32% with 'Rather much' and 'Only a little' with 19% of responses. This suggests moderate confidence in the effectiveness of European law, with the majority believing that it can have a positive, albeit limited, impact.

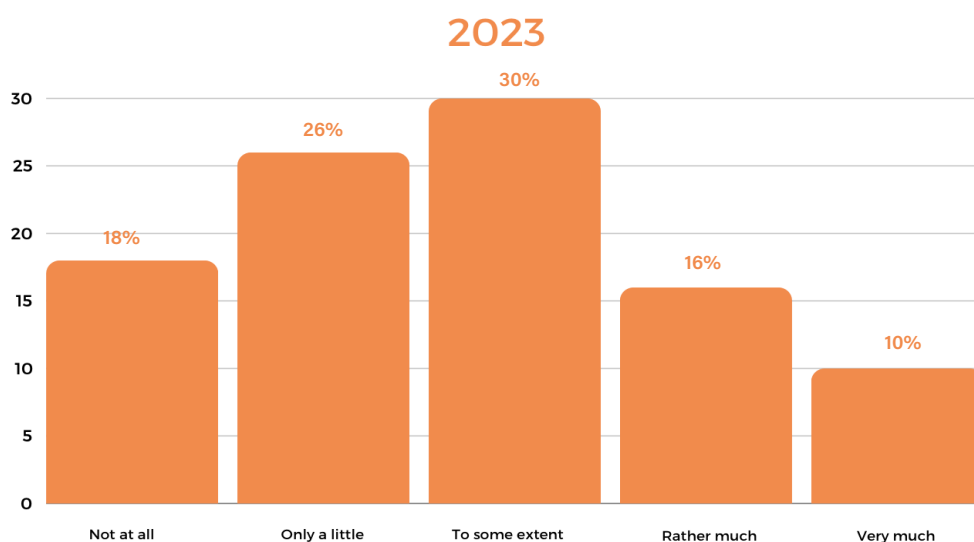
In 2024, however, opinions diversified. The majority of experts (33%) still believe the impact will be moderate, but a significant share (29%) believe it will be quite significant, and a further 11% think the effect will be very significant. On the other hand, 24% of experts remain sceptical, expecting a minimal increase in employability from these European laws, and only 3% believe there will be no impact. This variation in responses highlights an increase in positive expectations among experts, with a growing minority expecting a more significant impact than in the previous year, but also a persistence of some scepticism. Thus, while the general perception of the potential impact of the European law on the employability of people with disabilities seems to have improved in 2024, there remains a division between those who are optimistic and those who remain doubtful about its real impact on the employability of people with disabilities.

8. In your organisation, are efforts being made to understand how digitalisation could contribute to the employability of persons with disabilities?

The following graph aims to explore the perception and commitment of organisations towards the integration of digital technology as a tool to improve employment opportunities for people with disabilities. **The chart aims to highlight the level of awareness, current initiatives and strategies adopted by organisations to use digitalisation** as a means to foster the employment inclusion and employability of this category of people.



In 2024, the majority (36%) of respondents believe that digitisation can contribute to the employability of people with disabilities to some extent. A considerable number, 18%, shared a rather positive view of the impact of digitisation, indicating that it can have a significant influence. In contrast, another 18% of respondents do not see any contribution of digitisation in this area. A share of 17% believe that the contribution is minimal, while only 11% of the experts expressed a very strong belief in the effectiveness of digitisation in improving the employability of people with disabilities.



The organisations of the respondents make efforts to understand whether digitalisation can contribute to the employability of persons with disabilities *“To some extent”*, as expressed by 77 participants (30%). *“Only a little”* is the answer of 68 respondents (26%) and no efforts are being made in organisations of 47 participants (18%). Despite it seems quite a negative result, last two options *“Rather much”* (42 preferences, 16%) and *“Very much”* (26 preferences, 10%) give a good sign for persons with disabilities.

Comparing the data for 2024 with the data collected in 2023 on respondents’ perceptions of how they rate their organisations’ efforts to understand how digitisation can contribute to the employability of people with disabilities, variations over time emerge.

In 2024, 36% of experts believe that digitisation can contribute to the employability of people with disabilities ‘to some extent’, up slightly from 30% in 2023. This suggests a growing confidence in the potential of digitisation in this area. However, the percentage of those who see only a small contribution fell to 17% in 2024, down from 26% the year before, indicating a possible reduction in scepticism.

Furthermore, the percentage of experts who believe that no effort is being made in this area remained stable at 18% in both years. This figure reflects a continuity in the perception of some organisations regarding the lack of initiatives in this area.

On the other hand, respondents who believe that digitisation can contribute ‘quite a lot’ increased from 16% in 2023 to 18% in 2024, while those who believe it can contribute ‘a lot’ increased from 10% to 11%. This increase, albeit slight, indicates an improvement in confidence regarding the effectiveness of digitisation for the employability of people with disabilities.

In summary, although reservations remain, **the 2024 data show a slight increase in the positive perception of the impact of digitisation compared to the previous year, suggesting a trend of greater optimism and recognition of its potential contribution to the employability of people with disabilities.**

4. Work inclusion of disadvantaged people – Conclusions

In the previous sections we analysed in detail the quantitative and qualitative results of the survey, the demographics of the participants and then addressed three - sectors, groups of participants. The **data collected in 2024 was compared with the same research conducted in 2023, in order to analyse and assess the similarities and variations between these two periods**, so as to monitor the trend in the employment inclusion of disadvantaged people.

The analysis of the data collected on the 2024 topic of employment inclusion of people with disabilities reveals a very complex picture, marked by significant progress but also by many persistent challenges. In this concluding section, we will attempt to **draw final conclusions on the data analysed in the report and make recommendations**, which may be useful to stakeholders in this field.



The sector of the of employer, Managing Director, HR Director



The first part of the research, as seen, relates to **the sector of the of employer, Managing Director, HR Director**. As in 2023, this group is also the largest among the 2024 research respondents. Most of them also come from the private sector and the education, health and social care sectors. The results of the interviews conducted with this target group highlight several areas for improvement and opportunities to promote greater inclusion in the workplace.

A study of this group's comprehension of the principal international and national legal frameworks pertaining to the employment rights of persons with disabilities revealed a lack of familiarity with these issues. The majority of respondents indicated a limited or absent knowledge of the subject matter. This suggests the necessity for enhanced awareness and training on existing legislation and regulations, with the objective of ensuring that company policies are aligned with legal standards. This picture is confirmed by the responses regarding specific company policies for people with disabilities, which are still limited. Indeed, the analysis of the responses shows that **companies still have much to do in terms of specific recruitment policies, inclusive training and development, and adaptation of working hours.** Furthermore, many companies have yet to activate policies in this regard. This underlines the need to develop and implement more inclusive and structured policies.



Stance of organisations

Another noteworthy area of investigation is the stance of organisations towards the recruitment of individuals with disabilities. This is a crucial aspect of corporate inclusivity policies, yet it is observed that there is considerable variation in attitudes. It is encouraging to note that the majority of respondents indicated that their company actively encourages applications from individuals with disabilities and hires in accordance with legal obligations. However, it also emerged that a considerable proportion of companies do not even consider hiring individuals with disabilities. It is evident that there is scope for enhancement in the perception and practice of inclusive hiring.



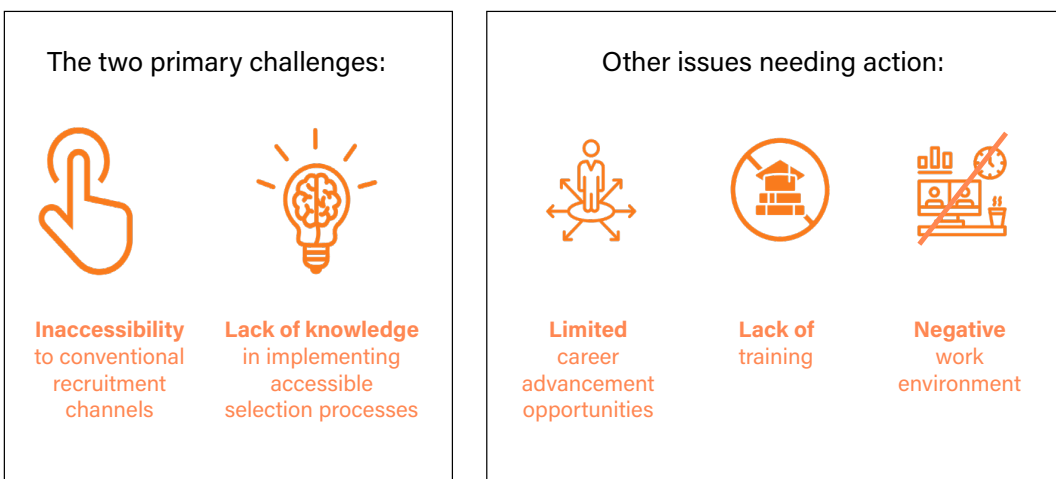
Enhanced protection policies

The necessity for enhanced protection policies towards individuals with disadvantages in the workplace is also corroborated by another indicator. From the responses of the interviewees, it becomes evident that the majority of companies have a low percentage of employees with disabilities (less than 20%). However, it is noteworthy that only a negligible percentage of companies do not employ individuals with disabilities, which is a positive indication. This implies that, although the presence of people with disabilities in the workplace is not insignificant, there is still a significant need to safeguard their recruitment and continued presence in the workforce.

In examining the obstacles to recruitment, the respondents identified inaccessibility to conventional recruitment channels and a dearth of knowledge regarding the implementation of accessible selection processes as the primary impediments. Additionally, the respondents identified a lack of career advancement opportunities and training, as well as a negative work environment, as significant issues that require targeted intervention and inclusion strategies. The respondents' perception of the advantages of including people with disabilities is favourable, with improvements in corporate reputation, morale and culture identified as a key finding. However, there is a limited perception of direct economic benefits, such as increased productivity and tax incentives. This indicates a need for evidence and communication of the economic benefits of inclusion, in addition to the ethical and cultural advantages.

The utilisation of information and communication technologies (ICT) is perceived as a crucial opportunity to enhance the recruitment and retention of individuals with disabilities. Nevertheless, a considerable number of organisations contend that the deployment of these technologies in the workplace does not influence inclusion. This suggests either a reluctance to embrace change or a lack of awareness of the potential of assistive technologies.

Obstacles to Recruitment



Perception of Inclusion Benefits





People with disabilities

The second part of the research investigates the perceptions of **people with disabilities** with regard to the employment inclusion of the group they represent. This section investigates the perceptions of people with disabilities with regard to the employment inclusion of the group they represent.

Employment Factors

Most of the respondents work part time and in the non-profit sector. The data collected in this section suggest that **education and training were the primary facilitating factors in obtaining employment**, with work flexibility and employers' awareness of disabilities also playing a significant role.



Employment Barriers

Nevertheless, the lack of suitable employment opportunities and the presence of physical and digital barriers continue to represent a significant challenge, as does the absence of appropriate assistive devices and equipment.



Work Mismatch & Accommodation Needs

While discriminatory attitudes on the part of employers were not widespread, **many participants reported that their actual work tasks and responsibilities did not align with their qualifications and experience as outlined in their CVs.** The primary accommodation requirements include the provision of personal assistance, accessible transportation, and assistive technology.



Job Obstacles & Support Needs

The absence of appropriate assistive devices and a lack of awareness among employers represent the primary obstacles encountered during the job search process. **It is recommended that job centres provide support and that dedicated platforms be used more frequently.** To enhance job satisfaction, it is crucial to foster greater flexibility and awareness among colleagues and employers.



Inclusive Employment: Skills & Support

The participants highlighted the positive contribution they can make in terms of public image, skills and internal relations. The majority of them use mainstream technologies, but the cost of assistive technologies is considered excessive, and their digital skills are mostly basic. In summary, the employment inclusion of people with disabilities requires action on several fronts, including education, specific support, increased awareness and flexibility, and improvements in physical and digital accessibility, in order to ensure a more inclusive and supportive work environment.



Perceptions:
Disability Views



Inclusion:
Employment Integration



Employment:
Work Opportunities



Flexibility:
Work Adjustments



Barriers:
Accessibility Challenges



Assistive:
Supportive Devices



Discrimination:
Employer Attitudes



Support:
Job Centre Assistance



Accessibility:
Physical and Digital



Skills:
Digital Proficiency



EU disability and employment policy experts



The third and final area of the survey was the **EU disability and employment policy experts**. The third group represents a smaller proportion of respondents than the other two groups. However, it is essential to analyse their data in order to gain a more comprehensive understanding of the current situation and the perceptions of experts in this field at the European level.



2024 EU Policy Insights

The data collected in 2024 indicates that the majority of experts possess adequate or good knowledge of European employment policies for people with disabilities, with a notable proportion rating their knowledge as very good. Nevertheless, the consensus on the adequacy of the EU's measures to remove employment barriers presents a complex picture, with a significant proportion of interviewees indicating that the issue has only been partially or inadequately addressed. The EU's policies were deemed most efficacious in the realms of accessibility and public employment services, while those pertaining to financial incentives and EU funding were considered less so.



Key Areas: Education & Digitisation

In terms of the areas requiring the most attention, education and training, and digitisation for social inclusion emerge as the main areas for action, with a considerable proportion of experts indicating both as priority areas. The majority of respondents indicated that they believe digitisation has the potential to enhance the employability of individuals with disabilities. However, a notable proportion of respondents expressed neutral or sceptical views on this matter. The EU Digital Agenda is perceived as a beneficial factor with regard to employability, with the majority of experts assessing its impact as high or very high.



Moreover, the implementation of the EU Accessibility Act is perceived as a promising initiative by experts. Nevertheless, a mere handful of organisations are investing considerable resources into understanding how digitisation can facilitate this objective.

The data suggest that there is an increasing awareness and recognition among experts of EU policies, which is perceived as an important step towards greater inclusion of people with disabilities.

Nevertheless, it is evident that there is a **need for further efforts to enhance the overall efficacy of inclusive policies, particularly in the domains of digitisation and education, in order to guarantee that employment barriers are addressed in a more systematic and inclusive manner.**



Progress & Challenges in Workforce Inclusion

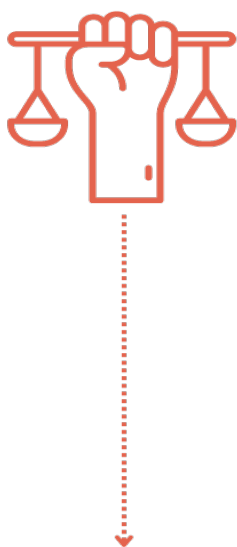
In conclusion, this report has demonstrated the considerable progress made in the inclusion of disabled people in the workforce, while also identifying the persistent challenges that persist in this sector and require further attention. Despite advancements in company policies and a heightened awareness of disability issues, significant gaps remain in legislative knowledge, inclusive recruitment policies and accessibility. The data indicate that, although there is representation of people with disabilities in the workplace, there is a clear need for more structured policies and greater integration of assistive technology to ensure their inclusiveness. It is of paramount importance to invest in training, awareness-raising and innovation in order to overcome existing barriers and promote a truly inclusive and accessible work environment for all and at all levels.

In light of the preceding conclusions and the analysis of the results of the three sectors, the following recommendations are derived. These recommendations have been classified as cross-sectoral, that is to say, they are valid for all sectors, and specific, that is to say, they are valid for a particular sector.

4.1 Latest Developments in Employment of People with Disabilities in Europe

1. EDF 7th Human Rights Report (2023):

The **European Disability Forum (EDF)** published its 7th Human Rights Report in 2023, which provides a comprehensive overview of the employment situation for people with disabilities in Europe. The report identifies several critical challenges, including:



- **Discrimination in the Labor Market:** The report highlights that people with disabilities face significant barriers in entering the labor market, with widespread discrimination during the hiring process and within workplaces.
- **Quality of Employment:** Even when employed, many individuals with disabilities find themselves in lower-quality jobs, often with less job security and fewer opportunities for advancement compared to their non-disabled peers.
- **Policy Recommendations:** The report suggests that to improve employment outcomes, there needs to be a focus on inclusive education, accessible workplaces, and enforcement of anti-discrimination laws across the EU. Moreover, there should be enhanced support for employers to make necessary accommodations for workers with disabilities (EDF-FEPH).

2. Supported Employment Practices Across Europe:

A variety of **supported employment models** have been implemented across Europe to assist people with disabilities in finding and maintaining jobs. Some notable examples include:



- **Austria's Vorarlberg Region:** The SPAGAT model in Vorarlberg offers people with intellectual disabilities the choice between working in the general labor market or in a sheltered workshop. This model is complemented by legal and financial frameworks that subsidize salaries, making it more feasible for employers to hire individuals with disabilities.
- **Luxembourg's Mediation Services:** Luxembourg has introduced a contact center that acts as an intermediary between job seekers with disabilities and employers. This center helps individuals navigate the job market, offering personalized guidance and support, particularly for those who have lost their jobs due to their disabilities (Inclusion Europe).

3. Social Economy and Employment Integration:

The European social economy has also played a significant role in promoting the employment of people with disabilities. A report by Social Economy Europe, supported by the European Commission, outlines 12 best practices from social enterprises across the EU that successfully integrate people with disabilities into the workforce. These initiatives typically focus on:



- **Creating Inclusive Work Environments:** Social enterprises often lead the way in providing tailored working conditions, which accommodate the specific needs of employees with disabilities.

- **Sustainable Employment Models:** These models prioritize long-term employment opportunities, combining financial sustainability with social impact. The success of these enterprises shows how economic viability can coexist with social inclusivity (EDF-FEPH) (Inclusion Europe).

The employment of people with disabilities in Europe is supported by a variety of initiatives and frameworks that aim to tackle the persistent challenges of discrimination, poor job quality, and lack of access. Reports from organizations like the EDF and Social Economy Europe highlight the importance of both policy and practical support mechanisms in improving employment outcomes. Continued focus on inclusive practices, legal protections, and financial incentives for employers is crucial to ensuring that people with disabilities can fully participate in the European labor market.

5. Recommendations - Transversal Issues

1

Promoting Continuing Education

It is essential to implement regular training programmes for employees and managers on the topics that proved to be less known in the report: legislation, inclusion and assistive technology. Ongoing training in this regard can help improve awareness and implementation of best practices in the field of employment inclusion of people with disabilities.



2

Developing Inclusive Corporate Policies

Specific policies for the inclusion of people with disabilities should be adopted and updated in the workplace, including a focus on recruitment, training and professional development practices. It is important that these policies are well communicated and integrated into day-to-day business practices.



3

Improve Accessibility and Access to Assistive Technology

Investing in assistive technologies and ensuring the accessibility of work environments, both physical and digital, is critical to ensuring the participation and integration of people with disabilities in the work environment.



4

Implement Inclusive Recruitment Procedures

Review and adapt recruitment processes to ensure they are accessible to all candidates, including those with disabilities. This includes creating appropriate recruitment channels and training recruitment staff.



5

Promoting Awareness and Inclusive Culture

Foster a corporate culture that values diversity and inclusion by raising awareness at all levels of the organisation of the benefits and practices of inclusion. Promoting a positive and welcoming work environment is crucial for inclusion.



6

Monitor and Evaluate Progress

Establish monitoring and evaluation systems to measure the effectiveness of inclusion policies and practices, analysing data regularly.



6. Recommendations for employers, managing directors/HR Directors

1

Investing in awareness-raising and training

It is essential to provide awareness-raising and training initiatives for staff and management to increase awareness of the rules and benefits of including people with disabilities in the company



2

Training and legal awareness raising

Implementing training programmes for hiring managers, directors and HR managers on laws and regulations relating to the employment rights of people with disabilities.



3

Development and implementation of inclusive policies

Developing and adapting specific company policies for the recruitment, training and development of people with disabilities. On the one hand by creating adaptive procedures for working hours and environments that meet the needs of employees with disabilities. On the other by regularly reviewing and updating D&I policies to ensure their effectiveness and alignment with industry best practice.



4

Improving inclusivity in recruitment

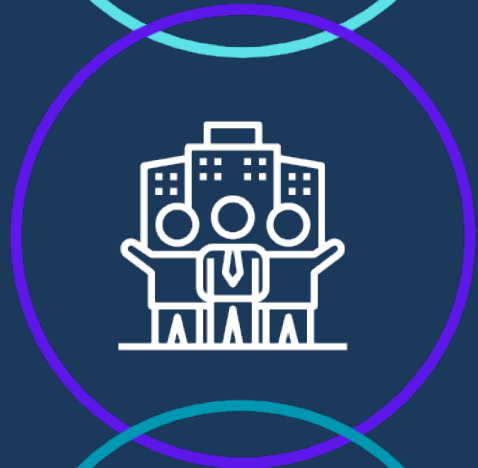
Enhancing recruitment strategies to include channels accessible to people with disabilities, developing or implementing inclusive selection processes that ensure fairness and accessibility at all stages of recruitment.



5

Ensuring corporate culture

Promoting an inclusive corporate culture through awareness-raising campaigns and training programmes for all employees to create an environment free of discrimination and injustice.



6

Adopting measures to ensure adequate protection for employees with disabilities

Including ongoing support and monitoring programmes, and providing career and continuing education opportunities to ensure the professional growth and internal mobility of people with disabilities.



7

Addressing barriers and improving the work environment

By identifying and removing physical and cultural barriers that hinder the inclusion and participation of employees with disabilities. In parallel, promoting a positive and inclusive work environment through targeted interventions to combat discrimination in the workplace.



8

Using Assistive Technology and ICT

Investing in assistive technology and ICT to improve the recruitment and employment of employees with disabilities. Also providing ad hoc training on the use of assistive technologies for employees and managers to ensure effective integration of these tools.



9

Monitoring the work climate

Implementing monitoring systems to regularly assess the effectiveness of inclusion policies and practices and collecting feedback from employees to identify possible areas for improvement.



7. Recommendations for person with a disability

1

Enhance your training and skills

Continue to invest in your training and the acquisition of new skills. This not only improves your employment opportunities, but also demonstrates your commitment and preparation to potential employers.



2

Take advantage of Available Resources

Take advantage of the resources offered by job centres and platforms dedicated to labour inclusion. These tools can support you in your search for job opportunities suitable for your condition and in preparing your applications for interesting job positions.



3

Request the personal assistant and assistive technology needed

If you need personal assistance or assistive technology to do your job, do not hesitate to request it. Be sure to clearly communicate your needs to your employers to enable you to do your job as effectively as possible.



4

Be proactive in communicating with employers

When applying for a job, clearly express your expectations regarding the adaptation of the work environment and the support tools you need. Transparent communication can prevent misunderstandings and improve your standing in future jobs.



5

Take advantage of flexibility

If possible, look for job opportunities that are flexible, both in terms of working hours and working arrangements. Flexibility can contribute to a more inclusive working environment that is adapted to your needs.



6

Participate actively in creating an inclusive environment

Share your experiences and skills with colleagues and employers. Your contribution can help promote greater awareness and understanding of disabilities and improve the overall working environment.



7

Report physical and digital barriers

If you encounter physical or digital barriers, report these problems to your employers and seek appropriate solutions. Your report can help improve accessibility for you and other colleagues.



8. Recommendations for expert of EU policies on disability and employment

1

Strengthen training and education policies

By investing more in training and education programs that prepare people with disabilities for the labour market and collaborating with educational institutions and companies to develop specific curricula and courses that meet the professional needs of people with disabilities.



2

Improve Digitisation Policies for Social Inclusion

By supporting projects and initiatives that use digitisation to improve access to employment for people with disabilities and by promoting and funding research and initiatives to identify best practices and technologies that facilitate the participation of people with disabilities in employment.



3

Strengthen the effectiveness of financial incentives measures and EU funds

By reconsidering and seeking to optimise EU financial incentive policies and funding mechanisms to make them more accessible and effective, while also ensuring that resources are strategically allocated to support companies that employ people with disabilities and to develop innovative projects in the field.



4

Stimulate awareness and collaboration among stakeholders

By creating collaborative initiatives between experts, institutions, companies and non-governmental organisations to share and exchange knowledge and best practices. In parallel, promoting awareness-raising and training campaigns to raise awareness about the benefits of employment inclusion of people with disabilities.



5

Continuously monitor and evaluate existing policies

Implementing mechanisms for ongoing monitoring and evaluation of policies and practices to ensure that they respond to the real needs of people with disabilities, adapting strategies to new challenges and opportunities that emerge in monitoring.



6

Stimulating innovation in inclusive employment by supporting and funding initiatives

That promote innovation in inclusive work models, such as teleworking and workplace adaptation. It also encourages the creation of research and development networks focused on innovative solutions to overcome employment barriers.



7

Ensuring the active participation of people with disabilities

Directly involving this group in the design and evaluation of employment inclusion policies, ensuring that their experiences and suggestions are taken into account in policy and administrative decisions, and representing their needs.



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