



Master of Public Health

Master international de Santé Publique

THE SOCIAL AND OCCUPATIONAL INTEGRATION OF DISABLED PEOPLE IN FRANCE

**Inventory of public policies, disabled people's actual situation,
potential levers and proposal for a new approach to improve
the situation**

Juliette LEJOUR

Master of Public Health Year 2, 2013-2014

Direction Régionale de l'APF, Rhône-Alpes, France

Professional advisor: Guy LOYRION, APF, France

Academic advisor: Sherlaw WILLIAM, EHESP, France

TABLE OF CONTENTS

List of acronyms	1
Acknowledgements	2
1 INTRODUCTION	1
2 CONTEXTUAL ELEMENTS TOWARDS DISABLED WORKERS	3
2.1 Definitions on disability	3
2.2 Regulatory context: disability and employment	4
2.2.1 A significant breakthrough in 2005: the OETH.....	4
3 OBJECTIVES, MATERIAL AND METHOD OF THE STUDY	6
3.1 Topic of the study and objectives.....	6
3.2 Data collection.....	7
3.2.1 Literature review	7
3.2.2 A qualitative study.....	7
3.2.3 Participation and involvement in the national steering committee of the project.....	8
3.3 Data analysis.....	8
4 RESULTS, INTERPRETATION AND DISCUSSION	9
4.1 From the literature review	9
4.1.1 Characteristics of disabled workers	9
4.1.2 Education and career guidance of DP.....	13
4.1.3 Society's perception on disability	13
4.1.4 Companies characteristics towards DP	14
4.1.5 Public policies in favor of DW	16
4.2 From the study based on semi-structured interviews	18
4.2.1 Different companies policy towards DP	18
4.2.2 Disabled workers and recruiters needs	21
4.2.3 Collective representation on disability in companies.....	23
5 RECOMMENDATIONS AND PROPOSALS FOR ACTION	25
5.1 Change in education and career guidance of DP	25
5.2 Evolution of employees' perception towards DP.....	26
5.3 Removal of institutional barriers, a multidisciplinary approach	28
6 CONCLUSION	30
References	31
Appendices.....	32
Abstract in English.....	43
Abstract in French.....	44

LIST OF ACRONYMS

APF: Association des Paralysés de France, National association of defense and representation of people with motor impairments or multiple disabilities and their families

Agefiph : Association de gestion des fonds pour l'insertion des Personnes Handicapées, Association collecting funds for the professional integration of disabled people

Cap emploi: National employment center helping disabled workers

COTOREP : Commissions Techniques d'Orientation et de Reclassement Professionnel, the Technical Commissions guidance and outplacement for disabled people

CDAPH : Commission des Droits et de l'Autonomie des Personnes Handicapées, Commission on Human Rights and Autonomy of Persons with Disabilities

DP: People/Person with disabilities

DW: Workers with disabilities

EA : Entreprise Adaptée, Adapted Companies for disabled workers

ESAT : Etablissement et Service d'Aide par le Travail, Establishment and Support Service for disabled workers

FIPHFP : Fonds pour l'Insertion des Personnes Handicapées dans la Fonction Publique, funds for the integration of disabled people in the public sector

ICF: International Classification of Functioning

MDPH : Maison Départementale des Personnes Handicapées, Departmental Home for disabled people

OETH: Employment obligation of 6% of disabled people for companies with more than 20 employees

Pole emploi : National employment center for the entire population

RQTH : Reconnaissance en Qualité de Travailleur Handicapé, Administrative recognition as disabled worker

WHO: World Health Organization

ACKNOWLEDGEMENTS

First of all, I would like to express my deep gratitude to my professional advisor Guy Loyrion who gave me the opportunity to live a great learning experience. He trusted in me and allowed me to make a thorough research for this report, but also a constructive contribution of knowledge and skills rewarding for my professional career.

My acknowledgements also go to my academic advisor Professor William Sherlaw at EHESP, who shared his significant expertise and gave me his valuable advices on my research.

I am also thankful to the MPH Program Director of the Master of Public Health EHESP, Professor Martine Bellanger for her attention during the MPH and her support in my occupational orientation.

Finally, I would like to extend my thanks to everyone who worked with me during this experience and especially my colleagues who were always available, shared their knowledge and made this experience unforgettable and this research possible.

1 INTRODUCTION

Human rights are universal and should apply to all without discrimination. All human beings should be respected in their dignity and respect each other. When a person is discriminated against or marginalized, human rights are violated. Unfortunately, today, it is often the case for people with disabilities to face discrimination every day. These concerns are beginning to take an important place in the policies pursued at the National, European, and International level. Fighting against any discrimination regarding disability, protecting a person's rights, giving a person the chance to be equally in terms of independence, education, work, health care, social life are the main goals of the French government in order to create equality for disabled people.

In 2013, over a billion people worldwide were living with some form of disability. This is approximately 15% of the world's population. In France, the situation remains similar with 14.8% of people living with a form of disability. Furthermore, with the rapid growth of the aging population and the increase of chronic health conditions, the rate of disability will increase constantly. Two-thirds of people will have a form of disability with a different degree of impairment during his/her life.

For 20 years in France now, social and vocational integration of people with disabilities has been supported by coordinated actions between DP organizations, public policies, social and medical professionals, and a few companies. However, the employment of people with disabilities, especially in the mainstream workplace, remains one of the most difficult rights to defend. Very distant from the labor market, with more or less disabling diseases, DP are often inactive or are working in a protected environment. Moreover, since 2008 in France, in the context of a difficult economic climate in France, the system is not in favor of recruitment. Nowadays, in the context of economic crisis and societal issues, the number of unemployed person is increasing constantly and if we look at the same criteria for disabled people, the situation is worst. Indeed, data shows alarmist percentages regarding employment of DP.

If we want to make changes, issues related to the professional integration of people with disabilities requires strong involvement of all stakeholders in the implementation of national and local policies with regard to the needs and expectations of the DP.

This report focuses on the host, recruitment and retention issues in the employment of people with disabilities in the workplace. It gives an inventory of policies pursued by the

government, their impact on the social and employment situation of people with disabilities, the difficulties encountered, and will conclude with recommendations to improve the situation with a new approach that is valid people-oriented rather than disabled people-oriented.

In 2011, 21% of DP were unemployed which is twice as much as the rest of the active population (9%). Furthermore, 74% of disabled people work in less qualified sectors, like laborer, for example, as compared to 50% of the active population. Only 6% of DP are managers versus 18% for the rest of the active population.¹ Finally, the national direct employment rate of DP in companies hiring more than 20 employees was equal to 3.1% instead of the 6 % required.²

Taking into account this context, we start with an assessment of the actual situation of public policies implemented to tackle the issue of DP in the workplace and DP's characteristics in terms of health and employment. Then, we try to understand the employability of DP in the French labor market.

To meet our objectives, our study has been conducted in 3 parts. First of all, we have collected local and national data on demographic, social integration, and the employment situation of DP in France to assess the actual situation of the DP employment and their characteristics. In the second part, we tried to understand why the employment of DP is so low in France and what has been done in terms of public policies to counteract this issue. Finally, using the data collected, the analysis of the evolution of public policies, we conduct a study on companies' human resources policies towards employment of DP. Finally, we assess the successes and failures of our current system and propose a new approach to improve the situation and allow people with disabilities to feel socially and professionally included into our society.

¹ Ministère du travail, "Emploi, insertion professionnelle et participation", 2011

² Insee, « Enquête complémentaire à l'enquête emploi », calculs DARES, 2011

2 CONTEXTUAL ELEMENTS TOWARDS DISABLED WORKERS

2.1 *Definitions on disability*

The concept of disability has continued to evolve over the years. With the 2005 French law, the definition of disability became the "activity limitation or participation restriction in social life suffered in its environment by a person because of an enduring substantial, lasting or permanent of one or more physical, sensory, mental, cognitive or psychological, of a multiple disability or disorder disabling health."

The latter takes into account a first dimension of functioning and disability (organic impairment, limitation and restriction in social participation) but also contextual factors (environmental and personal) as a second dimension.

Also, the National and international initiatives like the adoption of the United Nations Conventions on the Rights of Persons with Disabilities(CRPD) in 2006 acted in this way by promoting the human rights of DP and their social involvement in the society (education, health, employment, etc.) The ICF adopted by the WHO, defined disability not as a health condition but rather "the interaction between individuals with a health condition (e.g. cerebral palsy, Down syndrome, and depression) and personal and environmental factors (e.g. negative attitudes, inaccessible transportation and public buildings, and limited social supports)."³

Indeed, health is defined as "a state of physical, mental, and social well-being and not merely the absence of disease or infirmity"⁴ but being in good health implies some others factors like social and professional participation in society. Many environmental factors are now taken into account because it has an important impact on everyone's health (individual factors, socio-economic status, interactions with family and friends, living and working conditions, access to education, etc.).

The new approach to disability takes the situation of the whole person into account. Disability is now perceived in 2 dimensions/ways:

"Disability is thus not just a health problem. It is a complex phenomenon, reflecting the interaction between features of a person's body and features of the society in which he or she lives. Overcoming the difficulties faced by people with disabilities requires interventions to remove environmental and social barriers."⁵

³ WHO, "Disability and health", Fact sheet N°352, September 2013

⁴ WHO and the World Bank, "World report on disability", 2011

⁵ WHO and the World Bank, "World report on disability", 2011

Disability is now considered as a limitation of the person to participate in society because of deficiencies and an unsuitable environment.

2.2 Regulatory context: disability and employment

The notion of a disabled worker was introduced by the Law of 23rd November 1957. Thereafter, the law of the 30th of June 1975 developed the Technical Commissions guidance and outplacement (COTOREP replaced by CDAPH in 2005), supporting people with disabilities in the process of recognition of disability and support for vocational rehabilitation. It was not until 1987 that a real government acted in favor of the employment of disabled persons. Indeed, the law of 10 July 1987 requires all employers (private, government departments and public scientific, technological or cultural) to employ disabled workers equal to 6% of the employee workforce. Also, in this desire for inclusion of disabled people in the workplace and more widely in the society, the 2005 law provides a higher dimension in this direction. It centers on equal rights and opportunities, participation, and citizenship for people with disabilities.

At first, it clarifies the definition of disability based on the International Classification of Functioning (ICF) taking into account the situation of the whole person as explained before.

In a second step, the law establishes the principle of non-discrimination of persons with disabilities through employment, promoting access to features common law and making work a priority in the ordinary environment. It gave such skills to MDPH to guide people with disabilities toward employment.

In addition, target agreements were signed between the State, Pole emploi and CAP emploi designed to advance the employment rate of disabled people. The State also leads with the Agefiph and FIPHFP to help businesses meet their obligation to employ 6% and increase the employment rate of disabled workers (employment and job retention). Also, the device is complemented by the establishment of partnerships to facilitate vocational training and specific common law to improve the qualification of persons with disabilities because these still remain low. Adapted companies for disabled workers (EA) and establishments and supports services for disabled workers (ESAT) are also involved in promoting the employment of people with medium or strong disabilities and receive financial assistance for each disabled worker employed.

2.2.1 A significant breakthrough in 2005: the OETH⁶

In the public sector, as in the private sector, the employment obligation results from the law of 10 July 1987. However, the law did not provide punishment for the public sector in case of noncompliance with this obligation.

⁶ Employment obligation article L.5212-12 of the French Labor Code

With the 2005 reform, the public sector must now meet the same rules as private sector otherwise they are being force to pay a financial penalty sanction. The FIPHFP is created for

BOX 1 : Ways for companies to complete their employment obligation of disabled people

Private and public organizations concerned with the OETH are those over 20 full-time equivalent employees (FTE). This employment obligation can be completed in 5 different ways:

- Direct Employment of Recognized administratively person of Disabled Worker
- Indirect Employment by signing contracts for subcontracting services or made available disabled workers with accredited institutions of the protected area, the EA or ESAT¹ (with a limit of 50% of their OETH)
- Signature of a certified company or institution agreement for the implementation of measures to promote the integration of persons with disabilities in a given period (three year plan on average)
- Payment of a financial contribution to Agefiph or FIPHFP

the public sector with the same principles, calculation methods and amount that Agefiph identifies for the private sector.

This latter solution, with a financial contribution to Agefiph or FIPHFP, provides funding for various projects in favor of the welcome, recruitment, and retention of employment for people with disabilities in the workplace (recruitment financial bonus, personal, technical and financial resources to promote the professional contracts, hiring, retention in employment). For companies not respecting this OETH, significant penalties are reserved. They may, in fact, pay a penalty fee of up to 1500 times the hourly minimum wage for companies who have never employed any DP and not signed any collective agreement for a period exceeding three years.⁷

Unfortunately, despite considerable progress towards the employment of people with disabilities, unemployment of people with disabilities remains much higher than the rest of the population.

Also, the employment rate of disabled people remains below 6% provided by the 2005 law. Indeed, if we look at data from 2011, the employment rate of DP for all private employers subjected were only 3.1% and 4.39% for all public employers subjected; far below the target of 6%. The percentage of job seekers with disabilities increased by 13.9% between 2010 and 2011 as compared to only 4.5% for the total population.⁽⁸⁾

⁷ French Labor code articles L5212-12 and R5212-31

⁸ Agefiph et FIPHFP, « Chiffres clefs 2011 », mai 2012 et Agefiph et Fiphfp, « Chiffres clefs 2012 », mai 2013

BOX 2 : People who can be Administratively recognized as disabled worker and benefit from the OETH

- Workers recognized by the CDAPH
- Victims of accidents at work or occupational disease with a permanent disability > 10%
- Holders of a disability pension, provided that their disability status reduced by two thirds their ability to work or earn
- Former military or equivalent, holding a military disability pension
- War widows who have not remarried and who received the pension of their disabled spouse
- War orphans aged under 21 years and not remarried widows or single mothers for whom the spouse or child died
- War widows remarried with at least one dependent child of the marriage with the military
- Women with a spouse who was interned for a mental disability after a war service
- Victims of assassination attempts
- Voluntary firefighters who are victims of accident or illness during their service

3 OBJECTIVES, MATERIAL AND METHOD OF THE STUDY

3.1 Topic of the study and objectives

For 40 years now, the issues of social and professional integration of people with disabilities are more than ever great national causes. France has recognized these problems and legislated to strengthen the rights of disabled people through various compensatory measures for people with disabilities and company management. However, many inequalities still persist and people with disabilities suffer from this social invisibility that affects their daily lives.

While economic conditions are not favorable, the difficulties of access to employment grows with discrimination against persons with disabilities from school to professional integration and does not guarantee equality of opportunity for people experiencing a disability.

The objectives of the study are to know the main obstacles of DP to access employment and to propose a new approach to make employees sensitive about disability.

We cannot quickly change perceptions about disability but each company, in its culture, its policies and its mode of recruitment, can make a difference towards the better inclusion of people with disabilities and change misrepresentations about disability.

With the idea of evaluating the policies of companies towards people with disabilities and

understanding the areas of development where we can make a difference in the workplace, we used a mixed method combining quantitative and qualitative data in a complementary way. Based on several sources of information, this study relates to companies' policy analysis on the issue of DP's employment.

Both designs are non-experimental, as it was an explorative study. The main goal was to understand more globally the reality, make recommendations based on a new approach to help DP integrate into the workplace to, consequently, feel equal to the rest of the population.

3.2 Data collection

3.2.1 Literature review

Understanding the context, the evolution, causes and effects of the legislation, and policies at the local, regional and national level is a necessary step to conduct an efficient study.

1. Collection of available information about DP's demographics and characteristics (sex, age, type of disabilities, qualification level, employment and unemployment rate ...) to better understand the characteristics of our target population and, more precisely, their employment status.
2. Evolution of the French national situation from recent years to assess and take into account the previous policies and to provide innovative recommendations.

3.2.2 A qualitative study

Today, there are few data available on the representations/portrayals given on disability by the employees and companies policies in favor of DP. Consequently, we choose to conduct our study focusing on the head of recruitment and person in charge of disability policy in companies.

3.2.2.1 Study population⁹

We interviewed 14 Heads of Human Resources or people responsible for the disability department in public and private companies.

Between 1985 and 2010 in France, the rate of public employment compared to total employment decreased from 10.5% to 3.4%, mainly due to many privatization of the public sector. After a deep search of relevant business contacts, we asked 80 companies, including three from the public sector, which correspond to a ratio of 2.72 public sector companies for 100 companies contacted instead of the actual 3.4%. We managed to get 14 interviews. To meet the public and private companies ratio, we should have had out of the 14 enterprises,

⁹ Répertoire des entreprises contrôlées majoritairement par l'État en 2011, Insee Résultats N° 63 Économie, décembre 2012

0.48 from the public sector company. Therefore, as we cannot interview half of a company, we decided to choose 13 private sector companies and one from the public sector. As the rate of public organizations in total employment is low, the results will be significant for the overall current situation shared by the majority of companies on the issue of disabled workers employment.

Finally, as far as qualitative data is concerned, we conducted in depth semi-structured interviews. The sampling method used to select the participants was based on their pertinence to the project and their expertise on the employment problematic of DP.

3.2.2.2 Semi-structured interviews

Semi-structured interviews were conducted in person or by a phone call to get relevant qualitative data. All interviewees were previously asked, via a formal email, about their agreement to participate in the study and we ensured anonymous answers. In order to conduct semi-directed interviews, an interview guide was created with a grouping of topics and questions to help focus and allow the database to be exploitable.

3.2.3 Participation and involvement in the national steering committee of the project

In order to get first-hand information and, thereafter, having an expertise on the strategic development of the project, we got involved with the national steering committee and we worked with them to develop the study based on an innovative approach.

3.3 Data analysis

We analyzed data we collected from the literature review, the data from the semi-structured interviews, and expertise from the steering committee to understand the actual situation of DP employment and why there is a gap between recruiter offers and DP demand.

Once the database was created by topics with variables and modalities, we synthesized the data collected with statistical results.

Finally, we analyzed the results to make recommendations by using a logical framework approach and a SWOT analysis. The latter project management tools were very useful to expand and execute the project from the plan's conception to its implementation.

4 RESULTS, INTERPRETATION AND DISCUSSION

4.1 From the literature review

In a variety of studies, people with disabilities are often grouped into two distinct categories:

- population with disabilities in a broad sense: people who defined themselves as disabled; which are people with a disability, or a disadvantage in their personal and professional daily lives.
- administratively recognized disabled population: people who received an official recognition of their disability entitlement (RQTH) and can benefit from the employment obligation of disabled workers (OETH)

Our study focuses on the employment of people with disabilities in the context of the companies' disabled workers employment obligation. Thus, we will select our disabled population as the administratively recognized disabled population and not the broader definition of disabled people. However, we will take into account some data from the broader disabled population to explain some tendencies.

All data used from 2011 are based on the working age population (15-64 years) in France and living in private households.

4.1.1 Characteristics of disabled workers

4.1.1.1 Age, sex, disability recognition

Tableau 3 • Caractéristiques des populations handicapées selon les deux définitions retenues En %

	Population reconnue handicapée	Population handicapée définie au sens large	Population totale
Sexe			
Hommes	51	44	49
Femmes	49	56	51
Âge			
15-24 ans	4	6	18
25-39 ans	15	20	30
40-49 ans	27	23	22
50-64 ans	55	51	31

Source : Insee, enquête complémentaire à l'enquête Emploi de 2011 ; calculs Dares.

In 2011, among the recognized disability population, the proportion of men compared to women was slightly higher (51%) than the general population (49%). This phenomenon can be explained because many applications for recognition are the result of accidents or occupational diseases that affect more easily men.

The disabled population is older than the rest of the population. Indeed, there were 47% of 50-64 year-olds among the disabled population versus 27% for the total population; 21% of 25-39 year-olds among the disabled population versus 37% for the total population.

Among the disabled population in 2011, the majority of people suffered from motor

impairments (40%), 14% from psychological impairments, 7% from intellectual impairments, and, finally, 14% from sensory impairments.¹⁰

Tableau 1 • Répartition de la population handicapée au sens large selon les critères retenus pour sa définition

	En millions	En % de la population handicapée au sens large	En % de la population totale âgée de 15 à 64 ans
Population totale des personnes de 15 à 64 ans	39,7		100
Personnes handicapées au sens large	9,7	100	24
Dont : personnes bénéficiant d'une reconnaissance administrative	2,0	20	5
personnes non reconnues administrativement, ayant au moins un problème de santé durable accompagné de difficulté(s) durable(s) vis-à-vis de la vie quotidienne ou de limitations vis-à-vis du travail*	7,7	80	19



Source : Insee, enquête complémentaire à l'enquête Emploi de 2011 ; calculs Dares.

* Durable = d'une durée d'au moins six mois.

Champ : population âgée de 15 à 64 ans en France métropolitaine vivant en ménage ordinaire (collectivités exclues).

Among the general population in 2011, 5% of people were recognized as administratively disabled (RQTH) but if we pay attention more broadly, we see that 19% of people faced a form of disability having some impact on their daily personal and/or professional lives which is the wider disabled population.

4.1.1.2 Qualification/degree level

Tableau 3 • Caractéristiques des populations handicapées selon les deux définitions retenues

En %

	Population reconnue handicapée	Population handicapée définie au sens large	Population totale
Sexe			
Hommes	51	44	49
Femmes	49	56	51
Âge			
15-24 ans	4	6	18
25-39 ans	15	20	30
40-49 ans	27	23	22
50-64 ans	55	51	31
Diplôme			
Bac+2 ou diplôme supérieur	7	17	27
Bac ou brevet professionnel	12	14	20
CAP-BEP	30	28	22
BEPC ou aucun diplôme	51	41	31

Source : Insee, enquête complémentaire à l'enquête Emploi de 2011 ; calculs Dares.

In 2011, the disabled population was educationally less qualified than the total population. Indeed, 7% had a degree equal or superior to the college sophomore year as compared to 27% of the total population; 51% had no degree or a French Certificate of general education (BEPC) versus 31% of the total population.

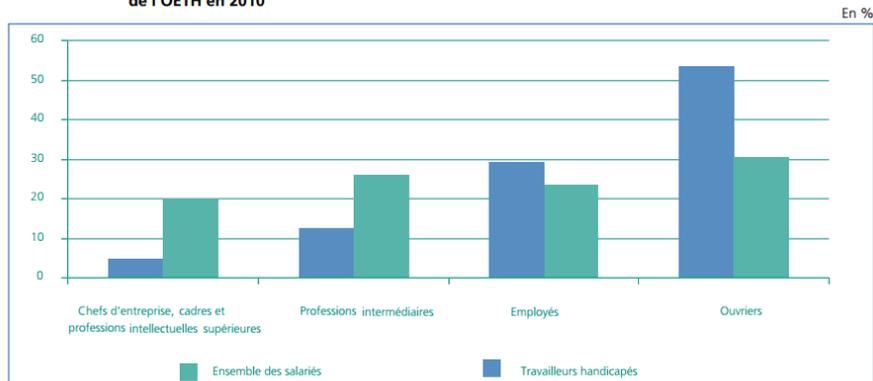
4.1.1.3 Activity and employment

The activity rate and the employment rate of the disabled worker population in 2011 was significantly lower than the total population with an activity rate of 44% versus 71% of the total population and an employment rate of 35% versus 64% for the total population.¹¹

¹⁰ Agefiph et Pôle emploi, « Chiffres clefs 2010 », mai 2011

¹¹ Ministère du travail, « Données 2011, population âgée de 15 à 64 ans, France métropolitaine »

Graphique 2.1 • Niveaux de qualification des travailleurs handicapés et de l'ensemble des salariés du champ de l'OETH en 2010



Champ : établissements de 20 salariés et plus du secteur privé et Epic, hors ceux couverts par un accord relatif à l'emploi de travailleurs handicapés.
Sources : Dares, DOETH; Insee, enquête Emploi 2010.

In this graph, from 2010, we can easily see among that among the disabled worker population the higher the qualification level, the lower the percentage of disabled workers. Moreover, we can see that the higher the level of qualification for the job, the higher the proportion of the total workers population is represented compared to the disabled worker population .

Tableau 9 • Caractéristiques de la population handicapée en emploi

	Population reconnue handicapée			Population handicapée définie au sens large			Population totale		
	Hommes	Femmes	Ensemble	Hommes	Femmes	Ensemble	Hommes	Femmes	Ensemble
Effectifs (en milliers)	400	300	700	2 500	2 900	5 400	13 600	11 900	25 500
Sexe	56	44	100	47	53	100	53	47	100
Âge									
15-24 ans	NS	NS	NS	3	4	4	8	7	8
25-39 ans	20	22	21	25	22	24	38	35	37
40-49 ans	31	31	31	31	30	30	28	29	29
50-64 ans	48	45	47	41	44	42	26	29	27
Catégorie socioprofessionnelle									
Agriculteurs exploitants, artisans, commerçants et chefs d'entreprises	6	1	4	12	4	8	12	4	8
Cadres	10	1	6	15	7	11	21	14	18
Professions intermédiaires	17	17	17	22	23	23	23	27	25
Employés	20	62	39	12	54	34	13	47	29
Ouvriers	48	18	35	39	11	25	32	8	21
Statut de l'emploi									
Non salariés	6	1	4	14	6	10	15	7	11
CDD	10	12	11	6	9	8	6	11	9
CDI	82	85	83	77	83	80	74	80	77
Autres*	2	2	2	3	2	2	4	2	3
Temps de travail									
Temps complet	84	53	70	90	60	74	93	69	82
Temps partiel	16	47	30	10	40	26	7	31	18

NS : non significatif.

* Intérimaires et apprentis.

Champ : population âgée de 15 à 64 ans en France métropolitaine vivant en ménage ordinaire (collectivités exclues) et se déclarant en emploi.

(7) Ces établissements sont potentiellement assujettis à l'OETH au regard de leurs effectifs, mais peuvent dans certains cas ne pas l'être effectivement dans l'année : tout établissement qui emploie 20 salariés ou plus au moment de sa création ou en raison de l'accroissement de son effectif dispose désormais d'un délai de trois ans pour se mettre en conformité avec l'obligation d'emploi des travailleurs handicapés.



Source : Insee, enquête complémentaire à l'enquête Emploi de 2011 ; calculs Dares.

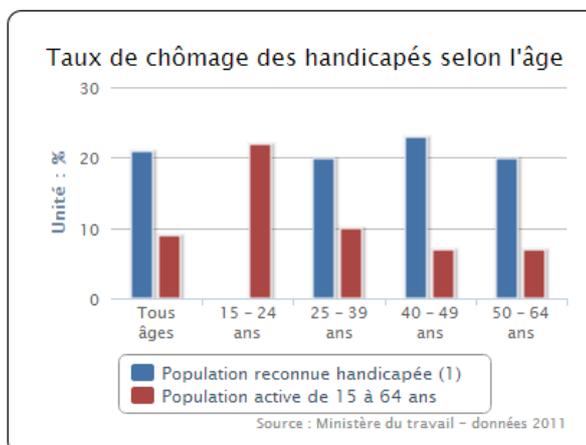
(8) La part des travailleurs handicapés dans l'ensemble des

Thus, in 2011, only one-third of the population of disabled workers were employed against two-thirds of the total population at working age with:

- an under-representation of women;
- a socio-economic status mainly laborer or employee;
- unlimited contract (CDI) slightly greater than the total population;
- one-third of partial time contract compared to one-fifth for the total population.

4.1.1.4 Unemployment

Rate of unemployment of disabled people compared to the total active population at working age by age:



The unemployment rate is significantly higher for the disabled worker population (21%) than of the total population (9%). While the unemployment rate decreases with age for the total population, it remains constant, or increases, with age for the disabled worker population.

4.1.1.5 General profile of disabled worker

The profile of disabled workers, established by mixed data from the French ministry of labor, Agefiph, pole emploi in 2011 shows:

BOX 3 : Disabled workers general profile in 2011 in comparison with the total active population:

- 83% are long-term unemployed versus 77% of the total population;
- 56% are men versus 53% of the total population;
- 48% are over fifty years old versus 19% of the total population
- 81% have a degree level below the general bachelor level versus 53% of the total population and 19% of DW have a degree equal or above the general bachelor level versus 47% of the total population
- 74% have a low qualified job (laborer, employees) versus 50% of the total population and only 10% of DW have a high qualified job against 26% of the total population
- the unemployment rate is 2 times higher than the one of the total population

From the results of the current situation of disabled workers, we can easily notice that disabled people are disadvantaged in the workplace. Their lack of education and training, access to public facilities, or financial resources may be responsible for this situation. However, it can also be the working environment not suitable for them or the employers' perception of disability which excludes them from employment.

4.1.2 Education and career guidance of DP

People with many deficiencies faced major obstacles during their education. Indeed, when children only have to think about going to school and doing their homework, children with disabilities have to organize their schedule with plenty of appointments to address their health impairments. Every day, they have to anticipate daily tasks which are two or three times longer than a healthy person.

To give some rest to relatives of the DP and facilitate daily lives of DP, specialized establishments receive and follow DP in their education, medical and para-medical treatment with a coordination of professionals. However, because of the disease, less time can be spent on education and DP often fall behind. This impacts their qualification level and, consequently, their occupational integration.

Historically, DP were excluded from the regular school system. After many efforts from associations supporting DP, legislation has moved towards the inclusion of disabled children in mainstream schools. Ensuring that all children receive the same quality of education in an inclusive environment has become a national priority. The aim is to avoid any exclusion of children, from an early age, and to promote equality and human rights. Indeed, going to school allows people to create social relations. This inclusion is part of the child development but also changes the society's perception on disability and affirms the rights of DP. The inclusion of DP at the youngest age possible increases familiarity and reduces prejudices to move towards an inclusive society.

This breakthrough was a very good initiative. However, after a few years of experimentation, the results were not as successful as hoped. Many young people with deficiencies face discrimination, feel different from others, and feel isolated. In addition, the problems associated with disability, such as fatigue or lack of concentration, were not favorable for their inclusion.

4.1.3 Society's perception on disability

Every day, DP face a variety of barriers because of beliefs or wrong perceptions from the rest of the population which implies prejudices to DP everyday.

Among people aged 10 to 24 who reported having experienced discrimination related to their health or disability, 41% were persons with at least one disability as compared to 7% of the

total population. Individuals with cognitive disabilities are more affected by discriminations against them (45%) then people with motor disabilities (40%) and, finally, people with a sensory disability (33%), which are often less frequent and visible.

Among people aged 25 to 54 who reported having experienced discrimination related to their health or disability, 23% were persons with at least one disability versus 6% of the total population. Again, individuals with cognitive disabilities are more affected by discriminations (31%) then people with motor disabilities (26%) and, finally, people with a sensory disability (19%).⁽¹²⁾

It seems that with increasing age, fewer DP are discriminated because of their disability. However, the numbers of discrimination against persons with disabilities remains alarming. Negative attitudes, stigma, and discrimination against DP have a negative impact on them. They often lose confidence and reduce their social participation. Because many DP still feel judged and harassed in our society, they avoid any contact with society and, accordingly, exclude themselves.

“Disability is generally equated with incapacity” “A study in 10 countries found that the general public lacks an understanding of the abilities of people with intellectual impairments”¹³

Positively improving the perception of disability, fighting against negative attitudes through DP may be new approaches to create an inclusive society by creating an environment accessible to DP.

4.1.4 Companies characteristics towards DP

“Among those in complete inability to perform one or more basic acts, one in five does not consider as having a disability.”¹⁴

In the workplace environment, the situation is not better. Disabled people suffer from discrimination and have difficulty integrating professionally. As we explained before, health treatments, physical therapy, hygiene, food, pain, fatigue, and psychological support are many factors associated with the health and need of a DP to take into account. Indeed, all these factors have a significant impact on their daily-lives and on their employment.

¹² Insee, « Enquête Handicap santé 2008 », volet ménages

¹³ WHO and the World Bank, “World report on disability” , 2011

¹⁴ Insee, « Enquête vie quotidienne et santé, division Enquêtes et études démographiques »,N°1259, 2009

Moreover, it seems that measures planned for the training and employability of disabled people are too complex, not always understandable, or can have a lack of information by DP themselves but also by employers. For example, they may not know the possibilities of having financial compensations by the Agefiph to make adjustments on the layout of workstation and facilitate the professional integration of a worker with disabilities.

Finally, poor welcoming conditions of DP in the work environment increase difficulties of access: direct or indirect discrimination, non-accessibility of work buildings, lack of information of Human Resources departments to recruit a DP as we explained before, or employees' misconception on the working capacity of a DP.

All these barriers to access employment create social isolation of people with disabilities and decrease their self-judgment on their capacity to be employed. Sometimes they do not even try to find employment.

It seems there is a mismatch between companies offer and demand of DW. As companies look for patterns between 25 and 49 years (68% of employees in firms with more than 20 employees), disabled workers are mostly aged 40 years and over (77% of them). However, 52% of disabled workers correspond to the age group (25-49 years) sought by companies. Concerning positions held, many companies are looking for managers, employees or laborers while DP occupy mainly labor positions (46% of them) and only 6% are managers.¹⁵

However, once integrated into the business, it seems that DW remain in business. Indeed, 52% of them stay more than 10 years in the company. We can see here that once misrepresentations are overcome, companies trust in the abilities of the person to work. We must continue to work in this direction by educating staff on disability and giving DW the chance to develop skills within the company. A training plan can be quoted to form the DP to a particular company position. In order to reach this stage, DW should be recognized in our society as people who can work and learn effectively in a company with some arrangements.

Thanks to the 2005 law, many companies are changing their human resources policies and develop plans to integrate DP in their company. According to the report done by the Agefiph and the FIPHFP in 2013", 4,39% of disabled workers were employed in the public sector the 1st June 2011 but only 3,1% in the private sector. Six years after the 2005 law, despite significant progress, the private and public sector have not yet reached the 6% rate of

¹⁵ Agefiph – DOETH – traitements Dares Insee, « Enquête emploi 2011 »

employment of disabled workers. Thus, the measures put in place should be strengthened and the perception of disability has to evolve within organizations.

A question arises to understand the concrete objectives of the company to integrate persons with disabilities: Is it a real desire to change the perception of disability in the workplace or only a will to meet their employment obligations? Maybe a bit of both?

The evolution of the society's perception on disability could start in the workplace where the company's culture can make employees aware of the disability issue and give recruiters the chance to integrate DP into the company.

4.1.5 Public policies in favor of DW

Since 1970, numerous initiatives have been implemented to improve the situation of people with disabilities by different associations, but also by the increasing willingness of the government to take on the issue of disability as a of human rights issue.

4.1.5.1 Public employment aid¹⁶

1.The Unique integration contract (CUI-CAE)

Since the 1st January 2010, assisted contracts by the state facilitate the employment of people experiencing difficulties in accessing employment, which can benefit DP.

In 2011, 17299 DW benefited from this financial aid.

2.Financial aid for EA and ESAT

EA and ESAT are partly subsidized by the state to offset the extra cost of the majority employment of people with disabilities. For each DP hired and directed by the MDPH, companies receive a financial aid set at 80% of the SMIC (French minimum salary).

4.1.5.2 Funding and support from national collecting agencies

1.Agefiph

Since the 1987 Act, Agefiph aims to improve the employability and job retention of DP in the ordinary workplace. Advisers follow DP and companies from the private sector in this objective. In 2011,

197,341 grants have been given to the DP for:

- Integration and job retention
- employment preparation and training
- Disability compensation

¹⁶ Agefiph et FIPHP, « Chiffres clefs, les personnes handicapées et l'emploi », Mai 2012

114,750 aids were given to companies by a financial aid for employment of DP or a reduction of their contribution obligation to:

- integration and job retention
- training
- disability compensation
- mobilization of the economic world

Emphasis is now given on training and skills development for the DP in the company by the apprenticeship or training contracts. Indeed, DW are often barely, or not, qualified and training within the company seems to be the best way to integrate them.

2.FIPHFP

Since the law of 2005, the FIPHFP has similar missions as the Agefiph but for the public sector. In 2011, aid given to the companies were in the direction of:

- Adaptation of the workplace
- Training of DW
- Awareness of staff
- Multi-year agreement policy of commitment to DW

It seems that the FIPHFP is committed to a change in employees 'perception on disability as a lever of occupational integration of DW.

3.Cap emploi

Funded by Pole emploi, Agefiph and FIPHFP, the national network of public service for the professional integration of DW has been implemented following the 2005 law.

These departmental entities are designed to handle recruitment and employment pathways of DP link with recruiters.

Whether it's through direct state aid or accompaniment specialized agencies on the employability of DP, it seems that many measures are offered to DP and companies.

The low level of qualification of DP is beginning to be better supported, the adaptation of the workplace by disability financial compensation, and, also, job retention of DP.

However, we have seen that the employment rate of HSP in business did not meet the targets set by the 2005 Act.

An innovative approach not fully developed so far has to be focused on the employment situation of DP through a broad awareness of the employees in the company.

In 2011, 87,500 DW have benefited from such aid with 67,134 who were integrated into the workplace (only 17% among public employers):

- 59,0 M € were funded by Agefiph
- 16,1 M€ were funded by FIPHFP
- 25,1 M€ were funded by Pôle Emploi

Many national public policies are in place to support and financially assist companies to recruit DW but also to help DP find a job and a place in society.

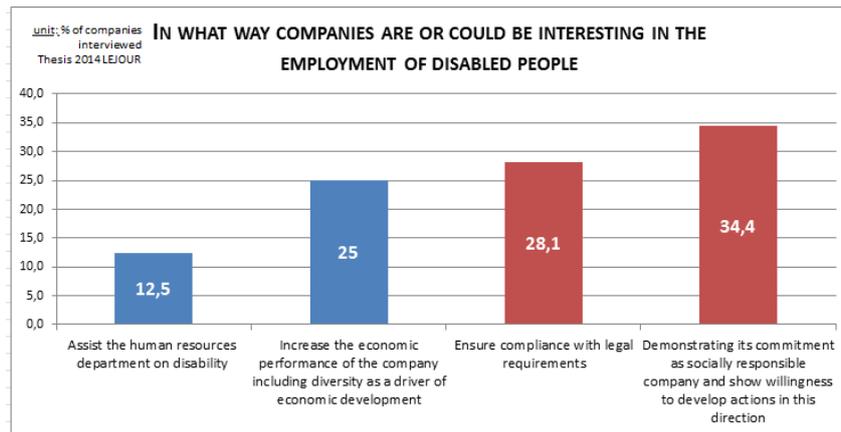
However, data show remaining problems and the cause of disability must continue to be upheld. To ensure that every DP feel included, like anyone else, into the society, a change of the total population in the perception of disability seems essential.

4.2 From the study based on semi-structured interviews

In this section, we will analyze the results of the survey of 14 policy makers on disability within companies. The results will allow us to know more precisely companies' expectations towards job seekers with disability, their conducted human resources policy, the employees' perception on disability and, finally, their difficulties and needs to facilitate their integration into the company. Our goal is to provide awareness and/or training to employees and managers in order to assist companies in welcoming, recruiting, and keeping DW in employment.

4.2.1 Different companies policy towards DP

The desire to integrate DW within the company seems to be an important axis of development in most of the surveyed companies. Indeed, 92.9% of those companies have a policy in favor of the employment of DP and 71.4 % of the companies have a disability referee and a disability department. However, it is treated differently depending on the company strategic plan; we can see two distinct policies in favor of disability towards companies. Some of them have been founded by a committed director with human values and a culture developed around diversity. Thus, many actions on disability have been implemented for a long time. On the contrary, other companies only want to meet their obligation from the 2005 law, strategies are established to reduce their financial contribution due. Also, we can notice a difference in support of the concept of disability as a function of companies' size. In fact, bigger companies set up an important disability policy with the creation of a disability department. They want to show their commitment to diversity issues to the public and comply with legal requirements. However, smaller companies seem to have issues meeting the 2005 law obligation because of a lack of human resources to develop actions.



Commonly, we can notice a strong momentum on DP employment to fulfill the legal obligation (for 28.1% of surveyed companies) and enforce the company image on social values to the general public for 34.4% of the companies surveyed.

Implementing strategic actions to further change the company policy does not seem to be a priority; only 12.5% of companies are interested in this aspect. This situation can be explained by a higher pressure given to companies to meet their employment obligation or the heavy financial penalties they are charged with.

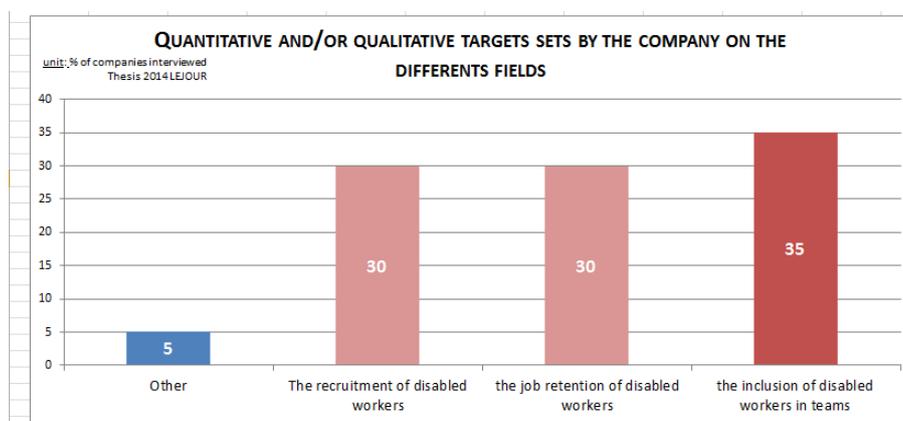
However, 100% of respondents believe in the sharing of targets set by the company in favor of the employment of DW by the training of employees.

For 64.3% of them, companies emphasize the relevance of implementing training for managers to communicate about disability. These managers can then relay information to their teams. They explain their vision by constraining factors. Indeed, it can be complicated to organize awareness trainings for all the employees. The organizational and financial constraints of the companies do not always allow such freedom. Only 28.6% of companies were interested in providing training for all the employees on the policy developed by the company on disability.

Discovering disability, maintaining a DP in employment, and welcoming a disabled employee were the topics of most awareness interventions organized into companies. All of these topics make sense with the willingness of companies to meet their OETH. Working with a DP and greeting a population with disabilities were less often requested by companies. Indeed, these issues do not directly address the needs of companies to complete their employment obligation; that's why this is not always a priority for them whereas it is essential to facilitate the integration of DP.

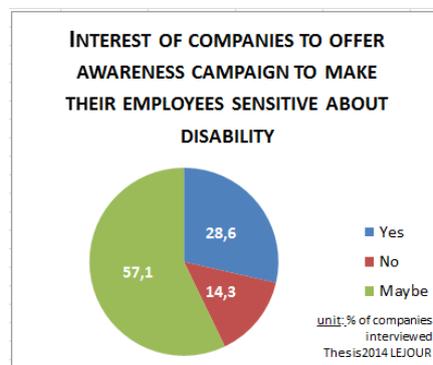
Forms of awareness interventions offered by different service providers were mainly basic theoretical contributions (41.2% of interventions in companies) with PowerPoint presentation, scenarios with round table, quizzes, role playing, etc. Only 23.5% of interventions offered by providers were real-life situations (lunch in the dark, wheelchair itinerary...) 20% were based on a DP testimony that intervened to share an experience of life. Finally, more technical interventions have not been frequently offered.

In order to fulfill their requirements on the employment of DP, companies can sign an official agreement with the Agefiph or the FIPHFP to reduce their financial contribution in return for a plan in favor of the employment of DP; 77.8% of the companies interviewed have already signed it and 100% of those have set targets in favor of the training of their employees.



It seems that companies have taken into account the employability issue of DW in their Human Resources policy, focusing their actions on the inclusion of DW in teams, recruitment and retention in employment. Companies also mentioned goals for apprenticeship, contract, and the establishment of awareness to their employees.

We can still see here the dual approach taken by companies: a desire to meet their OETH to reduce their financial contribution, but also a desire to show a positive image of their business oriented to societal issues.



The first assessment of responses seems to be favorable to the deployment in companies of a range of trainings on disability. 85.7% of companies would be interested in conducting

interventions for their employees in order to change their perceptions of disability. For companies who answered "maybe", they have some conditions for the implementation of interventions (cost, duration, format, theme, organization, etc.) but are rather favorable to this project.

For the 20% of companies who are not interested in those interventions, they explain this choice by a strong involvement of their company of the employment of DW with a well-established internal organization and a satisfactory response to the OETH.

Discovering disability is a necessary step in any intervention that may be shorter or longer depending on the training module.

About 23.8% of companies want interventions on modules about teamwork with a DP; a theme that has not been treated well in companies until today (only 13.2% according to the previous data). Also, a module on greeting DP and welcoming DW are asked for the same reasons. For these three modules, it would be interesting to ask DP to intervene so they can share their experiences with the companies and highlight the daily problems they encounter.

On the contrary, the issue of job retention is now well-supported within companies. Indeed, after many interviews with recruiters and people responsible of the disability department, it seems that most companies do not have difficulty keeping DW in employment.

Finally, given the 85.7% of companies experiencing difficulties with the recognition of employees concerned to the RQTH (Appendix data), it would be a good idea to develop interventions dealing with this topic.

Nowadays, 68.4% of companies are looking for interventions with scenarios and testimonies of DP. They want to make their employees conscious about the issue of disability into the workplace and more widely in the society. They explained that formal training interventions with PowerPoint presentations are not working in the long term. However, testimonies and real-life scenarios like cooking classes in wheelchair are changing employees' perception more effectively.

4.2.2 Disabled workers and recruiters needs

The actual employment market is complicated and companies do not recruit as much as they used to do. In this context, companies are looking for highly talented people with high competencies, efficiency, and profitability. However, DP with cognitive and/or sensitive deficiencies cannot often compete with other contestants. Before any job interview, the DP already has fewer chances to be selected.

Based on the 14 interviews, 100% currently welcome DW in the company with more or less issues.

However, 64.3 % of those do not reach their employment rate obligation of 6%. They have expressed difficulty in recruiting DW because of their lack of qualifications in relation to the skills required for different positions. Moreover, most of them do not use positive discrimination. Therefore, the lack of physical or intellectual abilities of DP make the recruitment harder compared to a valid person. Recruiters expressed their deficiencies as inadequate with certain tasks (e.g. need for dexterity to manipulate small objects, very good speech to make a sale, etc.) For companies that do not meet their legal obligation of 6%, they often struggle to identify DW. Often, their ignorance of all existing entities for the integration of DP restricts their chance to find DP in line with their expectations.

On the contrary, for the 35.7% of companies having no issue with the employment of DW, they are very familiar with the various existing entities and use mainly CAP emploi and Pole emploi for 60% of them. We can observe that new innovative approaches of recruitment as Jobdating, Handicafé or virtual exhibitions are becoming an integral part of the broadcast channels used by companies to post their offers (please refer to data on annexe 2: results from the study)

Finally, in the public sector, it seems that one of the difficulties lies in rare job opening opportunities that, in current context, affects all agents.

The APF project should offer candidates to companies by their occupational integration platforms.

Today, in order to facilitate DP integration into the company, recruiters are looking for DP with contract of apprenticeship. We can see that nearly 93% of companies interviewed use internship or apprenticeship contract to recruit DP. People are still learning at school and have time to learn the different tasks of the job through their contract with the company. Moreover, companies get financial incentives by the government and are less reluctant because they have time to train the person without spending a lot of money.

Companies mainly (78.6%) call ESAT or EA to perform subcontracting activities (logistics, green spaces, office automation ...). For the remaining 21.4%, they mostly do not know these companies and, therefore, do not work with those adapted companies. During our interviews, one company mentioned the desire to receive a briefing to better understand those

companies in order to help them meeting their OETH.

For 54.5% of companies using EA or ESAT, have listed the use of EA and ESAT in the objectives set out in the framework of a convention or company agreement. For them, it is also a way to reduce their financial contribution.

For about 27.3% of them, the motivation is mainly financial. Thus, they can reduce up to 50% of their contribution to the collection agencies (or Agefiph FIPHFP).

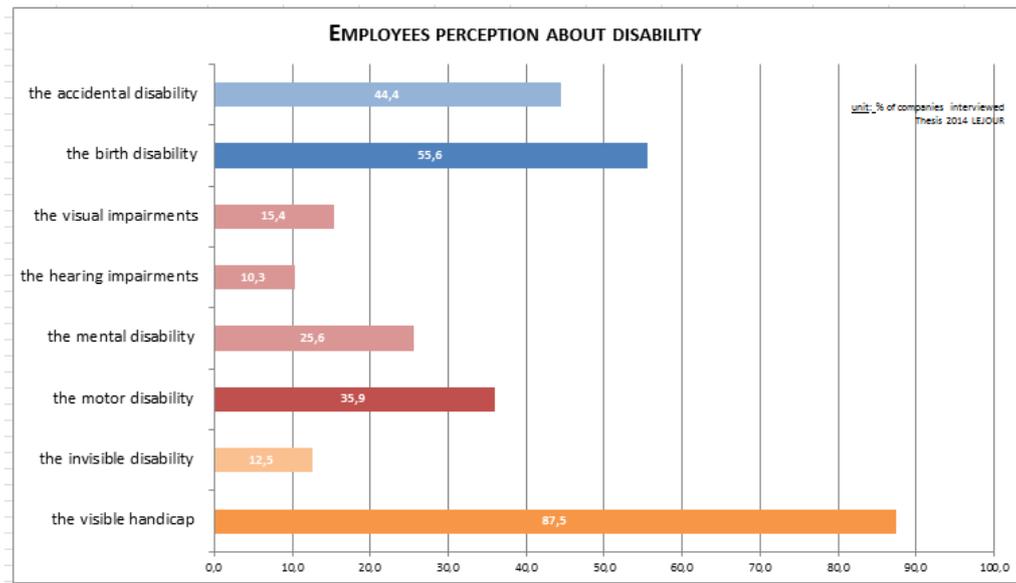
However, we can see that 18.2% of companies are willing to commit to corporate social responsibility to evolve misrepresentations about disability in companies and broadcast a positive image of their company to the general public.

Misrepresentations of disability by a majority of the population make it difficult to identify and encourage employees concerned to gain recognition as DW. In fact, over 85% of companies have expressed their difficulty in encouraging their employees under this process.

Surprisingly, companies do not seem to have trouble maintaining DW in employment for 92.9% of them. 71.4% of those involve occupational therapists to perform diagnostics on accessibility or the layout of workstations and to forward more regularly DP by the general practitioner.

4.2.3 Collective representation on disability in companies

Disability is often represented by the wheelchair symbol distorting our representations. That's one of the reasons why most people first identify disability by a person in a wheelchair. In fact, if we look at the data, 80% of disabilities are invisible. The concept of disability is broad, taking into account the variety of forms: visible disability, non-visible, motor, psychological, from birth or accidental. The definition of disability is complex and this diversity is accompanied by some misunderstanding by the part of the population. People often have difficulty in speaking and can feel scared to interact with DP but also some fear of one day being disabled. This misrepresentation causes a distant relationship between the DP and the rest of the population



From the interviews, disability in a company is mainly perceived by employees as:

- A birth disability (55.6%) compared to the accidental disability
- A motor disability (35.9%) compared to the others forms of impairments
- A visible disability (87.5%) compared to only 12.5% representation on the invisible disability

Nevertheless, in the workplace 80% of people with a disability have an invisible one (e.g. cancer, depression, etc.) and we can see from the study that employees identified it as only 12.5%. Disability is also associated with birth disability while two-thirds of the population has suffered from some form of disability at least once in his life.

Thus, we can observe misrepresentations of employees on disability and easily understand the unfounded prejudices about the disabled population.

It seems that people begin to be involved into DP issues. From our study, 50% of employees are involved in disability issues. Attitudes are changing, employees and disabled people seen as dependent and incapable to fit into society give way to a better understanding of everyday problems encountered by DP with disabilities. On the one hand, people who have been personally confronted with disabilities in their communities are more involved in the cause of DP. On the other hand, people not affected by disability experience some discomfort, unease, and fear of interacting with DP.

In order to change mentality towards disability in the workplace, 100% of respondents see awareness programs to employees as a great potential lever.

Many managers have difficulty trusting in the work capacities of DP. When they are not discriminated against during the hiring process, DP are often excluded in work teams because they are given a lack of responsibilities. People experiencing a disability do not have all the abilities that a healthy person can have, but they can perform the tasks assigned if the work environment is suitable. For this purpose, 78.6% of respondents think that it would be useful to implement training for managers on disability issues to improve the recruitment and integration of DP.

5 RECOMMANDATIONS AND PROPOSALS FOR ACTION

From the data we found, we can see a gap between recruitment offers and DP demand. Public policies have tried to tackle the problem by laws and regulation, training of DP, tailored interventions. Our research goal was to understand which new measures are needed to improve the labor market opportunities of DP. It seems that a new approach needs to be developed by the training of the entire business sector in order to change the society's perception on disability rather than focusing only on DW.

5.1 Change in education and career guidance of DP

Nowadays, DP are far away from their expectations in terms of professional career. The system is pretty restrictive in terms of the number of appropriate training available for them. Moreover, professional orientation is not taking into account as a priority objective whereas it is essential if we want people to feel well and integrated in the work environment.

The actors concerned with the issue of occupational integration of DP have to work together. Indeed, medico-social establishment and public services need to coordinate their action to improve the discovery, the knowledge and the possibilities of professional choices and jobs offered to DP. It can be hard to find a career path for anyone but it is a lot more difficult with health deficiencies. In order for young people in disabled situations to find their professional project, we have to give them a chance to try different jobs as soon as possible and in coordination with the impairment evolution of the DP. If we all work together, we will remove institutional barriers and help DP to find a professional project in line with the person's wishes and personal abilities related to his disability.

For people who are severely disabled, unable to work because of their sensorial or cognitive or motor deficiencies, professionals need to get them involved socially in the society. Indeed, for those people danger lies in becoming isolated and getting other associated disorders such as depression.

For any DP, the most important point is to think about the utility of the person, the means to give him/her an opportunity to feel integrated into society because whatever his/her condition, all human beings should be recognized by others and fulfill their dreams throughout their lifetime.

5.2 Evolution of employees' perception towards DP

The concept of disability is complex and more specific in the work environment where many prejudices remain from employees and recruiters. First, disability has a social dimension where everyone has to make efforts, DP and healthy people, to promote the best possible integration of everyone into society.

At work, the desire to integrate DW has been developed positively in recent years. Today's issue of disability must be known to remove all false prejudices about DW and move together towards an integration of all in the work environment.

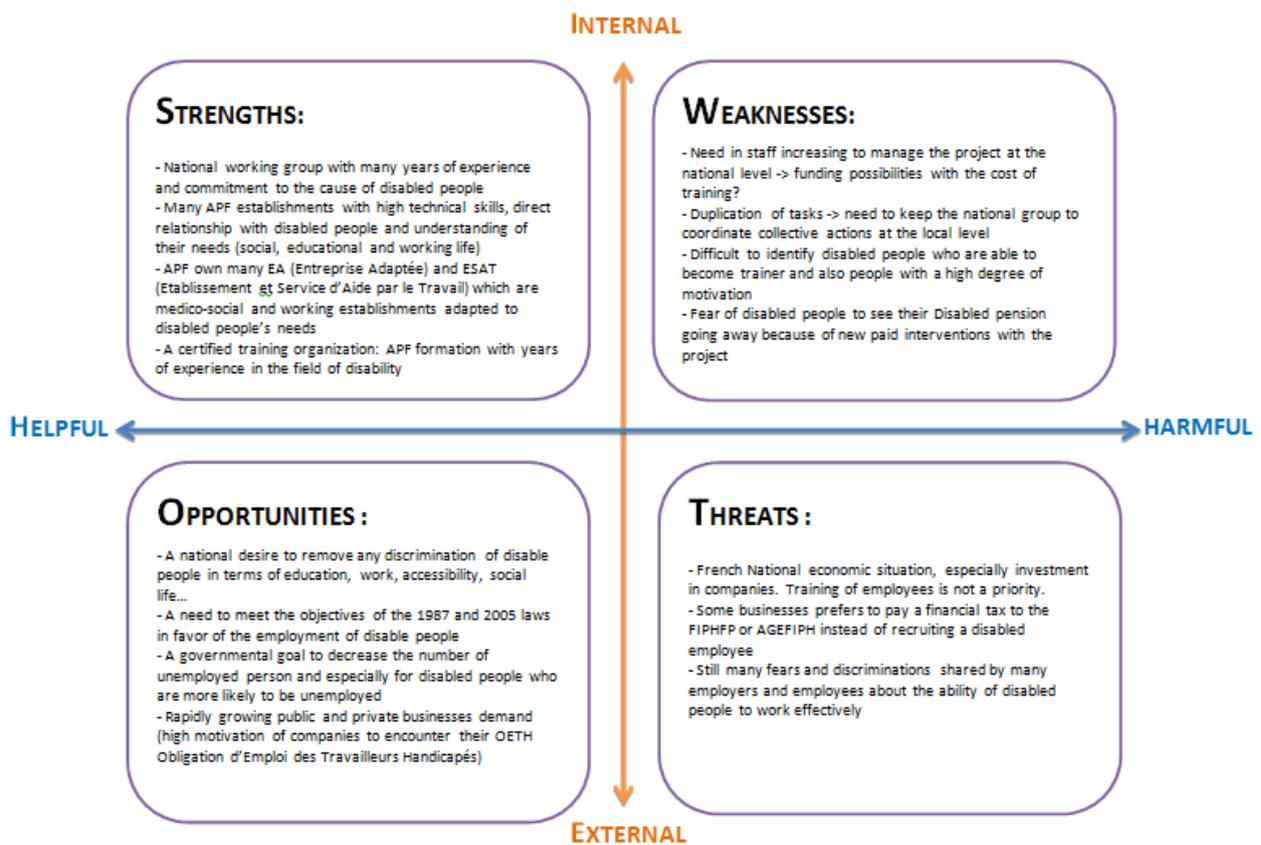
At the local level, many DP's organizations have already implemented many actions to change misconceptions on disability. As many social marketing campaigns have targeted specific health condition (e.g. HIV, mental illness...), we need to make people aware of the disability issue by disseminating a positive image on disability to educate and change attitudes. The more people are informed, the less they are reluctant to accept an innovative idea, a cause, or a specific group of people. For example, in the United States, studies have shown that companies who have already hired a DP are more likely to employ another one.

In order to improve the employment rate of DP and their integration on the workplace, companies should:

- Make buildings accessible to impairments of DP
- Increase the number of disabled employees by taking advantage of all the support organizations available
- Develop awareness training for employees and managers
- Ensure DP are integrated physically and socially into the workplace
- Make sure that all recruiters and managers are conscious about non-discrimination on DW
- Develop internship and apprenticeship contracts to help DP learning about the different tasks of the job and facilitate his permanent integration

To assist companies in this process, the APF¹⁷ is currently implementing a national project in this direction by providing outreach and training to employees in the form of real-life situations and testimonies of DP. The aim would also help DP remote from employment to find a new link with the workforce by explaining their life course. In addition, with its expertise on disability and its network of structures hosting DP, APF could help companies find suitable candidates corresponding to their needs. Finally, with a large number of EA and ESAT, the APF could offer many subcontracting services to employers so they can meet their OETH and engage on the disability issue.

To assess the feasibility of implementation of the project, we conducted a SWOT analysis:

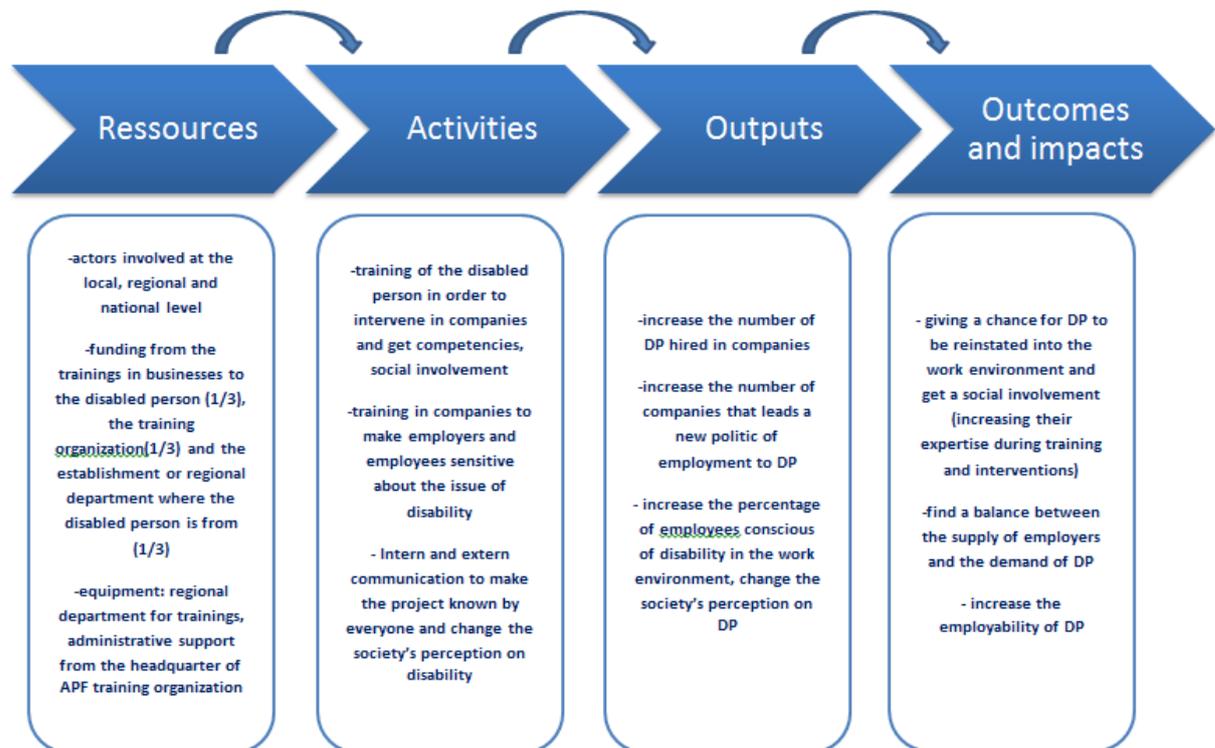


In order for the project to work effectively, the national steering committee and all the local players involved will have to:

- Enhance the strengths
- Reduce the weaknesses
- Take advantage of the opportunities
- Adapt to the threats

¹⁷ APF is a national association of defense and representation of people with motor impairments or multiple disabilities and their families. The association brings together 26 000 members, 30 000 users, 25,000 volunteers and 13,500 employees in France.

Aware of the positive and negative aspects of the project and knowing its feasibility, we have to define the framework of the project with a logic model. This tool will be very useful to follow our different activities, evaluate them and make sure everyone stays on the same page with the initial goals all throughout the project.



With their extensive knowledge on disability and their ability to solicit DP, the APF can make a change in the workplace. A reflection on the development of innovative and fun real-life situations interventions should be performed in order to establish a visible position in the market for this project and to inspire employees to engage in the process.

5.3 Removal of institutional barriers, a multidisciplinary approach

It is really important with a multidisciplinary team to set up adequate arrangements that allow appropriate health care for the person, respecting his life choices, and professional involvement. Employees and employers need to be trained: make people sensitive about disability, inform them about the regulatory framework of DP employability, means of financial compensation, accessibility...

Taking into consideration all these factors, it is significant to bring health, education, labor, medical and social support players together to reduce inequalities in employment and provide concrete solutions to DP.

At the national level, the government should:

- enforce laws and regulation towards equal opportunities, nondiscrimination and the promotion of diversity within the workplace
- ensure public policies are implemented at the local level and continue to assist companies who are committed to promote disability in the workplace
- reinforce support services for the career guidance and occupational integration of DP
- promote the employment of DW by major social marketing campaigns to improve public knowledge and understanding on disability
- monitor and evaluate the labor market evolution in order for professionals to guide DP in their career guidance and reinforce policies in this way

6 CONCLUSION

Like any category of disadvantaged people in our society, people with disabilities face major obstacles in their daily lives, including, but not limited to, access to education, training, professional career, etc.

They face all sorts of prejudices and discriminatory behavior. When they get to access to employment, they are often at a disadvantage in their job, career, or even in their salary. Their low level of qualification due to medical or physical limitations and the inaccessibility of certain public and private places, make people with disabilities a socially and economically fragile population.

Since the 2005 law, a major breakthrough has helped positively change the access to employment of persons with disabilities. In addition, the awareness of employees and managers on disability seems to change misrepresentations on disability and facilitate the integration of DP in the workplace but also to their participation in society.

However, data show an employment rate of DW and DP integration in society still very low.

The company of the future must provide innovative solutions (human and economic) in accordance with the issues of diversity and corporate social responsibility which is increasingly growing. Also, each stakeholder has to be convinced and brings this strong motivation to change the rules of the game.

A multidisciplinary approach of all players going along with a public understanding of disability by awareness trainings are the key factors for a new approach that will improve the social and occupational integration of people with disabilities in our society.

REFERENCES

- (1) Agefiph, FIPHFP, « *Chiffres clefs 2011* », mai 2012
- (2) Agefiph, FIPHFP, « *Chiffres clefs 2012* », mai 2013
- (3) Agefiph, « *Tableau de bord, chiffres de l'emploi et du chômage des personnes handicapées* », N°42, mars 2013
- (4) Caisse des dépôts, direction des retraites, « *rapport annuel du FIPHFP* », 2010
- (5) Code du travail français, l'obligation d'emploi articles L.5212-12 et R.5212-31
- (6) Dares analyses, « *Emploi et santé des seniors durablement exposés à des pénibilités physiques au cours de leur carrière : l'apport de l'enquête "Santé et itinéraire professionnel"* », Dares Analyses, N°020, 2011
- (7) Dares analyses, « *L'état de santé de la population en France, rapport 2011* », pp.39-55, collection Etudes et statistiques, 2011
- (8) Dares analyses, « *Les parcours professionnels des personnes ayant une reconnaissance administrative de leur handicap* », N°41, Juin 2011
- (9) Dares analyses, « *L'accès à l'emploi des personnes en situation de handicap en 2011* », N°066, octobre 2013
- (10) Dares analyses, « *La situation sur le marché du travail en 2008 des personnes ayant une reconnaissance administrative de leur handicap* », N°40, juin 2011
- (11) FIPHFP, « *Le rapport annuel du FIPHFP 2012* », 2013
- (12) Insee, « *Enquête vie quotidienne et santé, division enquêtes et études démographiques* », N°1259, 2009
- (13) Insee, « *Enquête handicap et santé* », volet ménages, 2008
- (14) Insee, Ministère de la santé, « *Enquête santé-handicap* », 2008
- (15) Insee, « *Répertoire des entreprises contrôlées majoritairement par l'Etat en 2011* », N°63 Economie, décembre 2012
- (16) Ministère du travail, « *Données 2011, population âgée de 15 à 64 ans, France métropolitaine* », 2013

- (17) WHO, World Bank, « *World report on disability* », 2011
- (18) WHO, « *Disability and health* », Fact sheet N°351, september 2013

APPENDICES

List of appendices:

Appendix 1: Interview guide for semi-structured interviews

Appendix 2: Results from the study

APPENDIX 1: INTERVIEW GUIDE – SEMI-STRUCTURED INTERVIEWS

1. COMPANY PRESENTATION

NAME of the business:

Sector of activity:

Person surveyed:

- Name:
- Surname:
- Professional function:
- contact information:

Implementation level of the company (local, regional, national, European, worldwide, specific):

Numbers of employees in the company:

1.VISION OF THE COMPANY TOWARDS DW

- **Do you have a disability referee in your company?**
- **Do you have a disability department in your company?**
- **At this point, has there been a policy in favor of the employability of DW in your company?**
 - If so, how?

 - If not, why?
- **In what way your company is or could be interesting in the employment of DP ?**
 - Ensure compliance with legal requirements?
 - Demonstrating its commitment as a socially responsible and show willingness to develop actions in this direction?
 - Assist the human resources department on disability?
 - Increase the economic performance of the company including diversity as a driver of economic development?
 - Other?
- **Would it be useful to share the goals of your company towards the employment of DW?**
 - If yes:**
 - What are your means of communication? (Briefing, circular, through managers ...)

 - Do you think the training of your employees is useful in this context?
Yes for managers only
Yes for all the employees
No
 - If not, why not?**
- **Did the company already offer an awareness campaign around disability to their employees?**
 - If yes,

What form of awareness campaign around disability was developed?

- testimony of a DP
- scenarios (real-life situation)?
- Theoretical presentation
- Specific theoretical presentation on the legislative administrative and management aspects ?
- other?

On what topics was developed the awareness campaign?

- discover disability
- greet a population with disabilities
- welcome a disabled employee
- work with a person with disabilities
- become an effective actor in the disability policy
- maintain a person with disabilities in employment
- others

➤ **Have you signed an agreement for the employment of DW?**

➤ **If you have a company agreement for employment approved by the State or agreement with the FIPHFP for public institutions HSP, have you developed a training program for the employees and managers?**

➤ **Has the company set targets (quantitative and / or qualitative) on the field of:**

- The recruitment of DW?
- the inclusion of DW in teams?
- job retention of DW?

➤ **If awareness campaign to make your employees sensitive to disability was offered to you, would you be interested?**

Yes

No

➤ **What form of awareness campaign around disability could you be interested in?**

- testimony of a DP
- scenarios (real-life situation)?
- Theoretical presentation
- Specific theoretical presentation on the legislative administrative and management aspects ?
- other?

- **On what topics would you be interested in for an awareness campaign?**
 - discover disability
 - greet a population with disabilities
 - welcome a disabled employee
 - work with a person with disabilities
 - become an effective actor in the disability policy
 - maintain a person with disabilities in employment
 - encourage employees concerned to the RQTH

2.DW AD RECRUITERS NEEDS

- **Does the company have employees with disabilities?**
- **Does the company have difficulty recruiting DW and reach the employment rate of 6% of HSP (for companies with more than 20 employees)?**
 - If so, why does it have such difficulties in recruiting DW?**
 - Problem skills?
 - Problem sourcing?
 - Other problems?
 - If not, what channels it uses to disseminate these offers? (Pôle emploi, Cap job, job board, jobdating / Handicafé, virtual exhibitions ...)**
- **Does the company work with EA or ESAT for some of their activities ?**
 - **If so, why?**
 - under convention or company agreement
 - reduce the financial contribution
 - commitment on societal issues
 - others
 - **If not, do you encounter difficulties on the subject? advisory support to better know those EA, ESAT? Direct issues with EA or ESAT activities?**
- **Do you use internship or apprenticeship contract for DP?**
- **Does the company have difficulty keeping DW in employment?**
 - **If so, why?**
- **Is it difficult to identify and encourage employees in need to be recognized RQTH?**
- **Do you have a physician in charge of the follow-up care of DW?**

3. COLLECTIVE REPRESENTATION ON DW

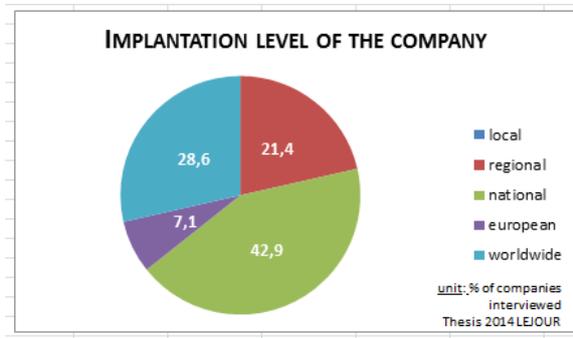
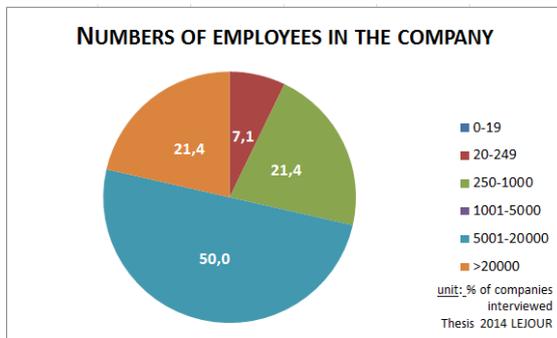
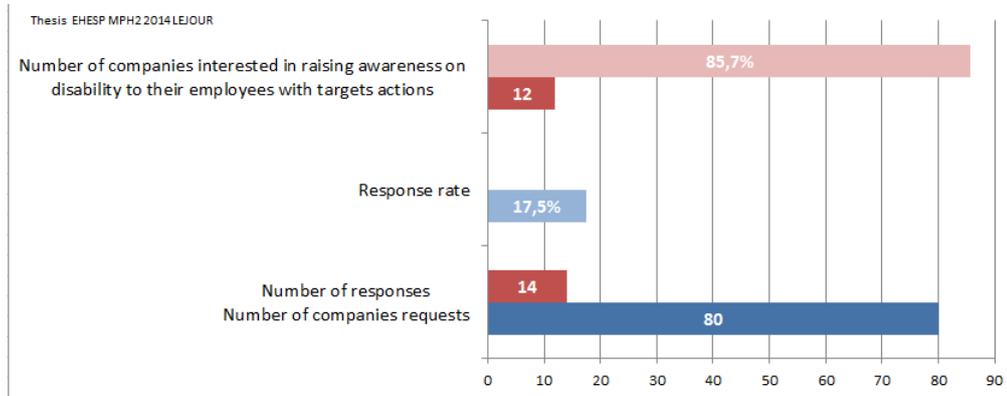
- **For your employee, the evocation of disability returns to:**
 - visible handicap
 - invisible disability
 - motor disability
 - mental handicap
 - hearing impairments
 - visual impairments
 - birth-disability
 - accidental disability

- Do you think those employees are concerned about disability issues?
If yes, why?
If no, because of apprehension, fear, prejudices?

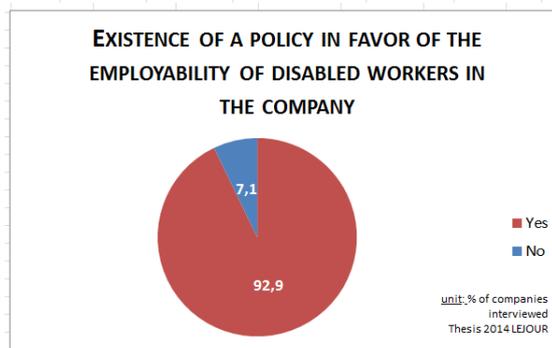
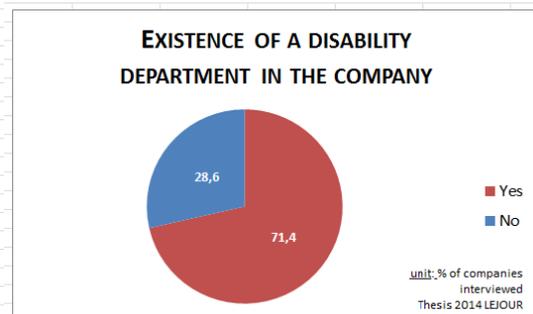
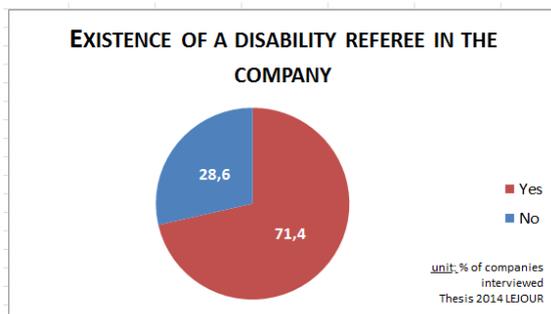
- Do you think those awareness programs are useful to change the mentality towards disability in the workplace?
If yes, in what form and why ?
If no, why ?

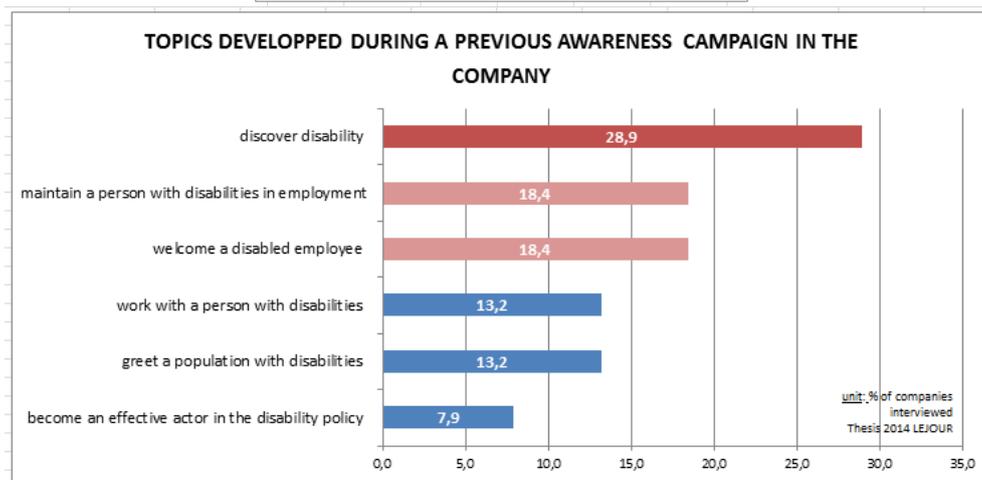
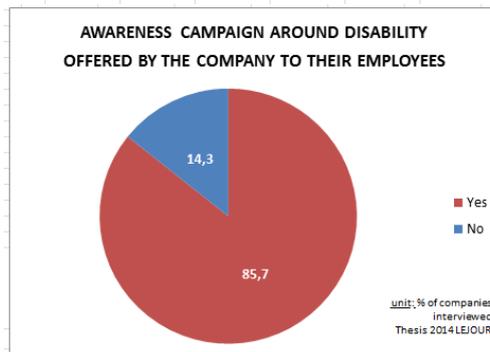
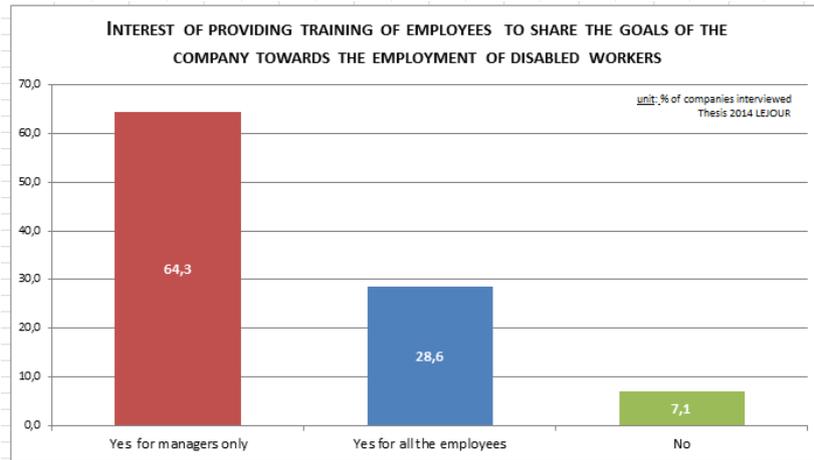
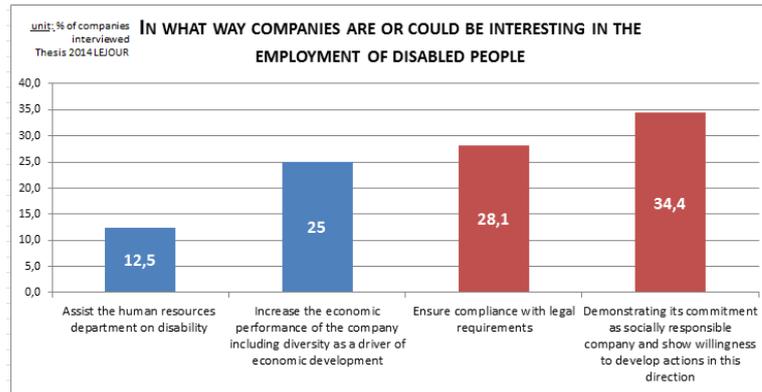
- Do you think those programs towards the managers could improve the recruitment rate of DW?

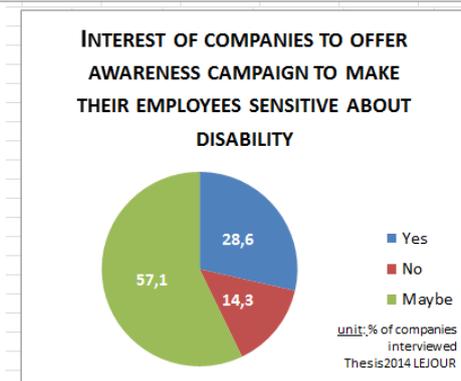
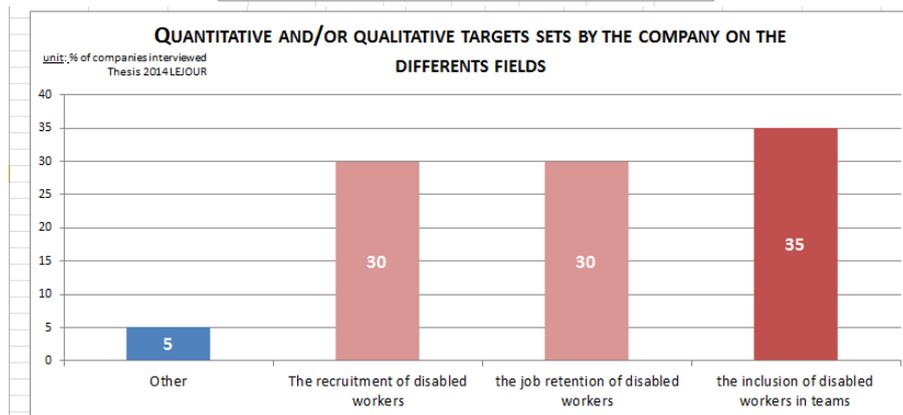
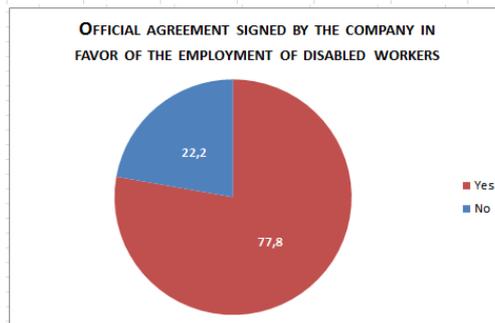
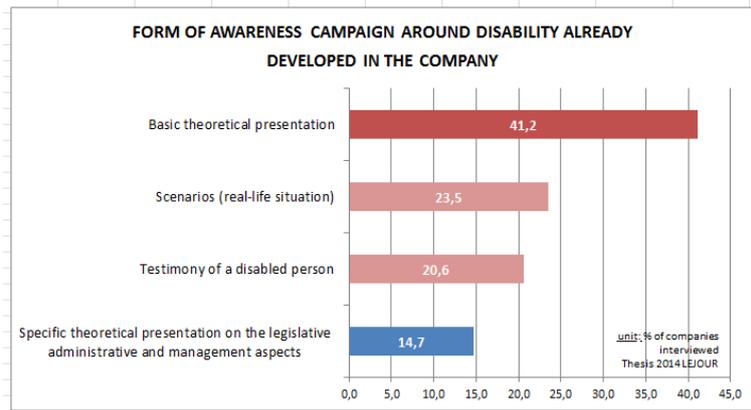
APPENDIX 2: RESULTS FROM THE STUDY

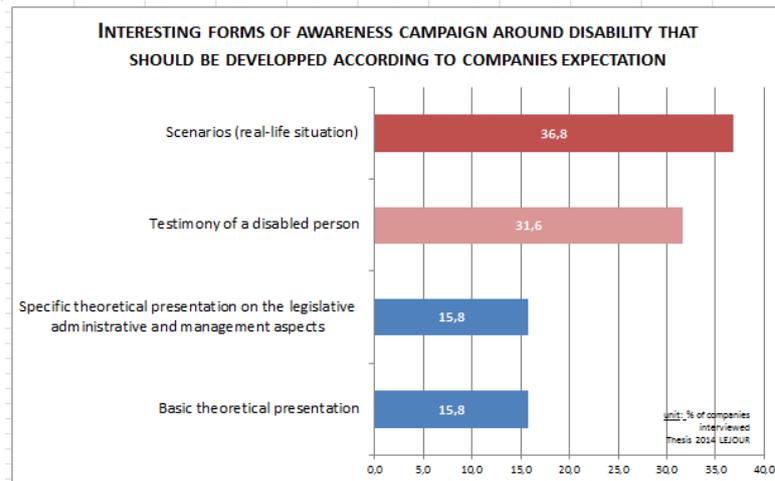
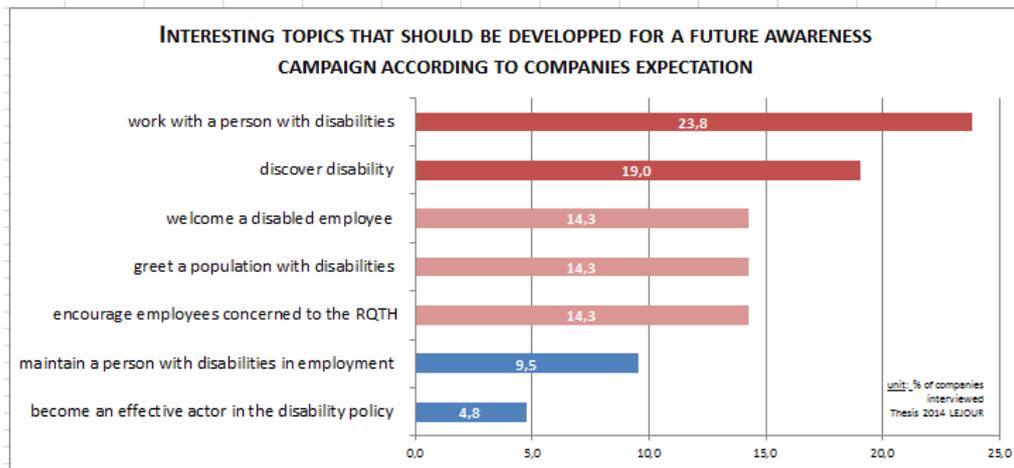


1. VISION OF THE COMPANY TOWARDS DW

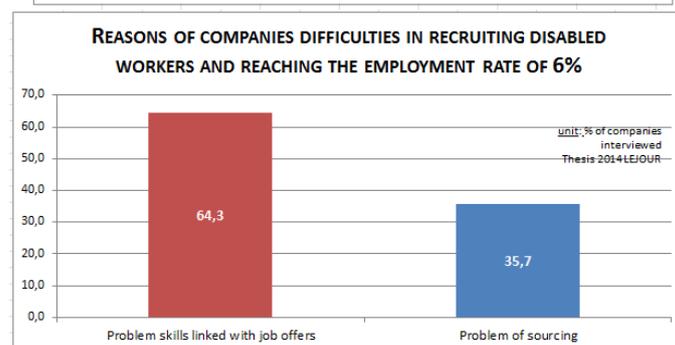
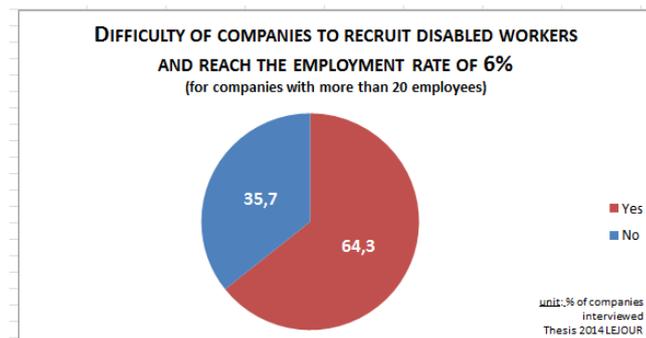


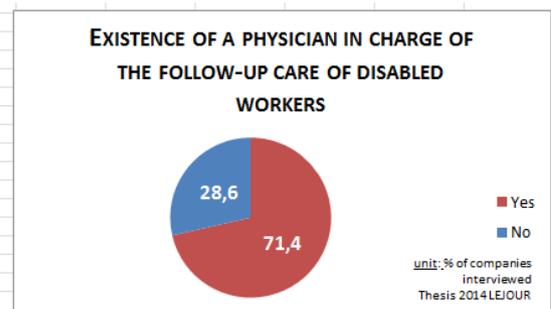
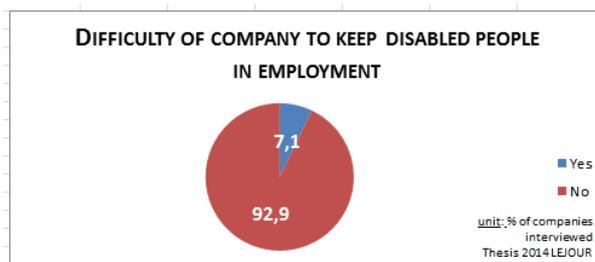
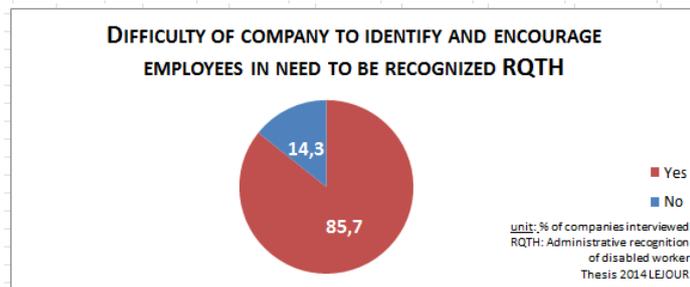
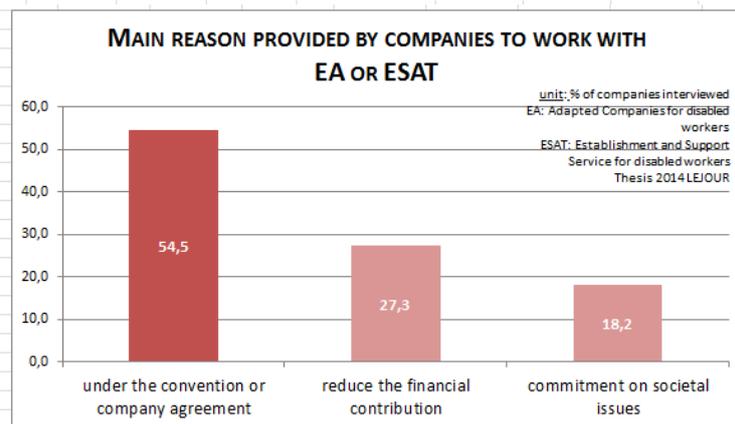
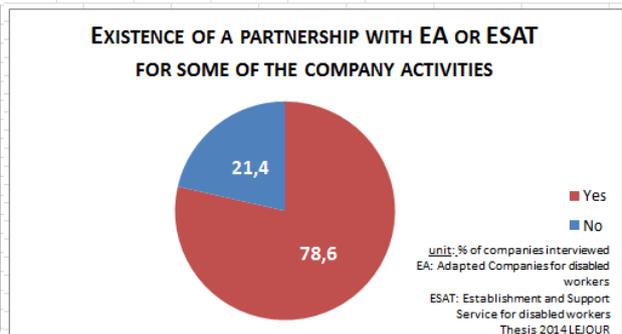
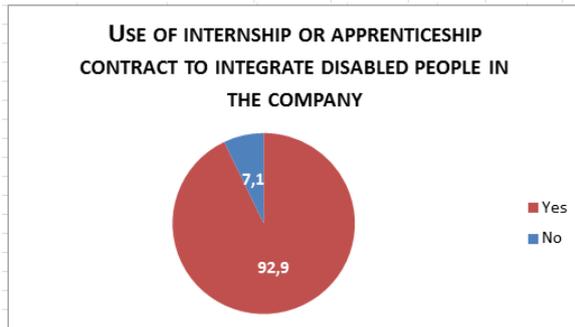
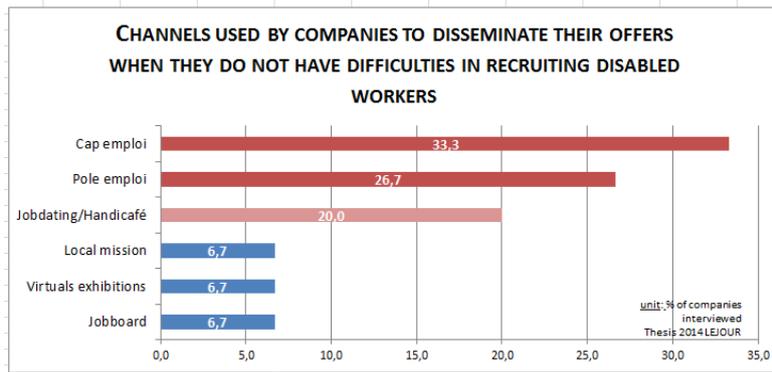




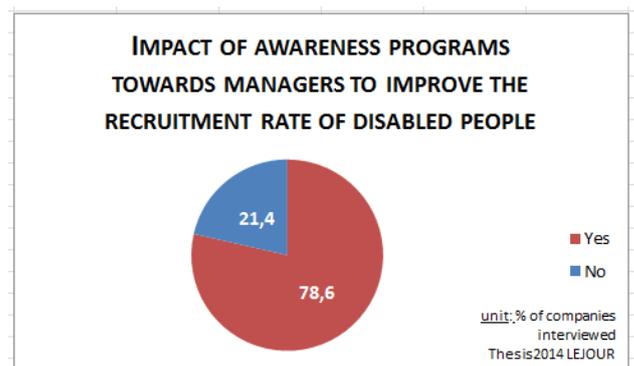
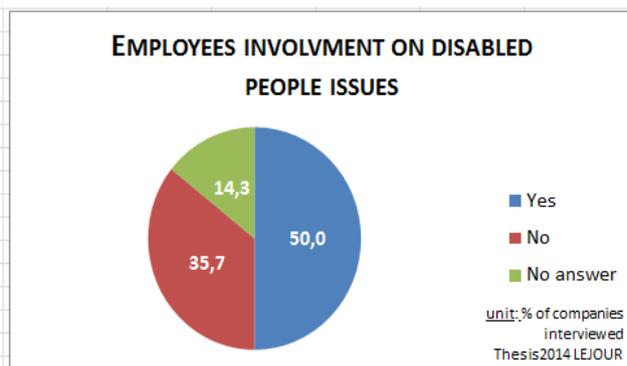
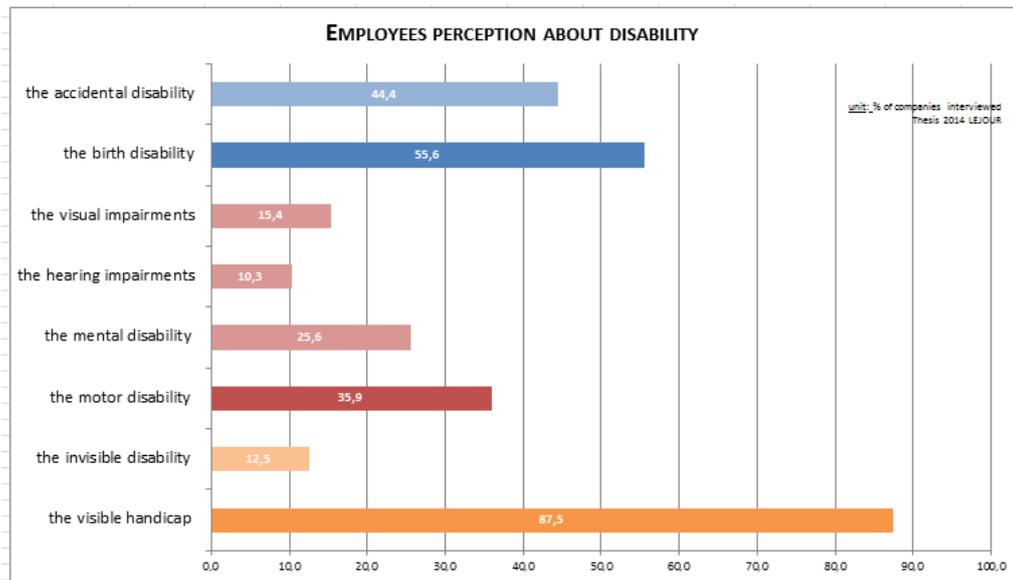


2.DW AND RECRUITERS NEEDS





3. COLLECTIVE REPRESENTATION ON DISABILITY



ABSTRACT IN ENGLISH

In 2013, 15% of the world's population was living with some form of disability. Their social and occupational integration remains one of the most difficult rights to defend with a rate of unemployment twice as big as the rest of the active population.

Objectives

The objective of the study was to evaluate the main obstacles encountered by disabled people to access the employment market. Developing a new approach in order for people with disabilities to integrate into the workplace is the main goal to make them feel as equal as the rest of the population.

Methods

We used a mixed method combining quantitative and qualitative data in a complementary way. We started with a deep literature review to understand the context, evolution, causes and effects of the legislation and public policies towards the employment of people with disabilities. Then, we conducted a study based on 14 semi-structured interviews to get information on the human resources policies conducted by the companies, collective representation on disability and their needs and difficulties to integrate disabled workers within the company. Finally, we analyzed the results to suggest innovative recommendations.

Results analysis

From the results, we found a gap between disabled people needs and recruiters expectations. Indeed, we easily noticed a different general profile of people with disabilities from the general population one in terms of qualification level, sex, age, and socio-economic status. Moreover, despite considerable progress since the 2005 law regarding the integration of disabled workers in companies, it seems that many employees still have misrepresentations on disability.

Conclusion

The evolution of the society's perception on disability could start in the workplace. Indeed, the company's culture can improve the awareness of the employees towards disability issues by providing trainings and give people with disability the chance to integrate within the company.

ABSTRACT IN FRENCH

En 2013, 15% de la population mondiale vivait avec une certaine forme de handicap. Leur intégration sociale et professionnelle demeurait l'un des droits les plus difficiles à défendre avec un taux de chômage deux fois plus important que le reste de la population active.

Objectifs

L'objectif de l'étude était d'évaluer les principaux obstacles rencontrés par les personnes en situation de handicap pour accéder au marché du travail. Développer une nouvelle approche pour faciliter leur intégration professionnelle est le but principal pour les aider à se sentir égal au reste de la population.

Méthode

Nous avons utilisé une méthode mixte combinant des données quantitatives et qualitatives de manière complémentaire. Nous avons commencé par une revue approfondie de la littérature afin de comprendre le contexte, l'évolution, les causes et les effets de la législation et des politiques publiques en faveur de l'emploi des personnes en situation de handicap. Ensuite, nous avons mené une étude basée sur 14 entretiens semi-directifs pour obtenir des informations sur les politiques de ressources humaines menées par les entreprises, la représentation collective sur le handicap, leurs besoins et leurs difficultés à intégrer des travailleurs en situation de handicap. Enfin, nous avons analysé les résultats afin de proposer des recommandations innovantes.

Analyse des résultats

A partir des résultats obtenus, nous avons constaté un écart entre les besoins des personnes en situation de handicap et les attentes des recruteurs. En effet, nous avons remarqué un profil général différent entre les personnes en situation de handicap et le reste de la population en termes de niveau de qualification, sexe, âge et statut socio-économique. De plus, malgré des progrès considérables pour l'intégration des travailleurs en situation de handicap dans les entreprises depuis la loi de 2005, il semble que de nombreux salariés ont encore de fausses représentations autour du handicap.

Conclusion

L'évolution de la perception du handicap par la société pourrait commencer au sein du milieu professionnel. En effet, la culture de l'entreprise peut améliorer la prise de conscience des salariés vers les questions de handicap en leur proposant des formations et ainsi donner la chance aux personnes en situation de handicap de s'insérer professionnellement avec plus de facilité.