

Social representations of Chilean workers regarding labor inclusion of individuals aged 55 and over

Representaciones sociales de trabajadores chilenos sobre inclusión laboral de personas de 55 años y más

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ABSTRACT

Introduction: Population aging is a phenomenon that has reconsidered the needs of work environments. The increase in older people is a global trend, particularly in Latin America, so understanding the phenomenon of inclusion is a relevant edge to interpret the Social Representations that workers have about labor inclusion.

Objective: To interpret the Social Representations that workers have about the labor inclusion of people aged 55 and over in the Chilean context through a mixed concurrent analysis.

Methods: A cross-sectional study was carried out semi-structured interviews to 229 participants with a mean age of 38.44 years and a standard deviation of 11.69; 92.58% were men.

Results: The words "Experience" and "Opportunity" are the most prevalent in the central nucleus of the representation. The experience has related inclusive meanings with the time at work, while the opportunity word represents the inclusion in work spaces and the chance to be able to live with the most experienced.

Conclusions: The similarity of the arguments of the participants, points out the criteria in workers related to



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inclusion of individuals aged 55 and over and providing elements for understanding the phenomenon and its determinants.

Keywords: aging; social inclusion; population dynamics; job accommodation; Chile; occupational health

RESUMEN

Introducción: El envejecimiento de la población es un fenómeno que ha reconsiderado las necesidades de los entornos laborales. El aumento de personas mayores es una tendencia global, particularmente en América Latina, por lo que comprender el fenómeno de la inclusión es una arista relevante para interpretar las Representaciones Sociales que tienen los trabajadores sobre la inclusión laboral.

Objetivos: Interpretar las Representaciones Sociales que tienen los trabajadores sobre la inclusión laboral de las personas de 55 años y más en el contexto chileno a través de un análisis concurrente mixto.

Métodos: Se realizó un estudio transversal con entrevistas semiestructuradas con 229 participantes con una edad media de 38,44 años y una desviación estándar de 11,69, el 92,58 % fueron hombres.

Resultados: Las palabras “Experiencia” y “Oportunidad” son las más prevalentes en el núcleo central de la representación. La experiencia tiene significados inclusivos relacionados al tiempo en la labor; mientras que la palabra oportunidad representa la inclusión en los espacios laborales y la ocasión de poder convivir con los más experimentados.

Conclusiones: La similitud de los discursos de los participantes, señala los criterios asociados por los trabajadores respecto de la inclusión de personas de 55 y más. Aportando elementos para la comprensión del fenómeno y sus determinantes.

Palabras clave: envejecimiento; inclusión social; dinámica poblacional; adaptación laboral; Chile; salud ocupacional

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Introduction

The accelerated aging of the population is a phenomenon that is having a general impact. Life expectancy in the



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world is increasing; however, in Latin America, the trend is more marked. This demographic transition poses challenges for public policies and work environments never seen before; consequently, the countries of this region have adopted strategies to counteract this phenomenon by stimulating fertility, promoting participation and social integration of the elderly to ensure the employment of those who are most suitable for this task.⁽¹⁾

Older people (OP) employment is an increasingly relevant issue in the labor market, which indicates the need to define strategies and actions for the involvement and participation of OP in the labor market.⁽¹⁾ It is estimated that 48% of OP in Chile have a job due to economic need; however, more than half of them state that they will continue working despite not having such a need; as they claim to be comfortable with their current job.⁽²⁾ Beyond a personal decision or a purely economic issue, the OP seek social integration and personal worth through work.

There are several reasons why an OP may or may not be linked to the work environment; there are those who do not have a job and have expressed as the main reason that they are unable to do so because of health problems. It is estimated that in Chile, OP represent 25% of the total population, so the role of work in the life of this population would be essential for the improvement of their quality of life.⁽³⁾ In this same sense, there are a variety of studies on stress and work that link work environments as contexts than can be stressors.^(4,5,6,7,8)

However, this does not seem to be generalized to all occupations as there is evidence on the association between low level of job satisfaction and higher levels of stress,⁽⁹⁾ so perceptions of work environments also matter.

On the other hand, the promotion of labor rights protects and guarantees labor activity. Some of the most important rights for women are: independence, autonomy, community participation, social security and work.⁽³⁾

Thus, reintegration and encouraging OP to remain in formal employment become ways to strengthen their participation and guarantee not only access to an economic income, but also to pensions that ensure a better quality of life and social security.⁽¹⁰⁾ In addition, the integration of OP into the labor field encourages the independent use of their economic assets, so that they can face poverty with greater tools, thus improving their quality of life.⁽¹⁾ Ensuring that these environments are satisfactory for the OP is also necessary to understand the role to be developed in the different labor fields.

As far as companies are concerned, economic growth and the fight against poverty in this vulnerable population is made possible through the inclusion of OP in the labor market, in addition to making an important contribution to the respect and full exercise of the rights of this group. In turn, social responsibility in the business sector entails ensuring the adaptation and reincorporation of the OP in the labor market. It is essential to have information that nurtures the political and social context to promote dignified and equal treatment in the inclusion of women with disabilities in the labor market. Consequently, companies should be motivated to



increase the inclusion of women workers in the labor market.⁽³⁾ To propose specific actions that have an impact on this sector, it is necessary to understand the contexts surrounding the participation of OP in active work environments.

Review of Literature

Knowledge of Social Representations (SR) is crucial to understand the spaces and factors that influence performance and organizational culture in workers around their environments. Active labour inquiries are presented by the groups of people involved in all spaces at their workstations. Asking about the Inclusion of the OP addresses the problem by considering the main referents of each worker to build a common structure of shared ideas and thoughts that conforms a SR. This theory allows us to put personal opinions as a brick to build a collective and interpersonal common representation.

Latin America has used SR associated to indagate labor issues into: employment and unemployment^(11,12,13) and motivation and labor productivity.⁽¹⁴⁾ Exploring personal and collective aspects related to employment allows us to know the key notions from a perspective that emphasizes social and cultural context. Torres and others in 2018 found that the SR of young Mexicans regarding employment are associated with aspects such as happiness, responsibility, time, routine and tiredness. Generally, employment was referred to as a concept related to academic preparation, values and personal efforts, in such a way that they make it possible to obtain an economic income and the acquisition of material goods for personal and social benefit.⁽¹³⁾

In another study by Torres and others on Ecuadorian university students, it was reported that work is represented as an occupation and a right that guarantees a salary, which allows for generating emotional and economic stability, accompanied by a sense of well-being that will make possible the fulfillment of achievements and success in the long term.⁽¹²⁾ In this same line, another research sought to explore SR about employment in Colombian and Mexican healthcare workers, concluding that employment is represented as an economic activity that leads to personal growth and well-being, which is why it requires a high sense of responsibility.⁽¹³⁾ For their part, Quezada and others in a research on the SR of work motivation and productivity in Mexican health workers, found that motivation is mainly associated with respect, recognition and satisfaction of people; which can lead to improved job performance, while productivity is related to aspects such as the organization of the institution, the achievement of goals, the development of skills and abilities and personal values so that a better position and a higher salary can be accessed.⁽¹⁴⁾

Although these studies have been carried out in Latin American countries, there is a lack of knowledge related to the subject in the Chilean context and to SMEs with a focus on safety and health conditions at work.



Moreover, these studies show that the SRs of employment and work are largely associated with issues such as self-improvement and personal growth, which consequently promote a comprehensive sense of well-being and usefulness in people, which ultimately denotes the relevance of carrying out this proposal.

Health, well-being and work in old age. On the one hand, it has been considered that the negative stereotypes of old age, based on “old-ageism” may represent a stressor that affects the health and well-being of the elderly. A study by Barranquero and Ausín,⁽¹⁵⁾ found that the literature shows evidence that internalized age stigma contributes to the occurrence of psychological problems and disability. In this sense, it has been found that OP with a higher age tends to present lower scores in psychological well-being compared to OP of lesser age.⁽¹⁶⁾ In turn, it has been found that in the OP population, subjective well-being is highly related to related to one’s perception of health; however, social well-being tends to present lower levels.⁽¹⁷⁾

Thus, the inclusion of OP in the workplace represents an opportunity for them to remain active in their immediate context, feel useful and generate social support networks; since the lack of opportunities can trigger exclusion and social isolation in OP. On the other hand, it is important to mention that health in the population of the OP is not only related to the absence of pain and disease but also to the ability to carry out daily activities. In this sense, work can be understood as an activity through which health transcends for OP.⁽¹⁸⁾ This can be confirmed by the findings of Torres and others, who found that work is often represented as a factor that contributes to health and personal growth in various population groups.⁽¹⁹⁾

To propose and build specific actions that have an impact on organizations, it is necessary to understand the contexts involved in the participation of OP and the working population due to personal and labor barriers that may not be exposed in other studies. Thus, the objective of this research is to interpret the SR that workers have about the labor inclusion of people aged 55 and over in the Chilean context through mixed concurrent analysis. To interpret the SR that workers have about the labor inclusion of 55-years old and over OP in the Chilean context using mixed analysis.

Methods

Design

A cross-sectional study was designed following the structuralist approach of SR theory.^(20,21,22) Some indicators of the cultural consensus model were considered^(23,24) were considered for the exploratory and interpretative analysis of the relationships between the graphs.^(20,25)



Sociocultural delimitation

Concerning the sociocultural delimitation, this research was carried out in 136 of 346 communes in Chile within a mostly urban context with Chilean-hired workers.

Sample

Non-probability sequential and opportunistic nonprobability sampling with self-selection of individuals was performed.⁽¹⁰⁾ Participation was voluntary and was only conditioned to employed workers over 18 years of age.

Dissemination and recruitment of participants

A designated representative from MUTUAL of Security, responsible for direct communication with companies through the organization of formal events, inviting them to participate in the study, after signing the informed consent approved by the Scientific Ethics Committee of MUTUAL of Security under resolution No. 256, was entrusted with the facilitation of the participation of individuals through effective dissemination. It is noteworthy that the "MUTUAL of Security" is a private non-profit organization that provides comprehensive healthcare for occupational accidents and implements risk prevention programs throughout the Chilean territory.⁽²⁶⁾

Data collection techniques

The data were collected during the period from June 2019 to November 2020 in the work centers, under the express authorization of the employer and the signed consent of the worker. The participants completed a structured interview composed of sociodemographic data and questions based on free association lists. The socio-demographic data questionnaire collected: sex, age, educational level, area and geographic region. On the other hand, the free listing technique -frequently used in the literature to configure the SRs- was used to collect sociodemographic data^(22,23,27) consisted of the participant writing down five words or expressions that came to mind based on the inducer term "Labor inclusion of individuals aged 55 and older". Once mentioned, the individuals were asked to explain their answers.^(20,28)

Analysis procedures

In the first instance, the information was emptied and rectified from the free lists on paper to a spreadsheet. The sociodemographic data, the mentions and their respective explanations were integrated by standardizing the spelling of the words (e.g. work, Work, working). Subsequently, descriptive analysis of the words was



performed to determine the consensus of the sample.

The first analysis carried out was the prototypical analysis, which incorporated the words collected in the free lists. This analysis weights two indicators: the frequency in which each word appears (the number of times a term is mentioned) and the order in which it was referred to (place in which the word was mentioned). From the confluence of both indicators, a table is produced with the four zones to carry out the analysis according to the structuralist perspective of SR, which includes: the central core of SR, a contrasting zone and two peripheral zones.^(20,21,22,29)

The process carried out was the analysis of similarities of the mentions utilizing the co-occurrence index, understood as the concepts mentioned at the same time by the different participants. This analysis allows us to know the configuration of the responses and the individuals simultaneously, which provides further information on SR. The number of times that the elements have "co-occurred" among the participants' discourses gives an account of the consensus among participants. Similarity analysis was applied for mentions and explanations (argumentation referred to by the participant about the mention of the words).

The analysis of the similarity of explanations allows us to know the co-occurrences of lexical-semantic composition across consensual discourses (both in mention and place); that is, they occur together.^(30,31) For the analyses, the software IRaMuteQ version 07 was used. Alpha 2 and Excel spreadsheets.

Ethical aspects

This study in its project stage was evaluated by the Scientific Ethics Committee for Research Projects of Mutual of Security and approved on September 22, 2020, with folio No. 256. The informed consent was prepared by the applicable law in Chile;⁽³²⁾ in addition to adhering to the bioethical principles of the Latin American and Caribbean Federation of Bioethics Institutions.⁽³³⁾

Results

There were 229 participants with a mean age of 38.44 years and a standard deviation of 11.69, 92.58% of whom were male. Six levels of schooling were established: (a) No studies (n=4, 1.34%), (b) Complete basic education (n=15, 5.02%), (c) Complete secondary education (n=102, 34.11%), (d) Technical-professional education (n=60, 20%), (e) Complete professional education (n=45, 15.05%) and (f) Postgraduate (n=3, 1%).

From the free lists, a total of 1,145 words or expressions were expected to be obtained since five evocations related to "labor inclusion in OP" were asked, of which only 948 were obtained, representing a 6.55% loss of



expected information. Concerning the mentions and explanations, there were no missing words in the first mention, the second had two, the third had 28, the fourth had 75 and the fifth had 92.

Prototypical analysis

Table 1 shows the prototypical analysis matrix that shows the structures that make up the SR. Within the central core of the representation, the word "Experience" is the most relevant, followed by the word "Opportunity". The words "Work" and "Inclusion" are next and have a dyadic closeness, as do the terms "Equality" and "Responsible". Finally, "Empathy", "Effort", "Include" and "Right" are shown as the last part of the central core.

The first periphery considers the elements with high mentions, but enunciated in the last places; "Responsibility" as the most relevant, while the dyads: "Respect" and "Necessity", "Knowledge" and "Wisdom" are of similar relevance. In turn, "Commitment" and "Family" are terms with similar relevance.

The contrasting elements are those that are about to be incorporated into the central representation and are characterized by low frequencies, but in the first places of mention. Some characteristics such as: "Acceptance", "Integration", "Loyalty", "Dedication", "Maturity" are mainly appreciated, and some negative ones such as: "Discrimination", "Tiredness", "Few Opportunities" and "Distraction".

The second periphery contains the elements that are mentioned last and are not very frequent; it refers to the ideas or concepts that are associated with the representation, but do not have sufficient representation to appear.

Table 1. Prototypical analysis

Mention	Frequency	Place were it was evoked	Mention	Frequency	Place were it was evoked
Experience (Experiencia)	54	2.0	Responsability (Responsabilidad)	28	2.9
Opportunity (Oportunidad)	44	2.2	Respect (Respeto)	18	2.9
Work (Trabajo)	17	1.9	Needs (Necesidad)	18	2.7
Inclusion (Inclusión)	16	2.2	Knowledge (Conocimiento)	13	3.0
Equality (Igualdad)	9	2.0	Wisdom (Sabiduría)	12	3.1
Responsables, Committed (Responsables)	7	2.0	Commitment (Compromiso)	10	2.9
Empathy (Empatía)	6	1.5	Family (Familia)	7	2.9
Effort (Esfuerzo)	5	2.0	Learning (Aprendizaje)	5	3.4
Include (Incluir)	5	1.4	Love (Amor)	5	4.4
Right, Law (Derecho)	5	2.6	Help (Ayuda)	5	2.8
			Acknowledgment (Reconocimiento)	5	2.8
Central Core			First Periphery		



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Evocation Rate ≤ 2.63			Evocation Rate > 2.63		
Contrast Zone			Second Periphery		
Mention	Frequency	Place were it was evoked	Mention	Frequency	Place were it was evoked
Acceptance (Aceptación)	4	2.0	Dedication (Dedicación)	4	3.5
Discrimination (Discriminación)	4	1.5	Retirement (Jubilación)	4	3.8
Integration (Integración)	4	1.2	Attention (Cuidado)	4	3.0
Loyalty (Lealtad)	4	2.2	Maturity (Madurez)	4	3.2
Opportunities, Chances (Oportunidades)	3	1.0	Capability (Capacidad)	4	3.5
Aegin (Vejez)	3	2.3	Usefull (Útil)	4	4.5
Provide opportunity (Dar oportunidad)	3	2.3	Wellness (Bienestar)	4	3.0
Capabilities, capacities (Capacidades)	3	2.3	Tranquility (Tranquilidad)	4	3.2
Age (Edad)	3	2.3	Partnership (Compañerismo)	4	4.0
Labor experience (Experiencia Laboral)	3	2.0	Activity (Actividad)	3	3.3
To support (Apoyar)	3	2.3	Respectful (Respetuosos)	3	3.7
Effort (Ganas)	3	2.0	Distraction (Distraccin)	3	4.0
Teaching (Enseñanza)	3	2.3	Life (Vida)	3	3.7
Give job (Dar trabajo)	2	1.0	Consistency (Constancia)	3	3.7
Contribution (Aporte)	2	2.0	Children (Hijos)	3	3.3
Labor inclusion (Inclusión laboral)	2	1.5	Perseverance (Perseverancia)	3	3.0
Attitude (Actitud)	2	1.5	Motivation (Motivación)	3	4.0
Social (Social)	2	2.0	Punctuality (Puntualidad)	3	3.0
God (Dios)	2	1.0	Patience (Paciencia)	3	3.3
Fatigue (Cansancio)	2	1.5	Importance (Importancia)	2	3.0
Support (Apoyo)	2	2.0	Reality (Realidad)	2	5.0
Incorporation (Incorporación)	2	1.0	Learn (Aprender)	2	3.5
Participation (Participación)	2	2.0	Utility (Utilidad)	2	4.0
Rights (Derechos)	2	1.0	Health (Salud)	2	4.0
It's ok (Está bien)	2	1.0	Faith (Fé)	2	4.0
Agree to (Aceptar)	2	1.5	Sport (Deporte)	2	4.0
Rest (Descanso)	2	2.0	Everyone has rights (Todos tienen derecho)	2	4.0
Active (Activo)	2	2.0	Help for economical need (Ayudar por necesidad económica)	2	3.0
Diversity (Diversidad)	2	2.0	Trust (Confianza)	2	3.5
Seriousness (Seriedad)	2	2.5	Path (Trayectoria)	2	3.5
Low chances (Pocas oportunidades)	2	2.5	Labor Force (Fuerza Laboral)	2	3.5
Mention	Frequency	Place were it was evoked	Mention	Frequency	Place were it was evoked

Source: Self elaboration.



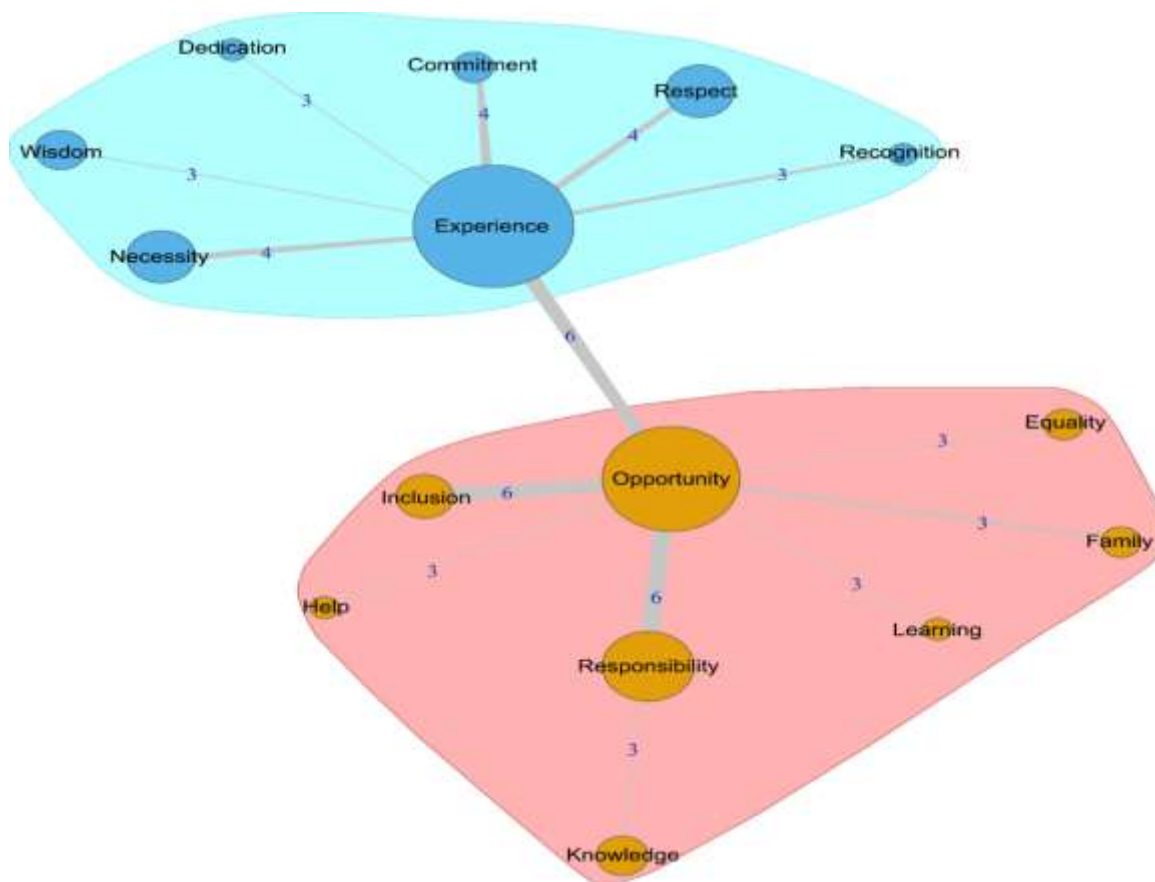
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Similarity analysis in mentions

The analysis of similarity in mentions evaluates the degree of agreement (co-occurrence) among the participants; it focuses on the words that were stated in the same order and the same place by them. Figure 1 shows the graph resulting from the similarity analysis performed with the word matrices. The analysis shows a dyad, already reported in the prototypical analysis, between the words "Experience" and "Opportunity", associating two large lexical families.

The network corresponding to "Experience" relates to two pairs of similar meanings, the one corresponding to "Respect, Commitment and Need" and the one considering "Wisdom, Dedication and Recognition". This first shows the network of meanings that are associated with the main words. The second network corresponds to the word "Opportunity", which in turn is organized into two large groups: the first corresponds to the words: "Inclusion" and "Responsibility" and the other to: "Help", "Knowledge", "Learning", "Family" and "Equality", which shows the recurrent configuration expressed by the participants.

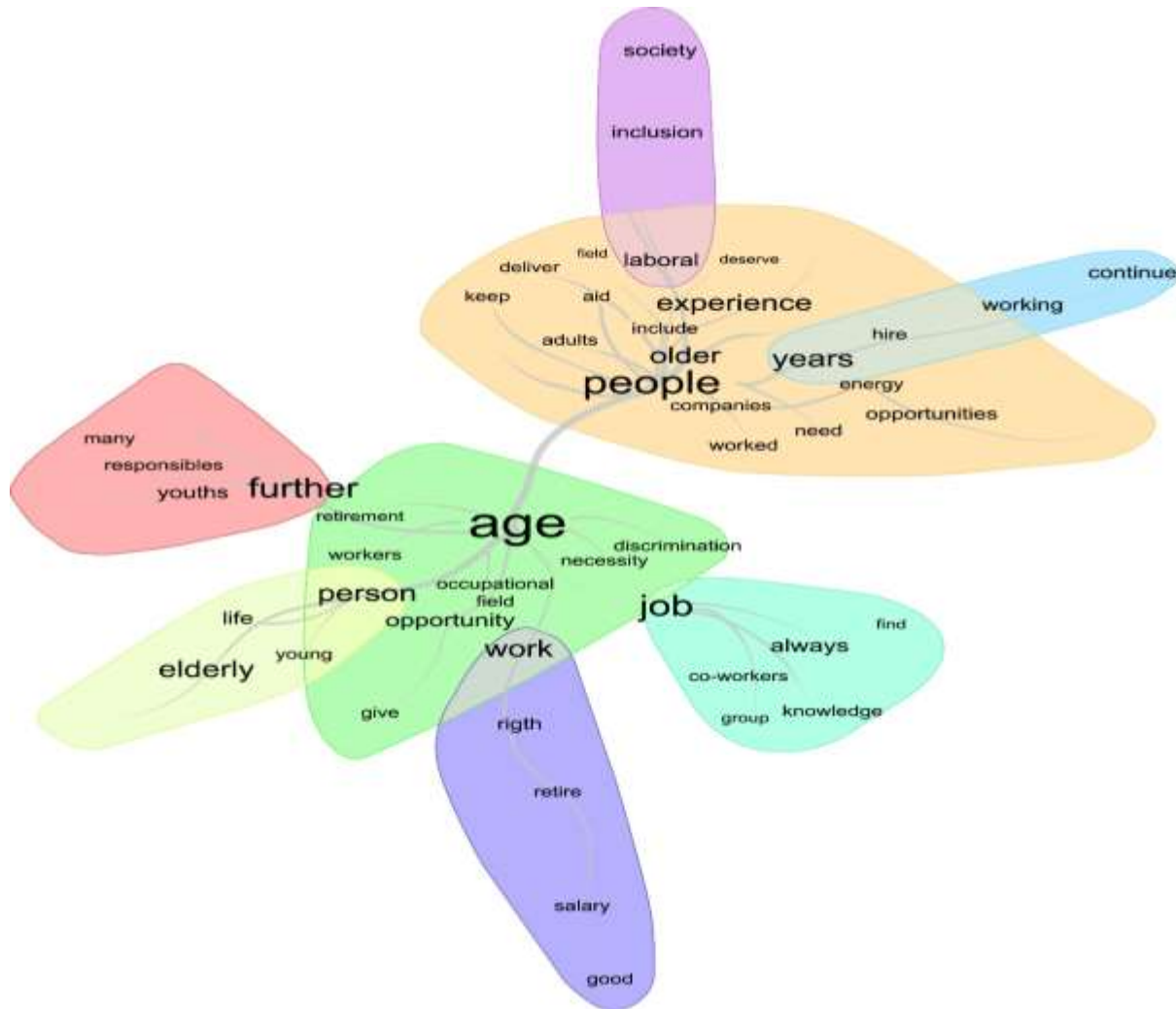


Source: Self elaboration.

Fig. 1. Similarity analysis in mentions.

Similarity analysis (Explanations)

The similarity analysis of the explanations that argue for the mentions of the words contains the information that describes the ideas present in the participants. Figure 2 shows the analysis of the explanations given to support the inclusion of the words. The graph shows three main networks and a fourth emergent one; these in turn contain five intersections of smaller networks.



Source: Self elaboration.

Fig. 2. Similarity analysis explanations

The two main networks group meanings about people and age that concentrate the main explanatory networks. The word "People" contains the networks "Labor" and "Years". The second word refers to the term "Age" and connects with "Work", "Working" and "Person"; finally, the network with the word "More" refers to relevant

characteristics in the labor inclusion of OP. The emerging network contains two words regarding the feeling of usefulness that seem to be two elements that have not been able to emerge.

Discussion

The present work explored the SR that workers have regarding the labor inclusion of OP⁽⁵⁵⁾ to have an interpretative framework to understand the socio-cognitive system.⁽²⁰⁾ The SR of this theme shows at its core found conceptions about work, inclusion, being empathetic and moral right. The first discussion focuses on the veneration of the OP as an important figure because of her trajectory; the elements that are currently being reorganized take up themes such as discrimination, attitudes, legal rights, fatigue, incorporation, and the concept of old age, among others. Finally, there are themes related to retirement, care, dedication, family, economic needs, well-being, distraction and tranquillity.

The role of OP in workplaces has been studied by other authors who consider them as a contribution to the labor force.⁽³⁴⁾ In this same sense, adult workers can play different roles, among which the role of mentors in companies stands out.⁽³⁵⁾

For its part, the workplace is characterized by relationships of trust and learning, so the word "Opportunity" was probably evoked as part of the niche that is expected to be filled by the opportunity to include OP in the workplace. Equality, responsibility and empathy are all terms that seek to include collective participation as a viable way of realizing inclusion in work environments. In this regard, one study points out that OP can be integrated into trade unions and health and safety commissions as a contribution to labor health and welfare in companies.⁽³⁶⁾

The words associated with the moral standards that consider respect, recognition and remembrance of personal and family aspects such as the knowledge about the issues that their trajectory has given them, the position of wisdom they hold and the commitment that comes with maturity. Precisely these aspects coincide with the spirit of the Inter-American Convention on the Protection of the Human Rights of Older Persons,⁽³⁷⁾ a legal instrument ratified and promulgated by the Chilean State in 2017 and which urges signatory States to promote the recognition of the experience, wisdom, productivity and contribution to development provided to society by this group.

These conclusions frame individual, social and, therefore, collective positions that should be present in the discussion agenda. In this same sense, loneliness, activity, sense of belonging and emotional factors should be visible, as stated in the words of one participant: "Because I have seen that many older people are completely



alone, having a family, and the fact that they can work opens a window so that they do not feel alone". These expectations are picked up by the highest agency responsible for providing protection to the OP and ensuring their full inclusion in society; the National Service for the Elderly, who through campaigns and long-term strategic work has made visible the importance of providing mechanisms in promoting labor inclusion, preventing loneliness and eradicating social exclusion in the OP.⁽³⁸⁾

There are areas of opportunity that determine positive elements of the inclusion of OP, where values and ideological positions such as acceptance and integration are highlighted. In the discourses of the participants, there is concern about the energy that older workers bring to work environments, which, together with the need for utility and the stereotypes of retirement and retirement, nourish this discussion. In contrast, negative factors such as discrimination, few opportunities and the questioning of the salary received because of the cost of living in a country like Chile are also considered.

These statements are suggestive of an acceptance of the Chilean workforce's acceptance of the inclusion of older adults in the workplace; indeed, it would be expected as something demanded; however, it is also recognized that there are barriers that prevent employers from offering more opportunities and reformulating the work structure to make it compatible with the integration of older adults. Achieving an inclusive climate would be the first step in a work environment characterized by policies, procedures and actions that seek to offer opportunities to all groups equally, but particularly to those who have been stigmatized and thus have received few opportunities.⁽³⁹⁾

It is interesting to note that dedication, retirement, care and maturity are topics that frame current discussions in terms of public policies in the labor agenda. Usefulness, merit, well-being, tranquility and companionship also establish paradigms that include more individual factors in SR, associated with an expected or stereotypical character of being of this age and continuing to be active in the labor market.

The words opportunity and experience are coincidentally at the center of all the analyses. Analyzing the configurations with the greatest similarity among the participants allows us to identify the semantic networks associated with the main words; the terms: older people and age seem to be the main elements that need to be explored in the themes and therefore the discussion. The networks identified: elderly people, work, work, work, person, work and years seem to be the themes in the SR discourses.

Strengths and limitations

The SR has been explored by a mixed methodology scope and it's one of the strengths. On one hand, word counting and ranking give you a general approach to the answers of the participants. On the other hand,



analyzing participant speeches can give a metanalytic and qualitative approach in the labor health framework. The main limitation of the research is that it can be difficult to generalize as the SR it's obtained in small groups; however, each of the informants has social interactions that "call for their experience and their social network."

Implications for Practice

Knowing the SR of workers could tell us the nature of the social interactions inside the workspaces. As exposed, the words experience and opportunity has the main role in the research. All the workers are open to the inclusion of elderly people into the workspaces. In addition, the words are strongly in favor of the inclusion of major people into the workspaces, along with the need to be included.

Conclusions

In general, the findings converge in that OP are an icon of experience and having them in the workplace is synonymous with opportunities related to the labor health, inclusion, responsibility and knowledge. In this same sense, there is a need for equality through equal treatment; in the words of the participants: "The State must be a guarantor of equal opportunities for all citizens", "Demonstrate that they can continue to work under equal conditions" and "For people of 55 years old and over have been treated equally in all areas". Also, their presence is manifested in learning opportunities for new workers: "because they are people who have always worked in the same thing, providing learning to the younger ones", "so we realize that life is not easy and not to be arrogant with people older than us"; in contrast, the word help also means that OP require work environments with special characteristics: "They need a greater process of adaptation and learning."

When the word Experience is framed, it is associated with greater commitment, wisdom and dedication to work; however, it frames a process of recognition of the needs of older adults: "Need to work because pensions are bad and not enough", "Many older adults work out of necessity because their pensions are not enough". Inclusion implies the recognition and respect given to older adults: "OP of 55 years old and over still have a lot to give and therefore deserve respect", "No matter how hard-working or hard-working we should never lose respect and kindness towards OP". On the other hand, there is also the belief that working at that age could be considered a lack of respect for one's career and working years: "I think it is a lack of respect for older people because at their age they should have a retirement."

Themes related to the inclusion of OP can be identified: (a) the people around OP such as the elderly, the adult, the young person; (b) work: work groups, co-workers, and knowledge; (c) working: retirement, entitlement, the



desire to work, the "good" salary and; (d) capacity: responsibility, the feeling of usefulness, and maintenance. The inclusion of OP frames multiple contexts that needs to be carefully reviewed and take into consideration not only factors about laws, policies and environments but also emotional factors that determine the health, the tasks and purpose of inclusion. SR provides a fertile field for inquiry with other methodologies that allow for a deeper understanding of the schemes that are worth taking up again in the formal spaces of discussion.

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Conflict of de interest

The authors declare that have no conflict of interest.

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