

Received:06/03/2022

Accepted: 06/15/2022

DECENT WORK FOR PEOPLE WITH DISABILITIES: THE 2030 AGENDA MATERIALIZED BY THE QUOTA LAW

TRABALHO DECENTE DA PESSOA COM DEFICIÊNCIA: A AGENDA 2030 MATERIALIZADA PELA LEI DE COTAS

Patrick Verfe Schneider¹
Cibele Roberta Sugahara²

Abstract

The Brazilian Law 8,213/91 is approaching its third decade. Along with this milestone, questions about its ability to leverage decent working conditions for people with disabilities remains current. Sustainable Development goal 08 seeks to directly contribute to the inclusive journey initiated by the quota law, through the promotion of decent work and the economic growth of social agents, among which this portion of society receives attention. However, it proves challenging to show the connection between what is described in the two mentioned diplomas, and the factual situation experienced by these people. This research seeks to analyze the practices adopted by companies in relation to the social inclusion of people with disabilities in the labor market, in order to point out how the quota law contributes to the Sustainable Development Objective oriented to decent work. The research method has a qualitative approach, whose exploratory objective is based on a survey using structured interviews and multiple case studies. For the analysis and interpretation of data, the content analysis method was adopted. As a result, the research identified that there is a partial intersection between the two diplomas, based on the visibility and access to work proposed by the quota law, however once the person with disabilities gets a paid job, the element of equity is shown to be a barrier to be overcome by the labor universe, making it very difficult for career progression according to what is recommended by the Sustainable Development Goal number 08.

Keywords: People with disabilities. Decent work. Affirmative measures. Social inclusion. Sustainable Developmental Goal 08.

Resumo

A Lei 8.213/91 aproxima-se de sua terceira década no Brasil. Resiste ao tempo o questionamento quanto a sua capacidade de alavancagem de condições dignas de trabalho para pessoas com deficiência. O Objetivo de Desenvolvimento Sustentável n.º 08, busca frontalmente contribuir com a caminhada inclusiva iniciada pela lei de cotas, através da promoção do trabalho decente e o crescimento econômico de agentes sociais, dentre os quais esta parcela da sociedade recebe atenção. Contudo, demonstra-se desafiador evidenciar a conexão entre o descrito nos dois diplomas

¹ Master in Sustainability (PUC-Campinas). Campinas – SP, Brazil. Email: patrick.verfe@gmail.com

² PhD in Information Science (USP). Professor of the Graduate Program in Sustainability at the Pontifical Catholic University of Campinas. Campinas – SP, Brazil. Email: cibele.sugahara@gmail.com

mencionados, e a situação fática vivida por estas pessoas. A presente pesquisa busca analisar as práticas adotadas por empresas em relação à inclusão social da pessoa com deficiência no mercado de trabalho, a fim de apontar como a lei de cotas contribui para o Objetivo de Desenvolvimento Sustentável orientado para o trabalho decente. O método desta pesquisa tem caráter qualitativo cujo objetivo exploratório se dá a partir de levantamento com o uso de entrevistas estruturadas e estudos de casos múltiplos. Para a análise e interpretação dos dados foi adotado o método de análise de conteúdo. Como resultados a pesquisa identificou que há uma intersecção parcial entre os dois diplomas, a partir da visibilidade e acesso ao trabalho proposta pela lei de cotas, no entanto uma vez que a pessoa com deficiência consegue uma função remunerada, o elemento equidade demonstra-se uma barreira a ser transposta pelo universo laboral colocando muita dificuldade na progressão de carreira consoante o preconizado pelo Objetivo de Desenvolvimento Sustentável número 08.

Palavras-chave: Pessoas com deficiência. Trabalho decente. Ações afirmativas. Inclusão social. ODS 08.

Introduction

The condition of people with disabilities (PWD) in the labor market is sensitive almost thirty years after the enactment of Law 8.213/91 that instituted the quota system in Brazil.

Although the visibility and representativeness of PWDs in the labor market have been clearly high in this period, there are spaces to be filled in terms of the positions offered, as well as the career evolution that guarantees the PWD's interdependence with their families and government subsidies, which according to Pastore (2000, p.13), "discourage active participation in work, increasing victimization and the belief that there is a real limiting disability".

In the light of the constitutional text there is a vast field of intentions and recognition of failures that surround the theme of people with disabilities, however, until the publication of the Constitution of the Federative Republic of Brazil (1988), it can be said that little visibility was had on the condition of the PWD.

The 1980s is the period in which Brazil begins to see people with disabilities as participating in society in a condition of social fragility, however, with a less welfarist and more inclusive connotation. According to Bahia (2006, p.78), it is during this period that the social movement of this segment emerges in the country, which aims to promote and ensure "all rights with regard to social interaction."

Although the quota law had existed since 1991, it was the change of the supervisory body in 1999 that switched the mentality of the companies in the country, and this group began to take the legislative legislation more seriously, where the supervisory responsibility of the Public Prosecutor's Office was instituted through Law 3,298 of December 20, 1999 (BRASIL, 1999; GOLDFARB, 2007).

The objectification of a job through affirmative actions in the country brought the search by companies to meet the defined quota compatible with their size and staff. However, access to a paid function is not a guarantee of meeting the expectations of the International Labor Organization (ILO) and its agenda for decent work and economic growth, received by the 2030 Agenda by sustainable development objective number 08.

The combination of the Sustainable Development Goals points as a beacon for the challenging years ahead. However, with regard to the work dimension, it seeks to avoid threats, especially for young people entering the labor market, preserving decent work as a guarantee that will require the global community to innovation and strengthen public policies that preserve workers with an eminent social vulnerability (AGOSTO et al., 2018).

From the point of view of regional development, addressing the issue of work and interregional social disparities, thus making it emerge as a theme beyond the Sustainable Development Goals could represent an element capable of transposing the compartmentalized visions of regional development focused only on the transfer of resources favoring the income of people in the benefited region. The positive result of such an initiative should be observed above all, in changing people's real income conditions (CARVALHO, 2014).

Due to the very dynamics of the development process, the social and intraregional inequalities existing in Brazil require regional policies that meet people's fundamental rights as a legitimate need for interregional social inclusion (OLIVEIRA et al., 2017).

The necessary understanding of the treatment of decent work is identified, as a worker's right, prescribing basic elements of the social function of work, within contemporary society, elevating it, as a captive member of the fundamental rights of all human beings.

However, would it be possible to affirm that only the quota law for people with disabilities is sufficient to provide these decent jobs and, consequently, sustainable development under the support of economic growth?

This study aims to point out the perception of people with disabilities through the labor market, as well as their approach to the strategic imperatives of SDG 08 of the 2030 Agenda, with regard to decent work and economic growth.

Decent work and disabled person

The PWD terminology is defended by Fonseca (2006, p. 123), stating that "deficiencies do not behave, they are with the person or in the person", as an intrinsic characteristic, trainer, and modifier of personality, enabling or demanding adaptations for the enjoyment of normal acts of life. Currently, international treaties and medical frameworks following physical or corporeal limitations are using this nomenclature when referring to the individual with disabilities. The labor market incorporated the term by indicating professional opportunities within companies (FONSECA, 2006; GOLDFARB, 2007).

Essentially, labor law was elevated to the condition of fundamental right by the Universal Declaration of Human Rights of 1948 and as Azevedo Neto (2015, p. 56) says, it was through it that "any fair and favorable conditions of work, fair and satisfactory remuneration" were guaranteed, and this was also the key element of the subject, which is to pursue "an experience compatible with human dignity".

By force of the imperatives presented under the protection of fundamental elements to the individual, one of the activities in which it is necessary to preserve the agent is the work dimension, strong in the existence of subordination, which is nothing more than keeping the person under the command of another in exchange for money, a fundamental element for obtaining his livelihood and his family (BOBBIO, 1992; SEN, 2010; OLIVEIRA and RESENDE, 2017; MACÊDO and ARAÚJO, 2019).

Azevedo Neto (2015, p. 30) proposes that the adjective "decent" associated with the word work removes the connotation of suffering from the work dynamics, because it is an element "paradoxical to be this taken in the sense of penalty or punishment", since it is a protected and regulated condition as a factor of "social valorization and aggregating to the dignity of the human person".

On July 24, 1991, Law 8.213, which provides for social security benefit plans, is sanctioned, and enters into force. This law became known in Brazil as the "quota law" due to the provisions of article 93, which established the obligation to fill jobs in quota system for people with disabilities in companies with more than 100 employees. Although attention stems from the field of mandatory quotas presented in this legislation, the theme was being addressed in a social security legislation that did not awaken to the business body the expected respect, specially that the obligation of inspection regarding the fulfillment of quotas was in charge of social security bodies (BRASIL, 1991).

Combining internal and external factors, changes in the world of work have represented changes in the social dimensions evaluated by nations, regardless of other social indicators, regarding the dignified, safe, socially inclusive, and non-precarious condition of the work relationship. These conditions should be analyzed in isolation from personal vieses of rulers, trends resulting from the world average regarding the treatment of the theme, value scales regarding the individual condition of some more favored nation or the perception that with tax advantages, informality can be accepted, for example (KOLOT and HERASYMENKO, 2016; MASDONATI et al., 2018; BUYUKGOZE-KAVAS and AUTIN, 2019; FERREIRA et al., 2019).

In this tuning path, it was shown to be fundamental to combine elements attributed to the dignity of the agent in the face of the environmental context which is inserted, enabling the equalization of social disparities imposed by elements of economic, situational political order, such as wars and segregation, devices of exclusion by transitory or definitive condition faced directly by the person or his/her family members, attributing to this a productive inclusion to modern society, through access to employment, income, security, maintenance worthy of their basic needs and

reduction of the social vulnerability to which it is affected (ANTUNES, 2009; BUBLITZ, 2015; MADRUGA, 2016).

The 17 Sustainable Development Goals and their goals are built on the understanding that it was not possible to achieve only with the unique movements of some nations towards a unique condition of the element of work (UN, 2018).

The UN 2030 Agenda included decent work, internalizing in its SDG number 8, the four strategic objectives defined by the ILO (2019, p. 14) as decent work, namely:

(a) respect for rights at work, especially those defined as fundamental (freedom of trade union, collective bargaining rights, elimination of all forms of discrimination in employment and occupation and eradication of all forms of forced labour and child labour).

(b) the promotion of productive and quality employment.

(c) the expansion of social protection.

(d) and the strengthening of social dialogue.

In Azevedo Neto's view (2015, p. 63), to focus on the four fundamental pillars of decent work precepted by the ILO, it is to refer to the conventions of the entity itself that deal with the abolition of forced labor (Conventions No. 29 and 105, ILO), freedom of trade union, the protection of the right of unionization and collective bargaining (Conventions No. 87 and 98, ILO), the prohibition of gender pay discrimination (ILO Convention No 100), the minimum age for work (ILO conventions 138 and 182).

Reinforcing this understanding, Alvarenga (2016, p. 110) states that by positioning the four objectives as elements promoting decent work, and consequently having them aligned with the conventions of work, it is necessary to interpret that these precepts are "inseparable, [...] are interrelated" and that reinforce "mutually and the lack of promotion of any of them harms the reach of the other".

The development from the perspective of human freedoms and potentialities has been the target of numerous movements carried out by the United Nations since its foundation, which is evidenced through the work of Amartya Sen (2010). An essential condition for development according to Sen (2010, p. 16) is to treat it as a "process of expansion of the real freedoms that people enjoy" (UN, 2019; SEN, 2010).

In Sen's vision (2010) development involves access to opportunities, and development is understood as freedom. Everyone must have the right of access to the goods. This is the basic condition for political freedom and social opportunities, which are cross-linked and leading to development.

In the context of public policies, according to Furtado (2012) "regional development policies presuppose an understanding of national development objectives" (FURTADO, 2012, p. 64).

Created more than 50 years ago, the United Nations Development Program (UNDP) aims at inclusive and sustainable growth, and, through the systemic measurement of the Human Development Index (HDI), the evolution of human dimensions is monitored, not focusing only on economic issues (BARBOSA et al., 2015; UN, 2018).

Basically, it can be understood that development, from the perspective created by Amartya Sen and Mahbub ul Haq, through the HDI, is divided into four fundamental dimensions: having a long and healthy life, being educated, having access to the necessary resources to a decent standard of living and being able to participate in community life (VEIGA, 2015; BOFF, 2016).

They point to a similar path, Machado and Pamplona (2008, p. 64), through their study on the bases of action of the United Nations Development Program (UNDP), by highlighting the four fundamental paradigms of human development, according to Pakistani economist Haq, which aims at equitable access to opportunities for all people, "sustainability" as a way to guarantee for future generations the same opportunities that citizens have today, "productivity", as a guide to the search for the maximum potential of people and finally "empowerment", placing the agent as an active being and with real participation in the definition of what is best for them, through the full manifestation of his freedom.

Understanding that, for development, fundamentally it is necessary to preserve the freedom of action of the individual, is a broad concept and in the view of John Elkington (2012, p. 296) can become something "too dangerous", if the "collective and collaborative dimensions of life in society" are not taken into account.

In this tuning point, covering the capabilities approach, a central element of human development proposed by the UNDP since the 1990s, is quite appropriate, given the expanded possibility of analyzing the conditions under which the expression of the freedom of the agent was manifested, as well as the set of "functionalities" available to the agent for these freedoms to be manifested (MACHADO and PAMPLONA, 2008).

Through Veiga's narrative (2019, p. 85), it is perceived that the coexistence of man and the nature around him are vital elements for maintaining the existence of both, thus predicting that one must take into account "not only the influences of human actions on natural systems", but also "the impacts of environmental services on human well-being and health".

Method and procedures

The research methodology is characterized as a qualitative and exploratory approach. This study discusses the change in the treatment of people with disabilities in society, given the work function served, by analyzing how the quota law contributes to what is proposed through SDG No. 8 of the Agenda 2030. It seeks to diagnose the practices of organizations oriented to decent work and, more specifically, to the insertion of people with disabilities in the labor market.

For the data collection plan, interviews were applied, and the strategy of multiple case studies was adopted. The case studies companies of this research are multinational, market leaders in the machinery segment and implements with agricultural applications, in the area of infrastructure and forest treatment, located in the state of São Paulo. References in Brazil in the theme diversity and inclusion are considered, recognized by the "Exame Guide on Diversity and Inclusion" in 2019. "Company 01" has a legal obligation to fill 5% of its staff with people with disabilities, while in "Company 02" the total workforce resulting from the hiring of PWDs is 3%.

The research was approved by the Ethics Committee on Research with Human Beings, based on the Certificate of Presentation of Ethical Appreciation (CAAE) number 26269019.2.0000.5481.

From an intentional sample the 11 participants of the research are people with disabilities who work in companies case studies. Of the sample, eight have physical disabilities, hearing, visual and motor impairment, and 64% work in "Company 01" and 36% work at "Company 02".

The interviews were conducted remotely in the companies' case studies facilities through the *Microsoft Teams digital platform* in 2020. For data analysis, the content analysis technique was applied in order to proceed with the analysis following the procedures defined by Bardin (2016).

The analysis of the content collected with people with disabilities allowed the grouping of subcategories that point to interpretative paths of the perception of PWD regarding the labor and business universe that they are inserted in. The initial categories and intermediate categories derived from the group of perceptions of professionals with disabilities of companies are presented in tables 01 and 02.

Table 1: Emerging categories and subcategories of interview analysis

	CATEGORY	SUBCATEGORY
1	Selective process	a) Prejudice
2		b) Resistance
3		c) Distinction between types of disability
4	Development	a) Investment
5		b) Environment preparation
6		c) Leadership preparation
7	Inclusion	a) Leadership behaviour
8		b) Coworkers behaviour
9	Accessibility	a) Físical adaptations
10		b) Openness to plurality
11	Equity	a) Remuneration
12		b) Equal treatment in the face of opportunities
13		c) Professional growth
14	Inclusion Barriers	a) Welfarism
15		b) Discrimination
16		c) Reduction of opportunities

Source: Authors.

Through table 1, the emerging subcategories of interviews with professionals framed as PWDs deepen the preliminary understanding created from the six initial categories. Each initial category was divided into three subcategories related to the content analysis objectives desired by the present study. Then, we sought to understand each of them, for further analysis of the interviews (table 2).

Table 2: Understanding of initial and intermediate categories

1. Selective Process	a. Prejudice - how it manifests in the decision making regarding the choice of a PWD professional
	b. Resistance - the imposition of hiring can generate difficulties in the genuine acceptance of a PWD professional.
	c. Distinction between types of disabilities - Mild physical limitations tend to be prioritized over other disabilities.
2. Development	a. Investment - contribution of resources to prepare the environment for the PWD to accelerate their adaptation to the work environment.
	b. Leadership preparation - training and development for PWD managers.
	c. Team preparation - development of the work team which the PWD will be part of.
3. Inclusion	a. Leadership behavior - support and assurance of inclusive treatment.
	b. Coworkers behavior - inclusive treatment and understanding of the value of diversity to the team.
4. Accessibility	a. Physical adaptations - review of the physical space to receive the value of diversity to the team.
	b. Openness to plurality - visibility and perception of capabilities at the expense of limitations.
5. Equity	a. Remuneration - fair treatment in terms of remuneration for their work activities.
	b. Equal treatment in the face of opportunities - openness to fair training in the face of expectations of improvement.
	c. Professional growth - career advancement within the company and opportunity for advancement.
6. Barriers to Inclusion	a. Welfarism - government funding.
	b. Discrimination - Lack of understanding of your situation by yourself or others.
	c. Restriction of opportunities - limiting beliefs that end up blocking the professional's progress.

Source: Authors.

In order to allow a better understanding of the data collected and constructed as intermediate categories of the group of interviewees.

Presentation and discussion of results

In this topic, the results obtained are described and analyzed, as well as the corresponding literary understanding arising from what was expressed in the interviews.

Category 1 - Selective process

As presented throughout the study, the search for decent work is a relevant condition for contemporary concepts of citizenship. Through access to work, the individual allows the maintenance of normal acts of life and attributes to its existence, in many cases, evolutionary capacity and economic growth capable of conferring on itself, as well as to all those around it, the necessary conditions for inclusion and evolution in the social context (SEN, 2010; BLETSAS and CHARLESWORTH, 2013).

Thus, a fair, exempt and egalitarian selection process is made for all individuals and people who seek a position within a company. The selective process is the gateway to the world of work, regardless of the size of the company, all the professional will go through some kind of selection, whether there are other candidates or not.

The process of hiring a professional requires the real perception, on the part of the leadership, regarding the meeting of the internal and external links of the organization generating an intersection between the incidence of desires and needs, partly due to the desires of the professional, part, by the needs of the company, which seeks in the labor market skills that add value to its business, potentially generating positive impacts on the social context of the community to which the company is inserted. In this sense, Bahia says (2006, p. 23-26) "hiring a professional for the functional staff of an organization" has the power to "open the door so that many personal and social achievements are satisfied through the useful activity" of developing a fundamental role for the full realization of the "social, creative, individual longings of the human condition as a relational being in the expanded society" that involves and surrounds the citizen.

Through the answers of the interviewed professionals it is possible to perceive the conditions in which the selection takes place within companies and also an applied view of how the market behaves in the face of the theme: P01 – "I see no difference in the selection process, in the interviews [...] I see in the behavior of companies regarding the treatment of the disabled [...] a tendency to want to pay less, to want to put the person to work in simple positions [...] I still see a lot of it in the market." P04 – "Opportunities are usually simple or operational, this is bad, because the quota does not determine that a PWD manager position cannot be opened, for example." P10 – "Even in companies prepared for inclusion, the interview is always a challenge."

Although the process is the same, the perception regarding the evaluation of its potentialities differs, in the interviewees' perception, from a selection process with a person who is not framed as PWD, strongly in the characteristics of the proposed positions. This behavior is aligned with that advocated by Bahia (2006).

As Bahia (2006, p. 89) states, a demonstration of how much the market is "still loaded with prejudice" is the creation of vacancies with "less complexity" for the PWD, fully underestimating their capabilities and potentialities. Even after almost 30 years of the quota law, in a few cases there are advertisements for management positions or of greater prominence within organizations aimed at people with disabilities (GOLDFARB, 2007; BONFIM, 2019).

The preference for certain types of disability, as pointed out by Bahia (2006) is another element present in the selection processes, through the interviewees' statements: P03 – "What is very common in my case is the person seeking to confirm my disability in the interview, to ensure that it is light." P04 – "Because of my condition companies have difficulty finding jobs for me [...] they are thinking that because I am a dwarf, I cannot climb a ladder for example [...] in an interview I have to convince that I am capable, by my knowledge and convince that the world is not big enough to exclude me from an activity like going to the bathroom, feeding, dressing [...] I lost count of how many vacancies I was not chosen by my size [...] 'there was' a person who saw me in line at a job agency and asked if I was applying to work or was saving the seat for someone in line".

It is noteworthy that a selection process seeks to capture the competencies present in a professional, regardless of specific characteristics and attributes wrapped in prejudices, acceptance, specific limitations or comprehensively, differentiating individuals, such as gender, sexual orientation, religious or political, skin color, previous history of achievements in personal life, or even elements that place the person in a condition of disadvantage due to his/her social position (OLIVEIRA, 1999; GARCIA, 2015; OLIVEIRA and REZENDE, 2019; WHO, 2011).

Thus, it is not necessary to evaluate the capacity or limitation of a person, merely by an interpretative visual analysis, as in the reports presented in this category. The process of the disabled person should be guided by an interpretative survey of the environmental and structural conditions of the organization so that the reception of the PWD could occur in a successful way.

Another relevant element about the selection process of PWDs lies in the understanding that the internal development process must include the points of opportunities for improvement of the professional, so that he can build knowledge and skills beyond his current employment contract. Therefore, it is important to have the view that hiring people, whether they are disabled or not, will require investments in technical and behavioral preparation (BIANCHETTI, LUCIDIO and FREIRE, 2000; FONSECA, 2006; DELGADO, 2015; COUTINHO et al., 2017).

Category 2 - Development

The development process and the individual's ability to evolve in the work environment demonstrate a great extent and the professional can progress through stimuli in the classroom, learning from other people or through the daily practice of a given activity (ILO, 2020).

Therefore, it is possible to perceive the potential present in each individual, whether with a disability or not, as Fonseca (2006) reports. Over time, as the legislation evolved, giving the disabled person conditions of full realization of their social capacity, individuals evolved to the same extent, being a large part of the social universe that was inserted.

The investment in education carried out by organizations, through the interviewees' statements, points to a process of acceleration and understanding that having an apparent limitation is not enough for performance to be lower: P06 – "Having a disability is an issue that people forget [...] they got used seeing me as a not so important employee." P10 – "It is shameful how the ignorance on the topic PWD complicates things [...] people talk slower and lower with me, as if my problem was hearing."

Another element that is shown to be empowering the person with disabilities with regard to the instructional process, is to be part of the same program for people who do not have apparent limitation. They reinforce this thought Rodrigues and Passerino (2018, p. 10) by elucidating that "allowing the special class to fulfill its role is important, however demonstrating that the traditional class can perform reception is comforting" for the PWD.

This possibility of not being treated with distinction in development processes were captured through the statement: P02 – "I participate in normal development programs which is good" P05 – "I do not believe in special programs for PWD training [...] there is plenty of room for victimism." P07 – "Every time an opportunity arises to do a training I candidate [...] I know that for me to grow I need to invest." P11 – "I'm in the normal program [...] because you are being seen as an individual rather than being seen as the different one."

The following excerpt demonstrates the loss of focus on the understanding of people with disabilities, at the time of the construction of programs for leaders and co-workers, which ends up harming the relationship and, in the end, the development of the potential of PWDs, as Pastore (2000) also argues. This behavior can be observed in the statements: P03 – "I understand that there should be more investment in leaders to address the theme [...] there are still a lot of people with no knowledge on the subject." P04 – "The leadership of the company is very good [...] well trained and smart [...] it is different out there (**in the job market**)". P07 – "Investing in leadership is key so I can be a better employee [...] when that happens, they will see opportunities for me in here [...] when they do not do (**training**) everything for me will be more difficult."

The transcribed stretches point to a reality present in organizations where the person with disabilities needs to be resilient to a series of biases, some of them unconscious, present in the areas of Human Resources, which traditionally proposes this type of development measure, or, in leaders who in many cases are not prepared at all to deal with the binomial, disability and work environment. The inclusion of PWD is still a challenge present in the statements of the participants, as mentioned by Freitas and Marques (2009).

The understanding, by the leaders and other members of the company, must be convergent in order to include the disabled person and understand that this is not a favor. It should be remembered that in addition to a legal obligation, through a predefined quota, it is an act of development of society through economic growth and the leverage of human potential (OLIVEIRA, 1999; PASTORE, 2000; RIBAS, 2003; MELO, 2004; FREITAS and MARQUES, 2009).

It must also be understood that while there is a set of people with a plurality of developed competencies, strengthened by the support of the experience in the workplace, the PWD community is strengthened and capable of contributing to the challenges of organizations in progressing towards the future of their business and also enabling the labor market to realize the precept of SDG 08. Materializing a developed environment in which all sides gain within society - companies, PWDs and the community - is, in the end, to achieve the purpose of the 2030 Agenda, prioritizing human development in a sustainable way.

Category 3 - Inclusion

The inclusive movement within the socialization process of the PWD through the labor market, demands to understand that people with disabilities are not excluded by a voluntary act of their own, but by external elements unrelated to their will, which make it impossible to fully free and fully demonstrate their potentialities (SEN, 2010; BONFIM, 2019; ARAÚJO and SCHMIDT, 2020).

The elements intrinsic to this inclusive attempt within the companies surveyed, as Araújo and Schmidt (2020) defend, are evident through the statements of the professionals interviewed, where

it is perceived a greater exigency for managers for an inclusive behavior greater than for the teams: P02 – "I do not feel prejudice in any way". P03 – "The next step in my opinion is with the coworkers [...] managers are ready to deal with us." P07 – "There are people who can't handle us well [...] sometimes I feel like i have a slightly different look." P10 – "There's no way to be different [...] not everyone has a disabled person in the family [...] I don't blame those who don't handle it well."

As Bahia (2006, p. 78) teaches, the fact that the need for goals, quotas or other elements within the structures conceived, in many measures, contribute to "mask the present situation" and in some cases can "harm the evolutionary cycle", even if the intention is to accelerate "integratory, inclusive and accommodation processes of agents within society". In this sense, bringing an exaggerated charge for the leaders to act in an inclusive way with the PWD, do not point to an inclusive behavior, in line with what Bahia (2006) defends, generated by its influence on the team that leaders, this is illustrated by the transcribed stretches of the interviews and the importance for inclusion that development occurs in a practical way.

By avoiding contacting the experiences and limitations of the teams, there is a risk through Ribas' interpretation (2003, p. 11) of building a "fictional atmosphere of social inclusion" leaving "multiple forms of exclusion of the agent", being one of them, the silence in the presence of the person with disability (RIBAS, 2003).

This fictional atmosphere could be captured in the following fragments transcribed from the speech of two collaborators with disabilities: P06 – "People think that because I can't hear I can't understand the environment around as a whole." P07 - "Comments behind the back exist".

According to Neri (2003, p. 13) and Azevedo Neto (2015, p. 44) avoiding bringing up the differences of individuals within organizations hinder the necessary understanding about diversity, as well as the opportunity that this theme brings into the companies.

At the moment when the work environment actually becomes more inclusive, it will be possible to perceive the goal 8.5 present in the organization's day to day and people with disabilities can "achieve full and productive employment and decent work", this evolution can even be perceived, well before the year 2030, as foreseen in the text of this goal. It is the promotion of access to opportunities that lead to development, understood as freedom in Sen's vision (2010).

Category 4 - Accessibility

The word accessibility received the social banner to be pursued hard by the governments, entrepreneurs, merchants, among other agents who submit to the plurality of society, where physical and structural adaptations are made in the greatest possible number of spaces of coexistence, waiting to meet the needs and inclusive expectations of a person with disabilities. This position is defended by Coutinho et al., (2017).

However, through the interviewees' statements, it is perceived that accessibility resides in a set of acts that exceed the physical limits of buildings and built accommodations, as advocated by Costa (2016). This behavior can be observed in the statements: P02 – "Accessibility is optimal in the company [...] still, I had to wait up to 20 minutes for the cleaning staff to sanitize the bathroom adapted to my chair [...] the anguish was great." P03 – "The company is very adapted, I don't see opportunities [...] opportunities lie in issues of attitudes." P04 – "Accessibility in a company in many cases is seen as comfort for us [...] in some cases it can be security." P05 – "Accessibility is also being empathetic and understanding that I cannot walk at the same speed as others [...] waiting for me on a walk is accessibility."

The promotion of accessibility for people with disabilities accelerates social inclusion, by providing access to the workplace with conditions worthy of performing their functions, however this requires certain structural adaptations from companies and this limits in some cases the types of disability that the company hires, avoiding making such adjustments in its structure (MELO, 2004; COSTA, 2016; COUTINHO et al., 2017)

Accessibility, in an expanded understanding through the interviewees' statements, is demonstrated as access to basic rights, granted to all people who work within a company. Accessibility in buildings and public establishments is commonly confused as a benefit when accessing a priority parking space or service in a public environment. In fact, what seems to be behind such a concession is the establishment of minimum standards of equalisation with a person who does not have a diagnosed limitation, that is, a possibility of ensuring access to something elementary for their living in society and which for many years have not been within their reach,

leaving the margin often of basic social conditions in the negotiations originated by the debate about the decent work of the PWD, captured by the ODS 08.

Category 5 - Equity

Confused with some frequency, with the word equality, the concept of equity is very different and demanding deep dominance on the part of companies, so that SDG0 08 is materialized within the work universe. To treat equity as a protective framework is Uribe's perception (2018, p. 66) by strongly stating "that there will only be social inclusion in the whole, if equity is guaranteed to individuals with disabilities as a protagonist" of coping with so many "differences and limitations imposed by the external environment on their body".

The interviewees make clear the manifestation of equity in the day-to-day life of the companies surveyed by summarizing: P02 – "Treatment is equal at the limit of inequalities and this is 'equity in the vein' in my view." P03 - "[...] everyone is treated equally here [...] what I realize is that more and more the company naturalizes its limitation." P05 – "From day one I was treated like any other." P09 – "I already participated in a selection process where I thought I would not pass, but I really wanted the position [...] it was very important to receive feedback on why I wasn't selected." P11 – "Here there is no pay gap for PWDs and non-PWDs, but there is a search for PWDs for more basic positions and not compatible with PWD capabilities."

However, a very harsh reality still lies in organizations in relation to equity as Freitas (2017) argues, regarding this possibility of enhanced growth from the following statements: P04 – "Growing in a career in companies that do not have clear policies for this is complicated [...] the first company I was promoted was here [...] in the others I was never ready." P05 – "I don't understand why sometimes my profile is not accepted in selective processes [...] was being deaf and being able to complete a technical course where there was no interpreter wasn't a sufficient overachiever? I've been promoted here, but I'm not where I'd like to be yet." P09 – "I waited for a long time to earn more [...] not only for the 'money', but for me to be able to fulfill some dreams like travel abroad [...] I'm not sure if this day will come."

For Freitas (2017, p. 91), allowing a PWD professional to evolve in his career can be considered "the full manifestation of inclusion" and more that is believed "in the potentialities at the service of the company" and concludes "the whole PWD dreams of growing in the career, because, in addition to the obvious ascension, it feels, finally, as an inclusive environment" open to the reception of its professional needs and not only as a person.

The promotion factor as an evolutionary element, celebrates the removal of the "invisible walls" that relegate the PWD to have a simple and less complex function, triggered by the imposition of closing a quota. It reinforces this understanding Goldfarb (2007, p. 90) by determining that "those companies that can make internal movements providing growth can be seen as a reference by society", going beyond the perception of shareholders.

From the responses received, one can perceive the important evolutionary space regarding career growth, the motivators are not clear, including the interviewees' perception, however, there are intrinsic factors to the hiring of PWDs that support their role of serving a pre-established quota, although it is recognized that much progress has been made, especially in the field of equal treatment, the evolution in a productive career, is shown an expectation not yet met.

The perception of effort to conquer something frustrates and inferiorizes the disabled person, making it difficult in some cases to deliver or desire to do so. The lack of perspective, in some cases, brings a perverse condition to the PWD that some things in the world are not meant for them and by perceiving the world in this way, they end up giving up certain ambitions that greatly elevate the drive of life, a fundamental engine for the conquest of other spaces and spheres of life in society (BIANCHENTTI, LUCIDIO and FREIRE, 2000; SÉGUIN, 2002; SASSAKI, 2003; BAHIA, 2011).

From everything that was captured in this category, about the denomination "equity", it can be understood preliminarily that even in companies where a lot of time, money, expectations in leadership or training and development are invested, opportunities for the ascension of professionals are rare. career of the person with a disability within the hierarchy, which, at the end of the day, undermines the intentional spirit of economic growth pursued by SDG 08 of the 2030 Agenda.

Category 6 - Barriers to inclusion

Brazil has a range of laws aimed at the normative protection of PWD. According to Goldfarb (2007, p. 47), some of these legal measures carry out "force contrary to the social inclusion" of people with disabilities through the labor market, due to their "welfarist and dissimulating footprint to the search for an occupation".

Through the speeches of the interviewees, the statements presented in the previous paragraphs are vividly perceived when they report: P04 – "I know people who seek to hide behind a disability to take money from the government and sensitize the family so as not to need to work." P11 – "I've heard from some consultants who work with inclusion for PWD in companies, that the PWD does not work hard [...] that they want to earn a lot and do little, which is a vision that some groups can bring, but it is not the whole history [...] it is the same thing for people who have nothing (disability)!".

Although the interviewees' recurring statements do not recognize that the intention of the PWD to seek a lifetime benefit exists, it should not be generalized to the whole group, as evidenced by the following statements: P02 – "there are bad people in all conditions, with or without disabilities, but I only know PWDs that do not want the benefit.". P03 – "Those who take 'spoil' for those who do not do the same [...] the world already judges us too much to have this 'thing' playing against." P07 – "I would never submit to this [...] making money from the government is too shameful [...]".

The intention of the legislator, in creating a normative instrument, should not fall as something that goes beyond the limits of social well-being and balance between agents within society, however there are side effects that sometimes require urgent adaptations and revisions so that such effects are no more harmful than the absence of legislation (BOBBIO, 1992; PASTORE, 2000; ROSS, 2000; OLIVEIRA and RESENDE, 2017).

However, there are situations in which society, when interpreting the devices created with the purpose of meeting the demands of a certain group, such as affirmative actions, as being something that puts the person at an excessive advantage of conditions, giving him too many prerogatives over the other agents of society, which unfortunately, can cause distorted perceptions about issues, such as people with disabilities who carry with them a load of prejudice and hostility that significantly reduces their conditions for economic ascension. (GOMES, 2001; SILVA, 2005; BARROSO, 2015; BARBOSA et al., 2015).

Conclusions

The debate on the inclusion of people with disabilities in organizations naturalizes the understanding that all individuals are unique within society.

The different manifestations and realities pointed out by the interviewees in their narratives demonstrate alternatives created to bring opportunities for economic growth and career sustainability within organizations.

The results make it possible to highlight that despite the efforts, companies do not seem to be prepared to carry out an inclusive selective process that privileges the capabilities of PWD, moving away from the imperatives proposed by SDG 08 as a whole.

The difficulties faced by PWDs, although in many cases they manage to guarantee decent work, they have many physical and intangible barriers for them to achieve full and productive employment, as foreseen in goal 8.5 of SDG 8, and thus guarantee better subsistence conditions, for the person and for the other members of his/her family group, and this is clear through the analysis of the interviews carried out within the companies surveyed, despite this statement being something concrete, it is clear that the quota law continues to be a driver for the PWD's visibility and access to the Brazilian labor market, even after almost thirty years of its enactment.

Understanding the extent of the positive impact caused by the true inclusive movement within organizations, composes the broad understanding that the limitations of professionals with disabilities can be mitigated within the business ecosystem, largely raising their productive potential. The agent who feels part of the organization, belonging to a set of rites, symbols, vocabularies and routines of a company, manages to deliver his best every day, in the same sense, it is understood that the PCD, having met all their inclusive needs, will be able to perform at a high level in routine deliveries demanded by their employment contract, in addition to the gain in engagement and in the appreciation of the employer brand, being recognized in the labor market as an inclusive and distinguished agent in the treatment of diversity and, at the end of the day, of the person with a disability.

In addition, the virtuous cycle initiated within inclusive organizations expands, through the possibilities offered by decent work, beyond organizational limits, advancing its contributory spectrum to the territorial environment in which the individual is inserted, collaborating with the improvement of economic indicators and social initiatives promoting broad and promising regional development in its surroundings.

In this way, it is understood that organizations, professionals and society in an expanded way benefit from a virtuous cycle built around the inclusive journey in Brazilian society.

References

AGOSTO, G.; FONTELA, M.; BRANDY, L.; MARTÍN, L. La Agenda 2030 como herramienta de desarrollo para los jóvenes en Argentina. *Cienc. Saúde coletiva* v. 23, n. 9. Rio de Janeiro, 2018.

ALVARENGA, R. Z. **Trabalho decente: direito humano e fundamental**. São Paulo: LTr, 2016.

ARAÚJO, J. P.; SCHMIDT, A. A inclusão de pessoas com necessidades especiais no trabalho: a visão de empresas e de instituições educacionais especiais na cidade de Curitiba. *Rev. bras. educ. espec.*, v. 12, n. 2, p. 241-254, 2006.

ARAÚJO, N. F. Los nuevos movimientos sociales y las ciudadanías emergentes: reflexiones desde el concepto de democracia radical y el movimiento LGBTI en Colombia. *Estud. Socio-juríd.*, Bogotá, v.19, n.1, p. 43-62, enero-junio, 2017.

ARAUJO, R. L. C. **Os sentidos do trabalho: ensaio sobre a afirmação e a negação do trabalho**. São Paulo: Boitempo, 2009.

AZEVEDO NETO, P. T. **O trabalho decente como um direito humano**. São Paulo: LTr, 2015.

BAHIA, M. S. **Responsabilidade social e diversidade nas organizações: contratando pessoas com deficiência**. Rio de Janeiro: Qualitymark, 2006.

BAHIA. Governo da Bahia. **Agenda Bahia do trabalho decente**. Secretaria do Trabalho, Emprego, Renda e Esporte. Salvador: 2011. Available in: <http://www2.setre.ba.gov.br/trabalhodecente/agenda_bahia_do_trabalho_decente.pdf>. Accessed in: 31 mai. 2020.

BARBOSA, N.; MARCONI, N. PINHEIRO, M.C.; CARVALHO, L. **Indústria e desenvolvimento produtivo no Brasil**. Rio de Janeiro: Elsevier: FGV, 2015.

BARDIN, L. **Análise de conteúdo**. São Paulo: Edições 70, 2016.

BARROSO, L. R. **Curso de direito constitucional contemporâneo: os conceitos fundamentais e a constituição do novo modelo**. São Paulo: Saraiva, 2015.

Bianchetti L.; Lucídio, M.; FREIRE I. M. **Um olhar sobre a diferença: Interação, trabalho e cidadania**. Campinas: Papirus, 2000.

BLETSAS, A.; CHARLESWORTH, S. Gender equality and decent work in Australia. *Australian Journal of Political Science*. v. 48, n. 1, p.44-56, 2013.

BOBBIO, N. **A era dos direitos**. Rio de Janeiro: Campus, 1992.

BOFF, L. **Sustentabilidade: o que é, o que não é**. Petrópolis: Vozes, 2016.

BONFIM, S. M. **Legislação sobre pessoa com deficiência**. Brasília: Câmara dos Deputados, Edições Câmara, 2019.

BRASIL. **Lei 8.213 de 24 de Julho de 1991**. Dispõe sobre os Planos de Benefícios da Previdência Social e dá outras providências. Brasília, DF: Presidência da República. Available in: http://www.planalto.gov.br/ccivil_03/leis/l8213cons.htm. Accessed in: 01 set. 2019.

BRASIL. **Lei 3.298 de 20 de dezembro de 1999**. Regulamenta a Lei no 7.853, de 24 de outubro de 1989, dispõe sobre a Política Nacional para a Integração da Pessoa Portadora de Deficiência, consolida as normas de proteção, e dá outras providências. Brasília, DF: Presidência da República. Available in: http://www.planalto.gov.br/ccivil_03/decreto/d3298.htm. Accessed in: 21 out. 2019.

BUBLITZ, M. D. **Pessoa com deficiência e teletrabalho: um olhar sob o viés da inclusão social: reflexões à luz do valor social do trabalho e da fraternidade**. Porto Alegre: Livraria do Advogado Editora, 2015.

BUYUKGOZE-KAVAS, A.; AUTIN, K. L. Decent work in Turkey: context, conceptualization, and assessment. *Journal of Vocational Behavior*, v. 112, Elsevier, 2019. CARVALHO, J. O. De. **Desenvolvimento regional: um problema político**. Campina Grande: EDUEPB, 2014, 333 p. Diversidades regionais collection. Available in: <https://static.scielo.org/scielobooks/wgg9f/pdf/carvalho-9788578792770.pdf>. Accessed in: 13 jun. 2022.

COSTA, N. R.; MARCELINO, M.A.; DUARTE, C.M.R.; UHR, D. **Proteção social da pessoa com deficiência no Brasil**. ABRASCO – Associação Brasileira de Saúde Coletiva. São Paulo: Ciência Saúde Coletiva, 2016.

COUTINHO, K. S.; ROGRIGUES, G. F.; PASSERINO, L. M. O trabalho de colaboradores com deficiência nas empresas: com a voz os gestores de Recursos Humanos. Marília: *Rev. Bras. Ed. Esp.*, v. 23, n. 3, p. 261-278, 2017.

COUTINHO, B.G.; FRANÇA, I.S.X.; COURA, A.S.; MEDEIROS, K.K.A.S.; ARAGÃO, J.S. Qualidade de vida no trabalho de pessoas com deficiência física. *Trab. Educ. Saúde*. v.15, n. 2, p. 561-573. Rio de Janeiro, maio/ago, 2017.

DELGADO, G. N. **Direito fundamental ao trabalho digno**. São Paulo: LTr, 2015.

FERREIRA, J.A.; HAASE, R.F.; SANTOS, E.R.; RABAÇA, J.A.; FIGUEIREDO, L.; HERMANI, H.G., ALMEIDA, L.M. Decent work in Portugal: context, conceptualization, and assessment. *Journal of Vocational Behavior*, v. 112, 2019. Elsevier, 2019.

FONSECA, R. T. M. **O trabalho da pessoa com deficiência e a lapidação dos direitos humanos: o direito do trabalho, uma ação afirmativa**. São Paulo: LTr, 2006.

FREITAS, M. L. C.; PEREIRA, J.R.; HONORIO, L.C.; SILVA, W.A.C. A inserção de pessoas com deficiência no mercado de trabalho: uma reflexão à luz da responsabilidade social empresarial. *E&G, Economia e Gestão*, Belo Horizonte, v.17, n.48, set/dez, 2017.

FREITAS, M. N. C.; MARQUES, A. L. **Trabalho e pessoas com deficiência: pesquisas, práticas e instrumentos de diagnóstico**. São Paulo: Juruá, 2009.

FURTADO, C. **Perspectivas da economia brasileira**. Rio de Janeiro: Centro Internacional Celso Furtado de Políticas para o Desenvolvimento, 2012.

GARCIA, G. F. B. **Curso de direito do trabalho**. Rio de Janeiro: Forense, 2015.

GOLDFARB, C. L. **Pessoas portadoras de deficiência e a relação de emprego: o sistema de cotas no Brasil**. Curitiba: Juruá, 2007.

GOMES, J. B. B. **Ação afirmativa & princípio constitucional da igualdade: o direito como instrumento de transformação social. A experiência dos EUA**. São Paulo: Renovar, 2001.

- ELKINGTON, J. *Sustentabilidade, canibais de garfo e faca*. São Paulo: M.Books, 2012.
- KOLOT, A.; HERASYMENKO, O. The deficit of decent work as a global problem of social and labor segment. *IEP*, n.º 25, 2016. Available in: <http://oaji.net/articles/2017/875-1485175871.pdf>. Accessed in: 01 mar. 2020.
- Serv. Soc. Soc., São Paulo, n. 135, p. 249-270, maio/ago. 2019
- MACÊDO, A. C.; ARAÚJO, T. B. **Trabalhador com deficiência e previdência social**. Serv. Soc. Soc. n. 135, maio/agosto, p. 249-270, 2019.
- MACHADO, J. G. R.; PAMPLONA, J. B. A ONU e o desenvolvimento econômico: uma interpretação das bases teóricas da atuação do PNUD. *Economia e sociedade*, 2008, v. 17, n.1, p. 53-84.
- MADRUGA, S. **Pessoas com deficiência e direitos humanos: ótica da diferença e ações afirmativas**. São Paulo: Saraiva, 2016.
- MARTINS, S. P. **Direito do Trabalho**. São Paulo: Atlas, 2007.
- MASDONATI, J.; SCHREIBER, M.; MARCIONETTI, J. ROSSIER, J. Decent work in Switzerland: context, conceptualization, and assessment. *Journal of Vocational Behavior*, v. 110, 2018.
- MELO, S. N. **O direito ao trabalho da pessoa portadora de deficiência: o princípio constitucional da igualdade – ação afirmativa**. São Paulo: LTr, 2004.
- NERI, M. **Retratos da deficiência no Brasil (PPD)**. Rio de Janeiro: FGV/IBRE, 2003.
- OIT. **ONU e OIT: Desafios do futuro do trabalho são prioritários para agenda de cooperação na América Latina e no Caribe**. Lima, 2019. Available in: https://www.ilo.org/brasilia/noticias/WCMS_719334/lang--pt/index.htm. Accessed in: 08 dez. 2019.
- OIT. **Work for a brighter future**. Global commission on the future of work. Geneva: ILO, 2019. Available in: <https://www.ilo.org/infostories/en-GB/Campaigns/future-work/global-commission#institutions>. Accessed in: 09 mar. 2020.
- OIT. **World employment and social outlook trends 2020**. International Labor Office, Geneva: ILO, 2020. Available in: https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_734455.pdf. Accessed in: 01 mar. 2020.
- Oliveira, C.C. **O trabalhador portador de deficiência física e sua inclusão no mercado de trabalho**. Dissertação de Mestrado. Pontifícia Universidade Católica do Rio Grande do Sul, Porto Alegre, 1999.
- OLIVEIRA, A. L. M.; RESENDE, M. C. Oficinas vivenciais: reflexões sobre direitos humanos de pessoas com deficiências. São Paulo: *Psicologia Escolar e Educacional*, v. 21, n. 2, maio/agosto, 2017.
- OLIVEIRA, N. S. M. N. De; LIMA, J. F. De; RAIHER, A. P. Convergência do desenvolvimento humano municipal no nordeste do Brasil. *Revista Brasileira de Gestão e Desenvolvimento Regional*, v. 13, n. 3, p. 164-184, 2017.
- OMS. **Relatório mundial sobre a deficiência**. São Paulo, 2011. Available in: https://apps.who.int/iris/bitstream/handle/10665/44575/9788564047020_por.pdf;jsessionid=04618434FE154FE3F4F0BA9F9DE53BD7?sequence=4. Accessed in: 15 out. 2019.
- ONU. **Realization of the sustainable development goals by, for and with person with disabilities**. United Nations. Department of Economic and social affairs, 2018.
- ONU. **Nações Unidas Brasil**. Sítio digital, 2019. Available in: <https://nacoesunidas.org/conheca/>. Accessed in: 08 mar. 2020.

PADRÓS, N. **La teoría de la inclusión entre el desarrollo científico y la casualidad cotidiana**. XV Coloquio de Historia de la Educación, Pamplona-Iruñea, 29, 30 de Junio y 01 de Julio de 2009. Ed. Universidad Pública de Navarra, 2009. Available in: <https://dialnet.unirioja.es/descarga/articulo/2962540.pdf>. Accessed in: 30 maio 2019.

PASTORE, J. **Oportunidades de trabalho para as pessoas com deficiência**. São Paulo: LTr, 2000.

RIBAS, J. B. C. **O que são deficientes**. São Paulo: Brasiliense. 2003.

ROSS, P. R. **Educação e trabalho: a conquista da diversidade ante as políticas neoliberais**. Campinas: Papiros, 2000.

SASSAKI, R. K. **Vida independente: História, movimento, liderança, conceito, filosofia e fundamentos; reabilitação, emprego e terminologia**. São Paulo: RNR, 2003.

SÉGUIN, E. **Minorias e grupos vulneráveis: uma abordagem jurídica**. Rio de Janeiro, 2002.

SEN, A. **Desenvolvimento como liberdade**. São Paulo: Companhia das Letras, 2010.

SILVA, J. A. **Curso de Direito Constitucional**. São Paulo: Malheiros, 2005.

URIBE, J. F. Q.; MONTOYA, M. L. O. Discapacidad, diversidad e inclusión: concepciones de fonoaudiólogos que trabajan en educación inclusiva. Colombia: **Rev. Fac. Nac. Salud Pública**, v. 36, n.3, p. 52-59, 2018.

VEIGA, J. E. **Para entender o desenvolvimento sustentável**. São Paulo: Editora 34, 2015.

VEIGA, J. E. **O antropoceno e a ciência do sistema Terra**. São Paulo: Editora 34, 2019.

VIDEA, R. A. P. Comprendiendo la discapacidad intelectual: datos, criterios y reflexiones. **RIP: Reflexiones en psicología**, v. 15, p. 101-122, 2016.



Esta obra está licenciada com uma Licença Creative Commons Atribuição 4.0 Internacional.