

GRADUATION PROJECT

# RECRUITMENT PROCESS OF PEOPLE WITH DISABILITIES



Adecco



UNIVERSITY  
OF APPLIED  
SCIENCES  
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## Table of Contents

Executive Summary .....	3
Introduction.....	3
Background information .....	4
Current Knowledge .....	5
Research procedures .....	7
Target group (sample) .....	7
Research methods .....	7
Results .....	11
Conclusion.....	14
Referencing .....	16
Appendix.....	18
Appendix A .....	18
Appendix B- The raw data of the interview .....	18
Appendix B-1 –App Usefulness .....	18
Appendix B-2 –Giving up .....	20
Appendix B-3 – Adaptive Navigation.....	21
Appendix B-4 – Inaccessible .....	22
Appendix B-5 – Sharing the disability .....	25
Appendix B-6 – Ethical challenges .....	25
Appendix B-7 – E-recruitment .....	27
Appendix B-8 – Old way of finding a job.....	27
Appendix B-9 – Content on the app .....	28
Appendix B-10 – Description .....	29
Appendix B-11 – Interesting .....	31
Appendix C-Interviews.....	33
Interview Stefan (blind).....	33
Interview Loredana (blind) .....	34
Interview Miruna (Mobility impairment) .....	35
Interview Alex (blind) .....	37
Vasi Interview (Mobility impairment).....	39
Nicusor interview (mobility impairment) .....	41
Florentina interview (mobility impairment).....	43

Interview Peter (mobility impairment).....	44
Interview Stefanel (Cognitive impairment).....	45
Interview Cristian .....	46
Interview Mihaela .....	47
Interview Andrei .....	49
Interview Miky (Cognitive Impairment).....	50
Appendix D- First feedback session.....	51
Appendix E-Second feedback session .....	51
Appendix F –Result of the first iteration.....	51
Appendix G –Result recorded by people without certified disabilities .....	52
Appendix H –Result of the second iteration.....	53
Appendix I- The evolution from the first version to the second version of the prototype .....	54

## Executive Summary

This paper will present a digital solution for an efficient recruitment process for people with disabilities. The proposed solution is an e-recruitment app that will be designed based on the Universal design principles. The project addresses to people with disabilities that fall under the next categories: Visual impairment, Hearing impairment, Mobility Impairment, and Cognitive impairment.

The result will be a high fidelity [prototype](#) that will go through 2 rounds of iteration. The first version of the prototype will be built based on secondary research. The second version will be done based on interviews and feedback from the first iteration session. This research presented solutions to make from an e-recruitment app an efficient communication system between the recruiter and the people with disabilities.

## Introduction

Adecco Romania is the biggest HR Company in Romania. At an international level, Adecco is assuring Paralympic athletes a retirement plan due to their sportive participation, being one of the biggest partners of Paralympic Games.

Adecco Romania wants to play a more significant part for people with disabilities and impact society. Furthermore, they want to address more than athletes of the Paralympics, and to address the abilities of the people with disabilities to integrate anyone into society.

The problem of Adecco is, the interest expressed by the recruiter to an association's representative is not forwarded efficiently, or at all, to the person with disabilities. Therefore, Adecco is looking for a direct bridge that will encourage people with disabilities to apply for the jobs that are dedicated to them.

A first solution presented to Adecco was an e-recruitment app for people with disabilities. This app is intended to be the bridge between people with disabilities and the recruiter, as the app will be designed based on the rules of Universal Design.

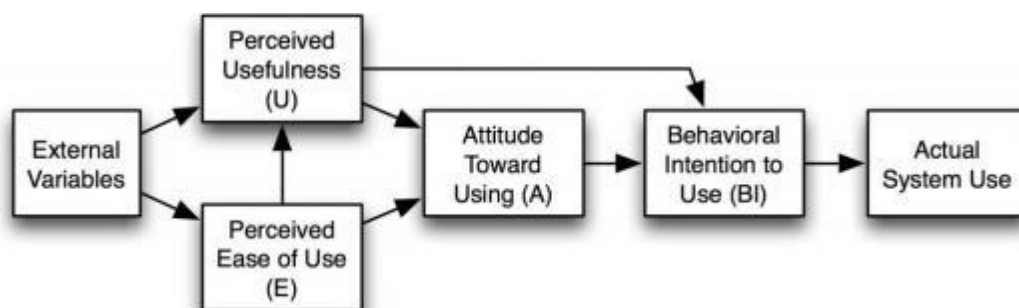
## Background information

E-recruitments apps are the most used and efficient technique for recruiting people. E-recruitment is the process of employment of the potential candidate for the available position through digital Media (Rosoiu & Popescu, 2016). The financial saving gives the popularity of this method, that can go up to 90% of the traditional recruitment. Time-wise, the process is reduced by 25 % compared to the conventional way (Sylva & Mol, 2009).

Even if Adecco already has an e-recruitment system, it still suffers from not getting people with disabilities recruited. Most of the Adecco's employees with disabilities are recruited from the Paralympic team, through a partnership with the Paralympic Committee at an international level ("Adecco pushes for diversity", 2017).

On the market, some sites dedicated to employing people with disabilities (e.g. <https://potlucra.eu/jobs>) but they shortly went offline. I assume that the website did not qualify as web-accessible, as defined by WAI that states that the web platform needs to be presented in a way that allows people with disabilities to navigate, understand and interact with the information (Henry, 2019).

According to the Technology Acceptance Model, the perceived Ease of Use can affect the Attitude towards Using, resulting in the inactivity of the platform (Fedorko, Bacik,& Gavurova,2018).



(Fig.1)

Therefore in this paper, I will address the usability of the platform to increase the Perceived Ease of Use, which will create an accessible bridge between the recruiter and the person with disabilities.

## Current Knowledge

Usability defines as the extent of which a product, environment, or service can be used by a -specified user to achieve a specific goal with effectiveness, efficiency, and satisfaction in a particular context (Petrie & Bevan, 2009). To increase the efficiency and the effectiveness of the platform, I will need to implement Universal Design. It will require a blend of different assistive technologies that can help as many people as possible at the same time (Case, 2003).

One of the ways of using and implementing assistive technologies on a web platform is the adaptive presentation, which is the capability of the system to adapt the information to facilitate the understanding of a particular user. The system needs to take into consideration the existing knowledge, goals, capabilities, and preferences of that user. An easy way of using adaptive presentation is by using the alternation of fragments, which deals with storing different variants of the same concepts that will be presented to different users (Raufi, Ferati, Zenuni, Ajdari, & Ismaili, 2015).

An example of assistive technology that is included under the alternation of fragments is the use of ALT-text on images. ALT-text is a web component that helps the conversion of digital visual materials to text (Mcewan & Weerts, 2007). Therefore the system will preserve the same information in two different ways. Once as an image for the users who can perceive visual information and text for people who cannot understand visual details such as visually impaired users (Mcewan & Weerts, 2007).

For increasing the efficiency of a web, the platform is it necessary that the system has adaptive navigation support. It guides the user towards exciting and relevant pieces of information and keeping him away from the uninteresting or irrelevant ones without impeding the navigation freedom. In essence, this is a link structure that adapts to the preference of the user (Raufi, Ferati, Zenuni, Ajdari, & Ismaili, 2015).

To measure the efficiency of a web platform it is necessary to take into account the accuracy and completeness that will take to complete a goal. The formula to calculate efficiency is called Time Based Efficiency formula:

$$\text{Time Based Efficiency} = \frac{\sum_{j=1}^R \sum_{i=1}^N \frac{n_{ij}}{t_{ij}}}{NR}$$

(Mifsud, 2015)

(Fig.2)

Another essential component that will determine the usability of the app is the level of effectiveness of the web platform. Effectiveness is determined by the accuracy and level of completeness which users are achieving the set goal (Petrie & Bevan, 2009).

Effectiveness can be calculated by measuring the completeness rate:

$$\text{Effectiveness} = \frac{\text{Number of tasks completed successfully}}{\text{Total number of tasks undertaken}} \times 100\%$$

(Fig.2)

Effectiveness can be represented as a percentage (Mifsud, 2015).

The present paper will answer the following research question:

*How to design an app that will serve as a direct communication channel between Adecco and disabled people, rising the efficiency and effectiveness level of people with disabilities to the level of efficiency and effectiveness scored by a non-disabled person?*

To gather data and be able to answer the research question, the following sub-questions have been asked:

*How to increase the level of efficiency and effectiveness of a person with disabilities on an employment system build for them?*

*Is Universal Design improving the perceived ease of use for people with disabilities?*

*What is the level of efficiency in an e-recruitment system of a person without certified disabilities?*

*Can the effectiveness level of people with disabilities match the level of effectiveness of people without certified disabilities?*

## Research procedures

### Target group (sample)

As the target group of this project are people with disabilities, I decided to narrow it down to any disability that falls under the next categories of disabilities: Visual impairment, Hearing impairment, Mobility Impairment, and Cognitive impairment. I have decided upon those categories as they represent 55% of the population with disabilities of Romania (National Authority for the Rights of Persons with Disabilities, Children and Adopts, 2020).

Therefore, the participants at the research are representing the categories listed above. At this research were taking part 4 participants with Visual Impairment, 4 participants with Mobility impairment, 3 participants with Hearing impairment, and 2 participants with cognitive disabilities.

### Research methods

To gather data that will help me answer the research questions, I had to develop a plan for collecting data. It has been done by first deciding what methods I would use to answer the questions.

Qualitative research has the purpose of understanding some of the human experience. The interview is one of the most well-known techniques of qualitative research (Donalek, 2005). Therefore, the first technique that I include in my plan was the interview. I wanted to address people with disabilities, and digital interaction seems the



most convenient way to take into account the situation of the global pandemic at the time of conducting the research. One of the means of conducting interviews in a pandemic environment is by having phone conversations. It offers a more significant geographical reach, flexibility for scheduling, making the phone interviews logistically convenient (Drabble, Trocki, Salcedo, Walker, & Korcha, 2015). Taking into account the sensible matters and the personal nature of the subjects that might be brought into the discussion, phone interviews offer the feeling of privacy as well as allows the interviewee to focus on the process without other distractions (Drabble, Trocki, Salcedo, Walker, & Korcha, 2015). Therefore, this technique of interviewing has been used to interview people with visual impairment, mobility impairment, and cognitive impairment.

As a part of people with disabilities are non-verbal, and meeting in person with those was not possible, I have added to my plan the Qualitative questionnaire. Even if, questionnaires traditionally are used as a research tool for quantitative research, a survey is considered a qualitative research tool as long as the user has to involve memories, opinions, and experiences (Eckerdal & Hagström, 2017).

The qualitative questionnaire has been used on users with hearing impairment.

The questions in the qualitative questionnaire were the same as the one in the interview as the survey was a medium for people with hearing impairment.

The addressed questions in this stage of the research were about the experience of the potential user with technology and recruitment systems in general. Based on the sequence and questions, the interview is semi-structured. They are usually used in qualitative research as it allows the interviewee to take control from time to time (Kajornboon, 2005). There was a list of questions to be covered, but the discussion was never limited to it ([Appendix A](#)).

To recruit the participants for this research, I have been scanning my contacts and acquaintances to identify people that could take part in the interview. Therefore, I identify either people that are part of my target group or that can put me in touch with people that are part of the target group. Another recruitment strategy was by asking the already recruit people to put me in contact with people that they know will be perfect for

this research. This way, I have been recruiting people that are visually impaired and the ones with cognitive impairment. I have been looking for social media groups that are dedicated to people with hearing impairment from Romania. I have been posting a message on the Facebook group "[Hipoacuzici din Romania](#)", in which I have been asking them to complete my qualitative questionnaire for the research.

At the same time, I have been creating a prototype based on the desk research that I have done by applying adaptive presentation techniques and adaptive navigation. The prototype was built in Joomla on a web domain so the system will be testable from any platform without interfering with the GDPR. It was also the reason that I did not ask the users to create an account for the app. As Redwood is saying in his article, "The challenges of testing prototypes with users" (2017), Users frequently tend to be afraid or worried to share their data during the testing of the prototype. It was also the reason that I did not ask the users to create an account for the app.

The system was thought, by applying Adaptive navigation support, to react when the user is communicating, by pressing one of the buttons, under what category does their disability falls. Therefore, the system will show only the jobs that are dedicated to their disability. For increasing the efficiency I have used the stretch text technique, which is a version of adaptive navigation that shows new content within a text to allow the user if the information is voluble or not (Raufi, Ferati, Zenuni, Ajdari, & Ismaili, 2015). It was used for chunking the information on the description of the job and benefits as the information about the respective job might not be interesting for the user.

By the use of adaptive presentation, the user will be able to see a personalised version based on the choice they had made on the first page. Each of the fragments of information, in this case, the description and visual aspects of the app will be adaptive fragments that will allow any of the users to have complete access to the system and information. To add adaptive fragmentation to the site, I have been using ALT-text for the visual aspects of the app, such as buttons and images for the users with visual impairment. Video descriptions of the job with narrator voice and easy-to-read fragments of text into the video, for the users that are having cognitive disabilities (James, Draffan & Wald, 2017). I also have used the easy-to-read writing technique to

fulfil the skills of people with hearing impairment. Easy-to-read is a linguistic adaptation that makes reading and comprehension easier. It is highly used for pre-lingual deaf people (Nomura, Nielsen, & Tronbacke, 2010).

The users had the mission of finding and applying for a job. After the application for the job was over, they will press on a button "the end of the testing". The link will take them to Google Forms that will serve as a Feedback Form ([Appendix D](#)).

At the same time, I have recruited a group of young professionals with non-recognised disabilities to apply for a job on one of the well-known platforms. At the end of the process, they had to report how much time it took and if they jumped over steps in the application process. Those will be used to compare the results of efficiency and effectiveness with the target audience.

By analysing the data from the feedback, I have updated the app accordingly to the feedback received from the users. Therefore, to the second version of the prototype, I have been adding sign language videos to the job descriptions of the jobs available for people with Hearing impairment. It has been done by using the Hand Talk app, which allows us to transform text to sign-language performed by an AI character.

I also changed the way that the CV- generator is delivered, integrating it into the platform. The changes will be depicted in more detail in a further section.

The final version of the prototype can be accessed here:

<http://trymyhobby.com/index.php/ro/>

## Results

The results of the study have been obtained by analysing the raw data collected from the interviews and feedback form (Appendix [B](#), [D](#), [E](#)).

From the first questions of the interviews, it can be observed how the target audience is aware and familiar with the use of mobile apps and technology itself.

Almost all of the users are using mobile apps for banking and communications; besides these mobile applications are used for entertainment, gaming, reading books, and PowerPoint presentations ([Appendix B-1](#)). That gives basic knowledge about technology and web surfing, proving that the medium that I used for my solution is right.

Their experience with e-recruitment systems is somehow reduced, as only 4 out of 13 people were entering the platforms. Some of the perceptions of the experience were meaningful.

“It seems to me just a resource of denials. I tried so many times to do various things, even on the volunteer side, but I was always hit by refusals. The most painful thing is that they only appear when I talk about my disability.” ([Appendix B-7](#))

It explains the lack of applications from people with disabilities to jobs posted by Adecco, as a result of the bad experience with other potential employers. This proves once again, that a platform that encourages people with disabilities to apply for jobs is needed.

While I was determining, if the web design is affecting the usability of a person with disabilities, I discovered some well-known web platforms where inaccessible; names such as Duo Lingo, TikTok, Facebook, Revolute, some banking apps and Governmental apps ([Appendix B-4](#)). What I consider insightful, was the fact that some of the participants will simply give up on the app or look for another more accessible app ([Appendix B-2](#)). This only adds to my assumption that the inaccessibility of the specialised e-recruitment apps was determining their failure.

Another critical aspect of the interview was the willingness to share their disability, as this was necessary, especially for the system to build the adaptive navigation system, the responses were positive, argued by some as being essential to communicate the disability ([Appendix B-5](#)).

“I have it in my CV as an advantage. So yes” ([Appendix B-5](#))

To see if the adaptive navigation, adaptive fragmentation, and adaptive presentation improve the efficiency and effectiveness of the participants, I have been tracking their progress and record their time it took to reach the goal, which was to apply at one of the jobs.

In the background without the knowledge of the participants, the task was splinted in 4 assignments. It has been done so I could follow the progress of each user.

For the first version of the prototype, the results were

	People with disabilities	People with unrecognised disabilities
Time Based Efficiency	0.11 goals/sec	0.06 goals/sec
Effectiveness	83%	96%

The extended version of the tables is in Appendix [F](#) and [G](#)

By the results of the first version, we can see that the goal of raising the level of efficiency of a person with disabilities on an employment system to the level of efficiency of a person with unrecognised disabilities has been overcome. As the effectiveness goal has not been succeeded as people with unrecognised disabilities are scoring a higher rate of completeness than the participants of the test.

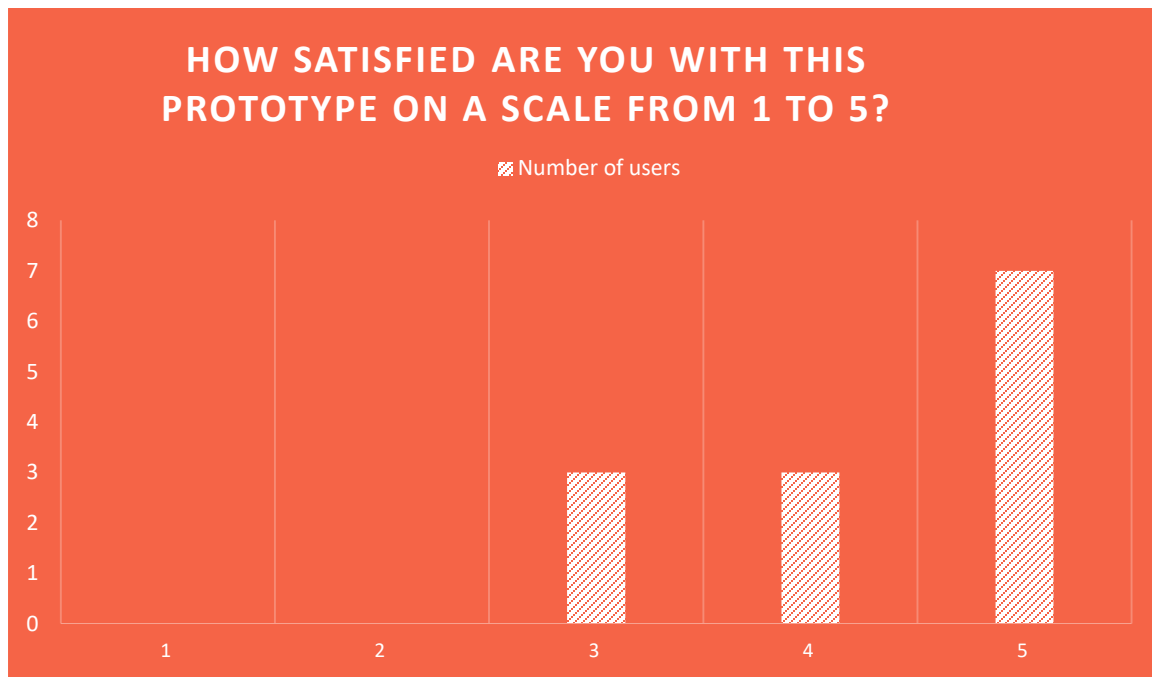
By improving the prototype, based on the feedback obtained from the first iteration. I achieve the following results:

	People with disabilities	People with unrecognised disabilities
Time Based Efficiency	0.13 goals/sec	0.06 goals/sec
Effectiveness	92%	96%

The extended version of the tables can be seen in Appendix [G](#) and [H](#)

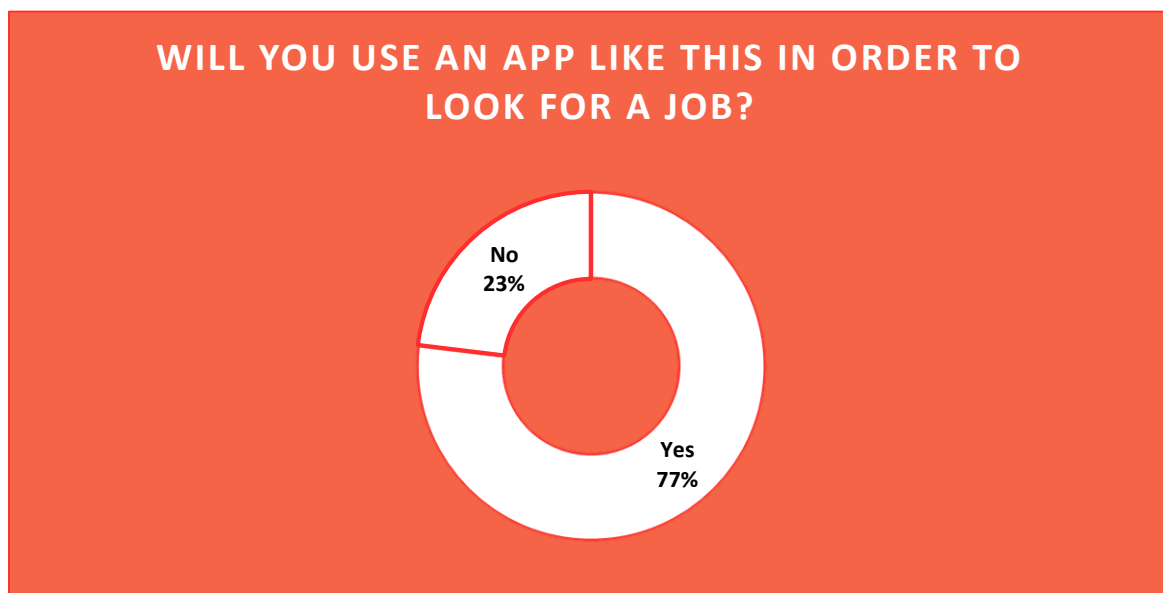
In the second version of the prototype, it can be seen the improvement on both criteria. The effectiveness grows with almost 11 % while the efficiency is twice as big as the one recorded in the first iteration.

In the second feedback form, I have been asking the participants how satisfied they are by this prototype on a scale from 1 to 5 ([Appendix E](#)).



(Fig.4)

As can be seen in the bar chart above the answers were positive. The second question that will put the "attitude toward using" to the test was:

(Fig.2) ([Appendix E](#))

## Conclusion

The section above has presented only with data that seemed relevant for the project and the research questions itself. After gathering the results and analysing, I was able to answer the research questions that started this project from the beginning.

*How to increase the level of efficiency of a person with disabilities on an employment system build for them?*

By building an app based on universal design principles and that uses technologies and techniques that enhance the usability of the app by the user?

*Is Universal Design improving the perceived ease of use for people with disabilities?*

Yes, as all the participants in the study were stating in the feedback form, they consider the prototype as being easy to be used.

*What is the level of efficiency in an e-recruitment system of a person without certified disabilities?*

The level of efficiency recorded by a person without certified disabilities, registered by the time-based efficiency formula, is 0.06

*Can the effectiveness level of people with disabilities match the level of effectiveness of people without certified disabilities?*

In this project, I succeeded to bring the level of effectiveness to 4% away from the level of effectiveness of people without certified disabilities. Further research might be needed on improving the effectiveness level of people with cognitive disabilities.

The way of designing an app that will serve as a communication channel between the people with disabilities and the recruiter is by applying adaptive navigation, adaptive presentation and adaptive fragmentation. Those will bring the efficiency and effectiveness levels to an even better one than the one recorded by people without certified disabilities.

My advice for Adecco is to update their existing e-recruitment system with the technologies and techniques tested in this paper to recruit more people with disabilities. Designing their e-recruitment system with their users in mind will assure the use of the app. The perceived ease of use combined with the already perceived usefulness of the e-recruitment systems can bring to life an improved version of Adecco's e-recruitment system.



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## Appendix

### Appendix A

The questions that needed to be covered were:

*How often do you use your phone / computer in your daily life?*

*For what activities or needs do you use mobile applications?*

*Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?*

*Have you ever applied for a job using a recruiting application?*

*What role does job description play for you?*

*How should the employer's interest or openness be communicated to hire a person with a disability?*

*Would you be open to sharing your disability in the application process?*

*Would it be useful if we filter the jobs that can ensure your accommodation?*

*How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?*

*What information do you think should appear on such a platform?*

### Appendix B- The raw data of the interview

#### Appendix B-1 –App Usefulness

For communication, socialising, entertainment, and more recently for online college courses

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** App Usefulness

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Communication, entertainment, grading, and travel

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Communication, entertainment, grading and moving, reading, source of information

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I think that such an application can help people not to hide their disability or to suffer in silence

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Messaging, emailing, social media orders, Spotify, youtube

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communication but also entertainment, banking applications

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audio editing software to read books in audio format using text to speech programs.

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phone, to communicate through messages, the banking application and from time to time for Facebook and youtube

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Facebook, sad have messages from time to time and for games.

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Banca Transilvania, Youtube, Facebook and sometimes Whatsapp

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He watches old Romanian movies on Youtube

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Work, entertainment, information

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At first, I used it to create teaching materials for students, PowerPoint presentations, (I was a teacher) now to follow the news, read books, newspapers, to communicate with friends.

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## Appendix B-2 –Giving up

I simply gave up

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I give up the application altogether

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I prefer to find another application that can help me

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I'm closing

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Solving the problem, Giving up

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I just avoid them...

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### Appendix B-3 – Adaptive Navigation

It would make the process faster

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It would be great, I could find jobs specific to my basic skills

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Yes

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I think it could be useful but maybe it hangs in the back, I wouldn't like to see jobs only for the blind.

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Certainly

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Many would not look in vain, but I think that the filtering of these jobs should be done by a professional in the field.

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Yes, because it is much harder to explain to those with cognitive impairments what they can and cannot do. Initial filtering done by professionals would help a lot

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I could find a job much easier because I would only find jobs for people. with disabilities.

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#### Appendix B-4 – Inaccessible

cases where I could not access

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Facebook makes mistakes with the automatic alt-ext

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But I think the biggest problem remains the arrangement of buttons or interactive fields on sites

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duo lingo, on android at least,

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does not read anything

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Tik Tok

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button for the next video can not be read

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It exists mainly due to the restriction of access if I do not allow access to my data

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site of the Romanian Society of Psychologists

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very disorganised Design and difficult to access

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Revolut, because it doesn't have a computer version.

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state applications, for example, gov.ro,

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code in the image but they didn't have an audio code

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I could not enter the data and check the polling station where I am assigned,

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had code in the picture again

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an accessibility guide put in the public consultation by the ministry of social dialogue and the guide was not accessible

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Banca Transilvania

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adaptation side for the blind

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banking applications are in non-selective PDF format.

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sound editing applications that are inaccessible

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Inaccessible

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visual-based platform

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respective applications in several planes, but for me, with a screen reader, the information comes linearly.

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The main problem is that Stefanel only uses the Youtube Feed and sometimes the recommendations as long as the same actors appear in the thumbnail

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Details that don't make sense

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It is very difficult to be a sonata

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Inaccessible

### Appendix B-5 – Sharing the disability

I think it is very important to inform the employer

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Definitely!

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don't think it's normal to hide your disability

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I have it in my CV as an advantage. So yes

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I think you have to mention this in the hiring process,

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I'm selective when it comes to sharing with whom I tell them I'm blind

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges, Sharing the disability

### Appendix B-6 – Ethical challenges

whether or not it accepts people with disabilities

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It shouldn't matter if I have a disability or not.

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adapting people with disabilities should be normal and there should be no special departments.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges

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don't think there should be discrimination

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges

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directly as possible without thinking about choosing certain words

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges

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hide from this reality because of social stigma

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges

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Romanian people, some sayings make you doubt yourself as a person with disabilities

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges

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do not say that it is not possible for the blind and rather that people with hearing impairment or motor problems are encouraged.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description, Ethical challenges

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I don't mention it to my auditor or I never let my listeners think I'm blind.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges

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I'm selective when it comes to sharing with whom I tell them I'm blind

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Ethical challenges, Sharing the disability

### Appendix B-7 – E-recruitment

I tried to apply through ejobs

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** E-recruitment

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It seems to me just a resource of denials. I tried so many times to do various things, even on the volunteer side, but I was always hit by refusals. The most painful thing is that they only appear when I talk about my disability

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** E-recruitment

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Yes, I went in but I didn't go all the way. They came to me through recommendations

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** E-recruitment

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Ejobs

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** E-recruitment

### Appendix B-8 – Old way of finding a job

a volunteer opportunity and I hope it will work out easily in a job but I doubt that will happen

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Old way of finding a job

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When I found a job, I volunteered

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Old way of finding a job

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found work through relationships

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Old way of finding a job

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I've tried once or twice for job ads in the newspaper

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Old way of finding a job

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There are events held in Cluj, Sibiu, and even in Bucharest. That's how I found this job of handling goods

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Old way of finding a job

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I found work through someone who recommended me

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I found work through volunteering.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Old way of finding a job

### Appendix B-9 – Content on the app

Job description, legal environment, support from the recruitment company and requirements

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Content on the app

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work environment

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Job description, legal environment, support from the recruitment company, there should be no information restrictions, and I think it would be very important to have information to ensure the safety of the applicant and their rights. People with disabilities often suffer from anxiety, and often a good word can take you far.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Content on the app

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No, I think he would become too busy and lose his purpose. For such things there are other information points, yes, it could be promoted on this platform.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Content on the app

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to mention the endowments of the job instead of showing your openness to hire people with disabilities

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description, Content on the app

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such as the video

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description, Content on the app

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job description, legal environment, support from the recruitment company

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Content on the app

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Types of disabilities, available activities, description of activities, and responsibilities.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Content on the app

## Appendix B-10 – Description

I want to have as detailed descriptions as possible so that I can judge more easily whether that job is for me or not.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

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description can be very important as long as it is detailed

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accurate and clear as possible

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possibility of evolution within it

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

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this is done in the job description it would encourage at the end of the day

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environment and the possibility

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

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availability of accommodation for people with disabilities or the adaptations that already exist in the workplace

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do not say that it is not possible for the blind and rather that people with hearing impairment or motor problems are encouraged.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description, Ethical challenges

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exactly what is expected of the employer

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

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how long does a working day mean

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

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to mention the endowments of the job instead of showing your openness to hire people with disabilities

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description, Content on the app

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Job description, necessary qualifications and maybe in addition the possibility of adapting the environment for people with disabilities

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

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such as the video

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description, Content on the app

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exactly what is required of him and under what conditions.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

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social conditions

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** Description

### Appendix B-11 – Interesting

I would be much more confident and it would give me a sense of protection

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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if that building can't be accessible to the cart like it doesn't a sense the positive response of the employer

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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Seen. Now I feel like a ghost, without taste, without smell... nobody pays attention to you and I don't understand that your disability hurts more on the social side than on the medical side... the disabilities are social, determined by society, not medical...

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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I do not believe in creating a separate platform to find jobs as several attempts failed

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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If we have Google maps, I don't have to make a navigation application for the blind because I don't have the money to do it like google and no serious business model behind it. And then you better adapt Google maps or google to do it

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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people have built it as most people should

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some elements have become inclusive, precisely because people over time want to make them more efficient

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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would put more emphasis on how the information is presented.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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Almost all people with disabilities do so now. No one refuses you to work voluntarily and so you hope that they like you and that you can prove that you are capable.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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It should be learned from school that people with disabilities are also people and should not be excluded just because of admissibility.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

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I think it's a good idea. But it should be a temporary project until the Romanian market understands the true value of a person with disabilities.

**Document:** Interviu-Licenta (1).ro.en.docx **Tags:** interesting

## Appendix C-Interviews

### Interview Stefan (blind)

R: How often do you use your phone/computer in your daily life?

S: Most of the day, I can't say that there are times when I don't use my phone or my computer.

R: For what activities or needs do you use mobile applications? \*

S: **For communication, socialising, entertainment, and more recently for online college courses.**

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

S: At the moment I can't think of one. Everyone is trying to adapt their site lately. There were **cases where I could not access** something so I tried to report the problem, and in some cases, they did something about it, but also cases where I did not receive any response.

R: And what were these problems? I saw that almost everyone added ALT-text, especially to the pictures.

S: Ehee. The alt text reached my ears somewhere in 2016 until then the internet was very inaccessible to the blind, and even today **Facebook makes mistakes with the automatic ALT-ext.** For example, there was a picture of my nephew and Facebook told me it was a balloon floating on the water. **But I think the biggest problem remains the arrangement of buttons or interactive fields on sites.**

R: Have you ever applied for a job using a recruiting application?

S: Yes **I tried to apply through ejobs**, but lack of experience is to my disadvantage.

R: What role does job description play for you?

S: It is very important for the description to be as detailed as possible, I don't think it should be mentioned **whether or not it accepts people with disabilities**, because I am the one who can decide if I can handle it or not. As long as I'm doing my job, it shouldn't matter that I'm blind. However, **I want to have as detailed descriptions as possible so that I can judge more easily whether that job is for me or not.**

R: How should the employer's interest or openness be communicated to hire a person with a disability?

S: I don't think it should matter, I think that if I do my job properly it **shouldn't matter if I have a disability or not.**

R: Would you be open to sharing your disability in the application process?

S: Of course, **I think it is very important to inform the employer** to understand that I need different things. For example, it is important to know that I need certain software that helps me read.

R: Would it be useful if we filter the jobs that can ensure your accommodation?

S: **It would make the process faster**

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

S: I think it would be useful, but **adapting people with disabilities should be normal and there should be no special departments.**

R: What information do you think should appear on such a platform?

S: Job description, legal environment, support from the recruitment company, and company data.

### Interview Loredana (blind)

R: How often do you use your phone/computer in your daily life?

L: Quite often but I do not give up other activities to spend my time in front of the computer or digital.

R: For what activities or needs do you use mobile applications? \*

L: **Communication, entertainment, grading, and travel**

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

L: Yes, there are some and quite important ones. For example, **duo lingo, on android at least**, from a certain level onwards **does not read anything**. Another application would be... how do you tell the application those who let you record short videos?

R: Youtube?

L: No, that's not it

R: Tik Tok?

L: Yes, **Tik Tok**. Not all buttons are noted, such as the **button for the next video can not be read**, I understood from some friends that this problem is only on Android from what I understood.

R: And what did you do to overcome these problems?

L: Well, with Duo Lingo I **simply gave up** but someone told me that this problem would not appear on the computer so I think I will access it on the web.

R: Have you ever applied for a job using a recruiting application?

L: I haven't applied yet, I'm waiting to finish college and only after that will I look for jobs.

R: What role does job description play for you?

L: I think the **description can be very important as long as it is detailed.**

R: How should the employer's interest or openness be communicated to hire a person with a disability?

L: I **don't think there should be discrimination** in this case. But if it has to be mentioned, it should simply be said without hesitation.

R: Would you be open to sharing your disability in the application process?

L: **Definitely!**

R: Would it be useful if we filter the jobs that can ensure your accommodation?

L: **It would be great, I could find jobs specific to my basic skills.**

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

L: **I would be much more confident and it would give me a sense of protection.**

R: What information do you think should appear on such a platform?

L: **Job description, legal environment, support from the recruitment company, and requirements.**

### Interview Miruna (Mobility impairment)

R: How often do you use your phone/computer in your daily life?

M: Most of the day

R: For what activities or needs do you use mobile applications? \*

M: **Communication, entertainment, grading and moving, reading, source of information**

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

M: It exists mainly due to the restriction of access if I do not allow access to my data.

R: You mean GDPR issues?

M: Yes but not only, a very hilarious example is the site of the Romanian Society of Psychologists which has a very disorganised design and difficult to access.

R: Have you ever reported these issues?

M: Yes, I once reported the impossibility of accessing an informative on Facebook. The people there helped me access that part of the site. It took a while but in the end, it was resolved.

R: Have you ever applied for a job using a recruiting application?

M: I did not apply to recruitment sites. I usually went for a more traditional method, although I always get rejected because of my disabilities.

R: What discouraged you from joining the recruitment site?

M: It seems to me just a resource of denials. I tried so many times to do various things, even on the volunteer side, but I was always hit by refusals. The most painful thing is that they only appear when I talk about my disability.

R: What role does job description play for you?

M: I think that the description of a job should be as **accurate and clear as possible** so that I can understand both the **work environment** and the **possibility of evolution within it**.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

M: I think it should be communicated as **directly as possible without thinking about choosing certain words**. And if **this is done in the job description it would encourage at the end of the day**

R: Would you be open to sharing your disability in the application process?

M: Definitely! I **don't think it's normal to hide your disability**, although many have told me I'm wrong when I say it because I could have had a chance to get the job, at the end of the day **if that building can't be accessible to the cart like it doesn't a sense the positive response of the employer**. That he refuses you now or later is all the same. Now I have managed to find **a volunteer opportunity and I hope it will work out easily in a job but I doubt that will happen**.

R: Would it be useful if we filter the jobs that can ensure your accommodation?

M: **Yes**

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

M: Seen. Now I feel like a ghost, without taste, without smell... nobody pays attention to you and I don't understand that your disability hurts more on the social side than on the medical side... the disabilities are social, determined by society, not medical...

R: What information do you think should appear on such a platform?

M: Job description, legal environment, support from the recruitment company, there should be no information restrictions, and I think it would be very important to have information to ensure the safety of the applicant and their rights. People with disabilities often suffer from anxiety, and often a good word can take you far.

I think that such an application can help people not to hide their disability or to suffer in silence.

### Interview Alex (blind)

R: How often do you use your phone/computer in your daily life?

A: Every day

R: For what activities or needs do you use mobile applications? \*

A: Messaging, emailing, social media orders, Spotify, youtube. During this time I do a lot more on the computer.

R: So an application that can be opened on your computer would be much more convenient for you, right?

A: Yes, for example, this annoys me at Revolut, because it doesn't have a computer version.

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

A: Yes, especially **state applications, for example, gov.ro**, and there are all kinds of applications that are inaccessible.

R: In what sense are they inaccessible?

A: At Anaf I had some problems, here I had some problems recently, with the website of the money laundering prevention office, because they had a **code in the image but they didn't have an audio code** or a modern version with check now verified. And that was at the authorisations to generate a form for my company.

R: What company do you have?

A: The IT.

R: What do you do when obstacles arise?

A: I talk to someone else to do the operation for me, or I give up the application altogether. But in this case, I needed to have nothing to do. I had another problem with the population, I could not enter the data and check the polling station where I am assigned, I changed my address recently and then... had code in the picture again and I called "be my eyes" and I asked a volunteer to tell me through the phone's camera reading from my screen the code in the image. Or if there are images to be found if they exist or if they don't exist I look in the javascript and I can figure out in 5 seconds what is there or I just try and see if it works.

R: Do you ever report these problems?

A: Yes, from time to time, it depends on the entity, look, one of the things that I am very amused to report, it was **an accessibility guide put in the public consultation by the ministry of social dialogue and the guide was not accessible.**

R: Have you ever applied for a job using a recruiting application?

A: No I didn't need to.

R: But did you ever come in out of curiosity?

A: **Yes I went in but I didn't go all the way. They came to me through recommendations.**

R: What role does job description play for you?

A: I think that the description of a job should be as accurate and clear as possible so that I can understand both the work **environment and the possibility** of evolution within it.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

A: Reaching into the communities and on the other hand an integration in the existing platforms of a category with jobs for people with disabilities as **I do not believe in creating a separate platform to find jobs as several attempts failed.** This is my opinion, many times, about assistive technology in general, that it should be done only when it is needed. **If we have Google maps, I don't have to make a navigation application for the blind because I don't have the money to do it like google and no serious business model behind it. And then you better adapt Google maps or google to do it.**

R: Would you be open to sharing your disability in the application process?

A: Well, **I have it in my CV as an advantage. So yes!** But since I moderate communities I have discovered that people are very diverse among the blind, and they **hide from this reality because of social stigma** but some have a mental block if you will. That is, the opinion they

have about them, and it happens to all people with disabilities, or more with a regulated disability, let's say, that everyone has disabilities. Then each person went a little there, and that's how social stigma is created. If we look at the **Romanian people, some sayings make you doubt yourself as a person with disabilities**. Sayings like: Helmet Eyes! I'm stigmatising to you if you don't work with yourself a little. You the person in question.

R: All these disabilities are formed by the inadaptability of the environment. After all, a person who is short and does not reach the last shelf in a store does not mean that person has a disability, but it means that the store was badly built that does not allow the customer access to the last shelf.

A: This is also my opinion because this is the mantra of the Design for all concepts. But what we want is a utopia, in fact, and **people have built it as most people should**. AND precisely because of this **some elements have become inclusive, precisely because people over time want to make them more efficient**.

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

A: If he manages to get a promoted questionnaire or whatever, I'm not sorry. What I find difficult is that you can't make a business plan behind this application. You need a strong background.

R: What information do you think should appear on such a platform?

A: The details everyone needs. What would be needed would be the **availability of accommodation for people with disabilities or the adaptations that already exist in the workplace**. It should be something more specific because if you say, the adaptation of blind people is a bit too general. And you should say then that the computer is equipped with a screen reader or that the job allows the use of a screen reader. And if it is a graphics job, for example, **do not say that it is not possible for the blind and rather that people with hearing impairment or motor problems are encouraged**. That's exactly what we're developing a job guide for hiring blind people.

### Vasi Interview (Mobility impairment)

R: How often do you use your phone/computer in your daily life?

V: I could always say. As long as I work from home all the time.

R: So Isolation didn't affect you.

V: Not at all things are going as before. I work for two radios, the local one and one for the Spanish diaspora.

R: For what activities or needs do you use mobile applications? \*



V: Mostly communication but also entertainment, banking applications like everyone else. It would be different if I use audio editing software to read books in audio format using text to speech programs.

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

V: The ones from Banca Transilvania have a big problem on the adaptation side for the blind. Most of the indications on the banking application are in a non-selective PDF format. And there are sound editing applications that are inaccessible because it has a visual-based platform. The difference is that you, for example, perceive the respective application in several planes, but for me, with a screen reader, the information comes linearly.

R: So the Design of an application would be very important and from this point of view right?

V: Yes, for sure, but I would put more emphasis on how the information is presented.

R: And did you try to report the problems found?

V: To be honest, I don't think they will change an application for me. At the end of the day, you have to think that they make a product for the big meal, not just one. What power would I have to change that? Plus it would mean investment and I don't think they are fighting for a single client. I prefer to find another application that can help me.

R: Have you ever applied for a job using a recruiting application?

V: I never had any reason to do it. When I found a job, I volunteered. I was lucky, to be honest, and I found work on the radio.

R: What role does job description play for you?

V: As I said, I never entered a recruitment application but I imagine that the job description is quite important because it explains what you have to do in that job what qualifications you need and others.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

V: It seems to be a problem that should be expressed. But we are entering a much more philosophical problem. In a utopia, the difference should not be made, but if their openness should be expressed, perhaps they should mention the endowments they have for that job. To somehow express the possibility of inclusion, not of differentiation.

R: Would you be open to sharing your disability in the application process?

V: I think you have to mention this in the hiring process, but for example, I don't mention it to my auditor or I never let my listeners think I'm blind. I hate exaggerated compassion and I would not like to receive messages of encouragement or people to listen to me because I am blind. I want to do something quality, and then I'm selective when it comes to sharing with whom I tell them I'm blind.

R: Would it be useful if we filter the jobs that can ensure your accommodation?

V: I don't know what to say, I think it could be useful but maybe it hangs in the back, I wouldn't like to see jobs only for the blind. I think I can choose for myself which jobs are good or not for me.

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

V: It would give me an extra sense of security, and I think I would feel in a way and confident that I would have equal chances with others.

R: What information do you think should appear on such a platform?

V: Nothing more than what is available to viewers.

R: Wouldn't information about your rights or things like that be a solution?

V: No, I think he would become too busy and lose his purpose. For such things there are other information points, yes, it could be promoted on this platform.

### Nicusor interview (mobility impairment)

R: How often do you use your phone/computer in your daily life?

N: I can't say that I use my phone or computer too often. Only when I need it. On average I would say 2/3 hours a day.

R: For what activities or needs do you use mobile applications? \*

N: Well, I use it as a phone, to communicate through messages, the banking application, and from time to time for Facebook and youtube.

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

N: There were no problems with the sites I tried to enter. Probably there are sites that you have access to only if you work in a specific field, but I don't care about those, I haven't come across such an application.

R: I mean in terms of Design. Have you ever felt that things could be improved so that you can access that application?

N: Aaa from this point of view no. My disability is at the level of the hip mostly hand control I can do it very easily without difficulty.

R: Have you ever applied for a job using a recruiting application?

N: There was no need. I've always **found work through relationships**, and I think **I've tried once or twice for job ads in the newspaper**. But I couldn't get those jobs.

R: What role does job description play for you?

N: Very important I would say. At least for those with disabilities, I think it should specify **exactly what is expected of the employer** because, in physical work, a person with disabilities can not give the same performance as a person without disabilities.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

N: I think it should be communicated by walking among people with disabilities, talking to them, and trying as much as possible to get into their skin. I was lucky and I had the sport that helped me recover through life. As a member of the Paralympic team, I managed to find work much easier than others. **There are events held in Cluj, Sibiu, and even in Bucharest. That's how I found this job of handling goods.** Not everyone can use the forklift like me.

R: As you said about the Paralympic team, I noticed from my conversations with the other members of the Romanian Paralympic team that athletes tend to try more often to find a job. Do you think only the exposure you have will help you?

N: It's more than that. When you practice a sport you start to become more confident in your strength. In addition to the job I have, I also have a small workshop at home where I create all kinds of objects from leftovers or things that are already broken.

R: Would it be useful if we filter the jobs that can ensure your accommodation?

N: **Certainly**, but I'm not convinced how well you can do that. For example, I suffer from rheumatoid arthritis in the hip. Which means I can't bend over or stand for too long. But the same disability can be manifested differently in other people. Maybe that's just the idea.

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

N: I think such an initiative would be very welcome. I have been hit many times by employers who forced us to the limit. And I'm not just talking about ignorance. For example, I caught the time when there were so-called protected companies where only people with disabilities were employed, I worked in tailoring. I can't sit in the chair all day, and my employer didn't understand that, and it often forces me to stay overtime to get to 8 o'clock even though I was employed and

paid for 4 hours. It's not normal... I think there should be some protection for us too. I imagine such a department would offer that.

R: What information do you think should appear on such a platform?

N: As I said, what am I required to do and **how long does a working day mean.**

### Florentina interview (mobility impairment)

R: How often do you use your phone/computer in your daily life?

F: Well des quite often.

R: For what activities or needs do you use mobile applications? \*

F: **Facebook, sad have messages from time to time and for games.**

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

F: No, I didn't meet.

R: Have you ever applied for a job using a recruiting application?

F: No. **I found work through someone who recommended me.** I work in a hotel on various tasks. Mainly maid.

R: But maybe more out of curiosity, did you enter a site or recruitment application?

F: I went in like this before, to see if I could find a job that would pay better, but I can't say that I applied.

R: What role does the job description play?

F: Well, I would say a very important one. From the description, you can find out if you can or cannot cope with that job and if you have the necessary qualifications. I was lucky to find this job

R: How should the employer's interest or openness be communicated to hire a person with a disability?

F: Well, I think it should be mentioned in the ad, although I don't think it should be mentioned. If he mentions it means that others do not want people with disabilities in that position.

R: What if the employer cannot accommodate a person with disabilities?

F: In my case, there is not much to do because I only have problems with one leg as long as it has an elevator or escalator I can handle. But I imagine that there are situations in which the

employee with disabilities needs more things. Maybe it would be an idea **to mention the endowments of the job instead of showing your openness to hire people with disabilities.**

R: Would it be useful if we filter the jobs that can ensure your accommodation?

F: Yes, it would be very useful. **Many would not look in vain, but I think that the filtering of these jobs should be done by a professional in the field.**

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

F: Understood, maybe it would be better for this department to be composed of people with disabilities, to better empathise with the possible employee.

R: What information do you think should appear on such a platform?

F: Well ... like any job platform. **Job description, necessary qualifications, and maybe besides the possibility of adapting the environment for people with disabilities.**

### Interview Peter (mobility impairment)

R: How often do you use your phone/computer in your daily life?

N: From time to time, I can't say that I spend too much time on the phone

R: For what activities or needs do you use mobile applications? \*

N: I use the application from **Banca Transilvania, Youtube, Facebook and sometimes Whatsapp**

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

N: No, I can't say I didn't have access.

R: Have you ever applied for a job using a recruiting application?

N: No, I did not use recruitment sites. **I found work through volunteering. Almost all people with disabilities do so now. No one refuses you to work voluntarily and so you hope that they like you and that you can prove that you are capable.**

R: And have you ever entered a recruitment platform? Maybe just out of curiosity?

N: As I said, there was no need. I have never really entered such a site. I know they exist, but I don't know what's on them.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

N: I think it shouldn't make a difference, I think that the laws that try to encourage people with disabilities to be employed by Romanian companies don't help much. **It should be learned from school that people with disabilities are also people and should not be excluded just because of admissibility.**

R: Would it be useful if we filter the jobs that can ensure your accommodation?

N: Yes. Surely!

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

N: **I think it's a good idea. But it should be a temporary project until the Romanian market understands the true value of a person with disabilities.**

R: What information do you think should appear on such a platform?

N: Nothing extraordinary, just to allow everyone accesses to that information.

### Interview Stefanel (Cognitive impairment)

This interview has been conducted together with the subject's brother Vlad, as Stefanel is a non-communicative down syndrome boy. Vlad as his brother knows most of his routine and also knows how to talk to Stefanel to participate.

R: How often do you use your phone/computer in your daily life?

S / V: About 3 hours a day in total.

R: For what activities or needs do you use mobile applications? \*

S / V: **He watches old Romanian movies on Youtube** and sometimes he plays grammar and writing games given by the association.

R: What would be one of the biggest problems Stefanel encounters when using Youtube?

S / V: **The main problem is that Stefanel only uses the Youtube Feed and sometimes the recommendations as long as the same actors appear in the thumbnail.**

R: Have you ever entered a recruitment platform with Stefi?

V: No, I didn't think I could find a job for him there.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

V: Well, I think it should be mentioned from the beginning, and the description should be in a format that Stefanel can understand, **such as the video**.

R: Would it be useful if we filter the jobs that can ensure your accommodation?

V: **Yes, because it is much harder to explain to those with cognitive impairments what they can and cannot do. Initial filtering done by professionals would help a lot.**

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

V: I think it would be a benefit for everyone.

R: What information do you think should appear in the description that would be useful for both Stefanel and you?

V: Besides the description and all that, it would be important for us to know **exactly what is required of him and under what conditions**. Working and **social conditions** at work are very important for my peace of mind and Stefi's protection.

For the hearing impaired users, I used google forms as an interview method because I could not communicate otherwise, knowing our sign language and not having the opportunity to meet them. Some of these interviews had to be grammatically corrected to be intelligible.

### Interview Cristian

R: How often do you use your phone/computer in your daily life?

C: Most of the day

R: For what activities or needs do you use mobile applications?

C: **Work, entertainment, information**

R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

C: No.

R: What are the obstacles you encounter on such a site?

C: **Details that don't make sense**

R: What do you do when such obstacles arise?

C: **Report it**

R: Do you ever report problems with these applications? If so, you can give me an example

C: Depending on the content...

R: Have you ever applied for a job through a recruitment platform? Describe the process

C: **Jobs**

R: What discourages you from using a recruitment platform to find a job?

C: **It is very difficult to be a sonata**

R: What role does job description play in your motivation to apply for it?

C: Pretty important

R: How should the employer's interest or openness be communicated to hire a person with a disability?

C: Honestly, to the point

R: Would you be open to share your disability in the application process?

C: Yes

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

C: Much better

R: What information do you think should appear on such a platform? (**job description, legal environment, support from the recruitment company**)

C: Exactly what's in parentheses?

**Interview Mihaela**

R: How often do you use your phone/computer in your daily life?

M: Most of the day

R: For what activities or needs do you use mobile applications?

M: **At first I used it to create teaching materials for students, PowerPoint presentations, (I was a teacher) now to follow the news, read books, newspapers, to communicate with friends.**



R: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

M: Yes

R: What are the obstacles you encounter on such a site?

M: Indecent images, fake news.

R: What do you do when such obstacles arise?

M: I'm closing

R: Do you ever report problems with these applications? If so, you can give me an example

M: No, I just avoid them...

R: Have you ever applied for a job through a recruitment platform? Describe the process

M: No, because I had a beautiful job that I did with pleasure until retirement, even though I wore a hearing aid.

R: What discourages you from using a recruitment platform to find a job?

M: For a person with disabilities, it is easier to use a recruitment platform

R: What role does job description play in your motivation to apply for it?

M: I realise if I would be able to cope, depending on my disability, if I like what I do.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

M: Directly, face to face.

R: Would you be open to share your disability in the application process?

M: Yes

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

M: Phenomenal!

R: What information do you think should appear on such a platform? (Job description, legal environment, and support from the recruitment company)

M: Everything

## Interview Andrei

R: How often do you use your phone/computer in your daily life?

A: Most of the day

R: For what activities or needs do you use mobile applications?

A: Notifications, messages, hearing aid control, speech, and home automation: Are there any applications or sites that do not allow you access to information due to inappropriate Design or content?

R: What are the obstacles you encounter on such a site?

A: Complex texts

R: What do you do when such obstacles arise?

A: I ask for someone else's help.

R: Do you ever report problems with these applications? If so, you can give me an example

A: Not really...

R: Have you ever applied for a job through a recruitment platform? Describe the process

A: No.

R: What discourages you from using a recruitment platform to find a job?

A: I don't understand what is required... ("pompous" information)

R: What role does job description play in your motivation to apply for it?

A: It is important to understand what is being sought and whether it suits my disability and whether it makes me work in a comfortable environment.

R: How should the employer's interest or openness be communicated to hire a person with a disability?

A: It does not contradict as much as it does to communicate its interest and especially to communicate the types of disabilities that are allowed or the types of activities that it offers depending on the disabilities.

R: Would you be open to share your disability in the application process?

A: Yes

R: How would an application or a department that aims to integrate people with disabilities in the field of work make you feel?

A: I would like to have something like that, I could find a job much easier because I would only find jobs for people. with disabilities.

R: What information do you think should appear on such a platform? (job description, legal environment, support from the recruitment company)

A: Types of disabilities, available activities, description of activities, and responsibilities.

### Interview Miky (Cognitive Impairment)

This interview was conducted with the maternal caregiver, Ms. Secu, to ensure understanding of the questions for Miky, as Miky has mental retardation.

R: How often do you use your phone/computer during your daily life?

M: Almost every day, but I spend more time on the phone.

R: And what do you usually do on the phone? \*

M: I look at pictures, with my favorite actors

R: There are applications in care that can not be easy to access?

M: Yes, a lot... I don't remember exact care now..

R: Have you ever entered a recruitment platform?

S: No, we are waiting to turn 18, plus he will go to a special trade school.

R: How should you communicate the employer's interest or open to a person or person with a disability?

M: He should encourage me ... to speak nicely to me

R: Would it be useful if we filtered jobs that can provide accommodation?

S: That would be great! But no sharp materials, she is not skilled with them. It can be, for example, to write the same thing several times, or to draw or wear something.

R: How would you feel or an application or a department that aims to integrate people with disabilities in the field of work?

M: More involved!

R: What information do you think should be in the description of the job?

S: Well, I think he should say **exactly what he's going to do, in what environment or work.**  
As detailed as possible to take care of care is its role.

### Appendix D- First feedback session

As the feedback is quite extensive, you can see the results in any shape you want at the following link

[https://docs.google.com/forms/d/17N9ja\\_ZdvAIDHEqSOtnkNzrlxI7\\_kbk4gLHGJgOUbkl/edit?usp=sharing](https://docs.google.com/forms/d/17N9ja_ZdvAIDHEqSOtnkNzrlxI7_kbk4gLHGJgOUbkl/edit?usp=sharing)

### Appendix E-Second feedback session

As the feedback is quite extensive, you can see the results in any shape you want at the following link

[https://docs.google.com/forms/d/e/1FAIpQLSd\\_aln1mVhSaJHNoJM002HAWTPRr0lrbcdVP8Rc\\_HYV9XsRA/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSd_aln1mVhSaJHNoJM002HAWTPRr0lrbcdVP8Rc_HYV9XsRA/viewform?usp=sf_link)

### Appendix F –Result of the first iteration

For the participants on the testing

User #	Task 1	Task 2	Task 3	Task 4	Feedback	Tasks undertaken
Loredana	1	1	1	1	1	4
Alexandru	1	1	0.3	0	1	2.3
Stefan	1	1	0.7	0	1	2.7
Petru	1	1	1	1	1	4
Nicusor	1	1	1	1	1	4
Florentina	1	1	0.3	1	0	3.3
Andrei	1	1	1	1	1	4
Vasi	1	1	1	1	1	4
Stefanel	1	1	0	0	1	2
Cristian	1	1	1	0	1	3
Miruna	1	1	0	0	1	2
Mihaela	1	1	1	1	1	4
Miky	1	1	0.7	1	0	3.7
Total Users	13				Task completed	43
					Total Task	52
					Effectiveness Co	83%

Task1	communicating the disability to the system
Task2	choosing on of the jobs
Task3	answering the questions from the job aplication
Task4	Finalizing the process of aplication
	each sub section of the task represents 0.3

N	4					
R	13					
User #	Name	Start Time	End time	tji	nji	nji/tji
#1	Andrei	02:30:00	02:33:00	3	4	1.333333
#2	Loredana	02:04:00	02:14	10	2.3	0.23
#3	Stefan	10:08	10:28	20	2.7	0.135
#4	Petru	12:16	12:26	10	4	0.4
#5	Nicutor	06:20	06:30	10	4	0.4
#6	Florentina	07:37	07:40	3	3.3	1.1
#7	Alex	05:34	05:46	12	4	0.333333
#8	Vasi	07:15	07:22	7	4	0.571429
#9	Stefanel	03:30	03:53	23	2	0.086957
#10	Cristian	12:30	12:40	10	3	0.3
#11	Miruna	04:30:00	04:35:00	5	2	0.4
#12	Mihaela	13:00	13:10	10	4	0.4
#13	Miky	14:00	14:16	16	3.7	0.23125
	Time Based Efficiency	0.11	goals/sec			

### Appendix G –Result recorded by people without certified disabilities

User	Task1	Task2	Task3	Task4	nji	TJI	nji/TJI	nji*tji	
#1	1	1	0.7	1	3.7	25	0.148	92.5	Myjob
#2	1	1	1	1	4	40	0.1	160	ejobs
#3	1	1	0.4	1	3.4	7	0.485714286	23.8	ejobs
#4	1	1	1	1	4	10	0.4	40	Myjob
#5	1	1	1	1	4	25	0.16	100	Hipo
							Effectivness	96%	
							Timebased efficiency	0.06	goals/sec

Task1	communicating the disability to the system
Task2	choosing on of the jobs
Task3	answering the questions from the job aplication
Task4	Finalizing the process of aplication
	each sub section of the task represents 0.3

## Appendix H –Result of the second iteration

User #	Task 1	Task 2	Task 3	Task 4	Feedback	Tasks undertaken
Loredana	1	1	1	1	1	4
Alexandru	1	1	1	1	1	4
Stefan	1	1	1	1	1	4
Petru	1	1	1	1	1	4
Nicusor	1	1	1	1	1	4
Florentina	1	1	1	1	1	4
Andrei	1	1	1	1	1	4
Vasi	1	1	1	1	1	4
Stefanel	1	1	0	0	1	2
Cristian	1	1	1	1	1	4
Miruna	1	1	1	1	1	4
Mihaela	1	1	1	1	1	4
Miky	1	1	0	0	1	2
Total Users	13				Task completed	48
					Total Task	52
					Effectiveness Co	92%

Task1	communicating the disability to the system
Task2	choosing on of the jobs
Task3	answering the questions from the job aplication
Task4	Finalizing the process of aplication
	each sub section of the task represents 0.3

N	4					
R	13					
User #	Name	Start Time	End time	tji	nji	nji/tji
#1	Andrei	20:20:00	20:40:00	20	4	0.2
#2	Loredana	17:43:00	17:54	11	4	0.363636
#3	Stefan	16:43	16:50	20	4	0.2
#4	Petru	11:15	11:22	7	4	0.571429
#5	Nicusor	18:38	18:42	4	4	1
#6	Florentina	15:53	15:56	3	4	1.333333
#7	Alex	14:16	14:20	4	4	1
#8	Vasi	18:20	18:28	8	4	0.5
#9	Stefanel	09:30	09:40	10	2	0.2
#10	Cristian	15:33	15:40	7	4	0.571429
#11	Miruna	20:30:00	20:47:00	17	4	0.235294

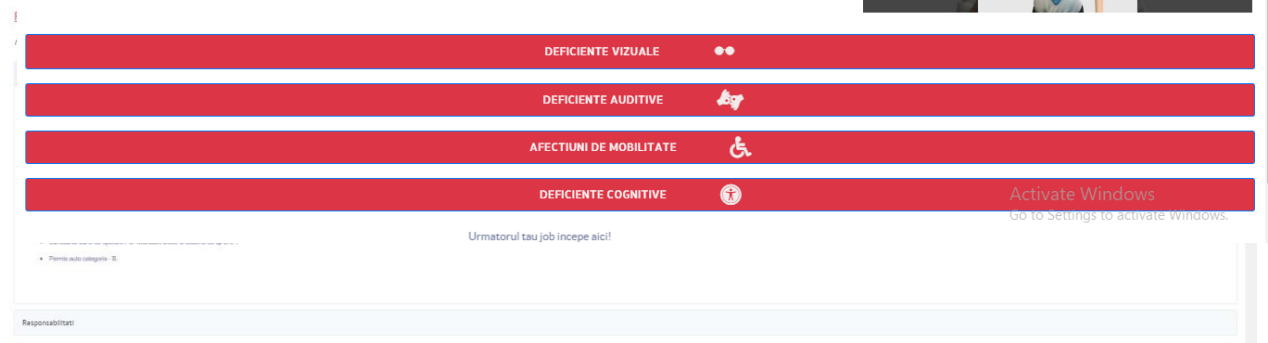
#12	Mihaela	13:35	13:41	6	4	0.666667
#13	Miky	13:55	14:25	30	2	0.066667

Time Based Efficiency      0.13    goals/sec

## Appendix I- The evolution from the first version to the second version of the prototype




Bine ai Venit pe Adecco for all! Aici vei gasi jobul potrivit pentru tine. Intrucat, tinem cont de experienta viitorilor nostri recruti, am creat 4 module din care poti sa alegi pe cel care ti se potriveste. Astfel, vei avea o experienta personalizata nevoilor tale.  
Selecteaza modulul care ti se potriveste



**Electromecanic**

Arad: Adecco Staffing 04.02.2020

<b>Cerinte</b>	
<ul style="list-style-type: none"><li>- Experienta anterioara pe un post similar</li><li>- Cunoastinta de baza automatizari industriale</li><li>- Abilitati de comunicare, atentie la detalii, lucru in echipa.</li><li>- Disponibilitate program de munca in 3 schimburi</li></ul>	
	
<b>Responsabilitati</b>	
<b>Beneficii</b>	Activate Windows Go to Settings to activate Windows
<b>APLICA</b>	



## Formularul de aplicare

Acest formular are rolul de a tine locul unui CV. Intrebarile au fost concepute pentru ai ajuta pe consilierii nostrii sa construiasca un profil persoanelor nou intrate in campul muncii.  
In cazul in care vreti sa aplicati cu un CV creat de dumneavoastra, in josul paginii veti gasi o sectiune unde puteti incarca CV-ul dumneavoastra.

\* Required

**Numele dumneavoastra \***  
Your answer

**Email**  
Your answer





Mai ai un pas pana a aplica la jobul dorit. Spune-ne datele tale si incarca CV-ul tau mai jos.

Numele \*

Numele si Prenumele

Enter your email

Numarul de telefon \*

07xxxx

AI un CV \*

☐ Da

☐ Nu

Incarca CV-ul aici in cazul in care ai unul

Drag and drop file here or [Browse](#)

**Trimite CV-ul**

Steuq pentru angajator



Daca ai ai un CV, hai sa completam unul impreuna.  
Acesta intrebare vor lua locul CV ului tau pentru orice din joburile noastre si nu numai.  
Raspunde la intrebare de mai jos pentru sa noua te poti cunoaste mai bine.

Numele \*

Numele si prenumele

Incarca CV-ul aici in cazul in care ai unul

Numarul de telefon

0700000000

Adresa la care esti \*

Care au fost ultimele slujbi pe care le-ai avut?

☒ Serviciu Primar ☐ Serviciu gospodaresc ☐ Libral ☐ Serviciu profesional ☐ Facultate

☐ Militar ☐ Oportunitat

Unde ai absolvit ultima scoala \*

Care este comanda in care te doresti sa lucrezi?

Permisul Conducere

