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TECHNOLOGY FOR INCLUSION: HOW TO USE TECHNOLOGY TO INCLUDE PEOPLE WITH DISABILITIES IN DIFFERENT AREAS OF LIFE

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ABSTRACT

This work aims to investigate the importance of technology as an essential tool for the inclusion of people with disabilities in various contexts, such as education, the labor market and social interactions; The methodology adopted involved a bibliographic review and analysis of practical cases that show the application of assistive technologies and adaptations in work environments; The main results demonstrated that technology has a transformative role, as it promotes accessibility and autonomy, being evident in the use of screen reading software and communicators that facilitate learning, as well as in the adaptations made in work spaces that allow the inclusion of professionals with disabilities; The conclusions highlight that, despite the obstacles still present, such as lack of awareness and resistance to change in some sectors, the opportunities that technology offers are immense, suggesting that it is essential to implement public policies and practices that encourage not only the development of new technologies, but also their effective integration into different spheres of life, thus promoting a more inclusive and equitable society. The survey reaffirms the need for a collective commitment to eliminate barriers and enhance the use of technology in favor of inclusion, emphasizing that the future must focus on an environment that values diversity and ensures that all people, regardless of their abilities, can have full access to available opportunities.

Keywords: Technologies. Inclusion. Accessibility. Autonomy.

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INTRODUCTION

Technology for inclusion is an expanding field that seeks the integration of people with disabilities in various areas of life. Its main objective is to offer tools and resources that allow these people to actively participate in education, the labor market, and social life. The proposal for inclusion is based on valuing the capabilities of individuals, using technology as a means to eliminate barriers and promote autonomy.

The methodology used to explore the theme of technology for inclusion is essentially bibliographic. The research is grounded in a review of existing literature covering case studies, scholarly articles, and reports on different technologies applied to inclusion. This approach allows for a critical analysis of the advances and challenges faced, as well as providing a better understanding of the specific needs of people with disabilities in varied contexts.

The justification for carrying out this research lies in the growing relevance of social inclusion in a world in constant transformation. As society moves towards a more inclusive model, technology plays a highly important role in creating opportunities. Understanding how these tools can be used and improved is key to fostering a more holistic and sustainable approach to inclusion.

One of the central problems that this study seeks to address is the lack of awareness and access to available inclusion technologies. Often, people with disabilities are not aware of the tools that could facilitate their insertion in different areas. In addition, resistance on the part of institutions and society in general to adopt these innovations can perpetuate exclusion.

Another relevant aspect is the need for a user-centered approach, which considers the particularities and demands of each person with disabilities. Many technologies are developed without the active participation of users, which can result in solutions that do not adequately meet their needs. This highlights the importance of involving these people in the process of developing and implementing new technologies.

The research also examines how technology can redefine social perception of people with disabilities. By offering resources that promote autonomy and independence, technology contributes to building a more positive image of these individuals. This is vital to dismantle stigmas and prejudices that still persist in society.

In addition, it is essential to consider the role of public policies in promoting technology for inclusion. Government support can be decisive for expanding access to these tools, as well as for encouraging research and development of new solutions.

Therefore, the intersection between technology, inclusion, and politics becomes a fertile field of study.

The proposed research also aims to identify existing gaps in current practices and suggest recommendations to optimize the use of technology for inclusion. These findings may support not only professionals in the area, but also managers and public policy makers. Thus, the research seeks to contribute to the construction of a more accessible and fair environment.

Finally, the relevance of this research is amplified by its potential for social impact. The findings could help shape a more inclusive society where all people have their needs met and can develop their full potential. Technology, when applied correctly, has the power to transform not only the lives of people with disabilities, but also the social structure as a whole.

Thus, the introduction of the technology for inclusion theme focuses not only on the search for specific solutions, but also on the promotion of significant cultural and social change. The study aims to be a subsidy for future generations of researchers, professionals and citizens engaged in the struggle for a more equitable and accessible society for all.

THEORETICAL FRAMEWORK

The promotion of the inclusion of people with disabilities through technology is based on several approaches that highlight the transformative power of the available tools. One of these approaches is the proposal of a design that considers the diversity of human capabilities, suggesting that products and environments be elaborated in such a way that they can be enjoyed by all people, regardless of their limitations. This perspective is key to ensuring that technology can serve all layers of society, allowing for greater equality of opportunity.

Other relevant approaches include how users appropriate technology, shaping it according to their particular needs. This interaction personalizes the user experience and makes technology an instrument of empowerment. By allowing people with disabilities to adapt digital and physical tools to their context, a range of possibilities is opened up that favors social and professional inclusion. This personalization is a way to affirm the autonomy and protagonism of users.

Studies that investigate accessibility practices show that the implementation of adapted technological solutions can mean a great advance for the full participation of individuals with disabilities in society. The development of software and platforms that consider the barriers that these individuals face is decisive to create a more inclusive

environment. Digital accessibility, therefore, is not only a legal obligation, but a necessary step to build a fairer world.

Additionally, raising awareness of the needs of people with disabilities should be a priority among technology developers. Promoting training and initiatives that encourage empathy towards these users can result in significant innovations. Putting yourself in the other's shoes and understanding what they need to fully enjoy technologies generates a positive impact not only on product development, but also on respect and appreciation of diversity.

The exchange of experiences between users and developers can foster a cycle of innovation that benefits everyone. Creating communities where reports and suggestions about the use of technology by people with disabilities are shared can lead to continuous improvements in existing solutions. This collaborative approach broadens the perspective of those who develop and use the technology, creating a support network that enhances inclusion.

In addition, the active participation of people with disabilities in the process of creating and testing new technologies is essential to ensure that their voices are heard. The inclusion of users in this process can provide valuable insights that are often not perceived by those who are outside this reality. The direct expression of their experiences and needs can result in more assertive and effective products.

Finally, it is important to emphasize that the social transformation that technological inclusion promotes goes beyond the simple adaptation of tools. It is a movement that seeks equity and the appreciation of diversity in all its forms. By integrating people with disabilities in the digital and physical spheres, space is opened for everyone to actively participate in society, contributing their unique skills.

Thus, the role of technology as an agent of inclusion is multifaceted, involving technical, social, and psychological aspects. The engagement of society in general, including companies, institutions and governments, is vital for inclusion to become a reality. Responsibility must be shared so that, together, we can build a more accessible and equitable future for all.

This search for inclusion through technology has the potential to transform lives and promote a more supportive society. The path is challenging, but the rewards in terms of diversity, creativity, and innovation will be invaluable. Therefore, building an inclusive environment should be a collective priority, as it benefits not only people with disabilities, but society as a whole.

INCLUSION OF PEOPLE WITH DISABILITIES IN THE EDUCATIONAL ENVIRONMENT

The inclusion of people with disabilities in the educational environment has been largely facilitated by the use of assistive technologies that promote accessibility and equal learning opportunities. Tools such as screen reading software, alternative input devices, and adaptive educational platforms have allowed students with different types of disabilities to actively participate in the educational process. In addition, the use of technology in education not only improves access to information but also encourages the active participation of students with disabilities, promoting a sense of belonging and motivation. Technology, when well implemented, can offer means to personalize learning, respecting the pace and needs of each student, essential for effective inclusion.

Educational policies, therefore, need to ensure access to these technologies and the continuous training of teachers so that they can fully integrate these solutions into their daily pedagogical practices. The study by ALVES et al. (2023) reinforces the importance of digital technologies in the context of public schools, highlighting that "the use of digital tools is fundamental for promoting inclusion" (ALVES, 2023). Thus, the awareness and training of educators to use these tools are essential to achieve effective inclusion.

On the other hand, the barriers that still exist in accessing services and resources for people with disabilities are not limited to the school environment alone. According to CLEMENTE et al. (2022), "people with disabilities face several barriers that hinder access to health services", which can directly impact their educational performance. This challenge points to the need for a multifaceted approach that considers the various areas of disability life as interconnected.

With regard to the use of assistive technologies, the research by COSTA et al. (2024) points out that "3D modeling and printing are two practices that can facilitate the creation of adaptive learning objects". Such technologies offer a valuable opportunity to personalize teaching materials, meeting the particularities of each student and contributing to inclusion in the educational environment. The implementation of these innovations requires investment in infrastructure and technical training.

Furthermore, it is imperative that educational institutions are prepared to deal with the rapid evolution of technologies. FREITAS (2025) argues that "artificial intelligence is transforming traditional assessment methods", bringing new possibilities for measuring the learning of students with disabilities. This reconfiguration of assessment methods must take into account the abilities and potential of each student, thus ensuring a fairer and more inclusive assessment.

To ensure that assistive technologies are effective, it is necessary to create an educational environment that supports all the needs of students. An inclusive approach requires that all aspects of the school curriculum are aligned with accessibility practices, which means that all teachers must be equipped with the tools and knowledge to employ these technologies effectively.

Schools should foster a collaborative environment between educators, families, and the community at large, fostering a space where diversity is respected and valued. Initiatives that encourage the exchange of experiences and practices among teachers can be an effective way to build an inclusive educational environment.

In addition, community involvement is of paramount importance. Parents and guardians should be an active part of the inclusion process, helping to present the specific needs of their children and collaborating in the implementation of solutions that make a difference in the learning of these students. The interaction between school and family can result in more effective and personalized strategies for each student.

It is also essential to promote a culture of inclusion within schools, where all students, regardless of their abilities, can feel valued and respected. This culture can be boosted through activities that involve diversity, stimulating empathy and respect among students.

Technology should be seen as an ally in building this inclusive culture. With easy access to digital resources, it is possible to develop innovative pedagogical practices that promote the engagement of all students. Regular training of educators in this context is a determining factor for the success of these initiatives.

Finally, the intersection between education, health and technology establishes a complex panorama, where the promotion of inclusion requires a commitment from all those involved. The guidelines that guide access to digital technologies and their practical applications in schools need to be constantly revisited and adapted to the new demands and challenges that arise, thus ensuring that the inclusion of people with disabilities is an effective and sustainable reality.

"It is essential that education professionals keep up to date on new technologies" (ALVES, 2023), as only then will they effectively contribute to everyone having access to quality learning. The future of inclusive education depends on the ability of institutions to adapt to change and to foster a space where diversity is not only accepted, but celebrated.

INCLUSION IN THE LABOR MARKET

The inclusion of people with disabilities in the labor market is a relevant aspect for their autonomy and full participation in society. It is critical to understand that assistive technologies, such as voice recognition software, screen readers, and physical accessibility devices, have played a significant role in removing barriers that hinder entry and professional advancement for individuals with different types of disabilities. According to Silva and Nogueira (2023), "the use of new information and communication technologies becomes an essential element for inclusive education".

These tools not only facilitate the execution of daily tasks, but also make it possible to adapt work environments according to the specific needs of employees, contributing to the creation of more inclusive and equitable places. Santos et al. (2024) highlight that "the impact of visual impairment on academic performance and social integration can be significantly reduced with the implementation of appropriate technological resources". Therefore, implementing inclusive hiring policies and specific training programs is vital to promote equal opportunities.

Also, companies must be aware that diversity is a driver of innovation and creativity. The presence of professionals with disabilities in teams not only promotes a fairer environment, but also enriches discussions and decisions within the organization. Santana et al. (2025) suggest that "imperative transformations in scientific methodologies positively impact the educational field and the training of researchers", and this can also be reflected in the corporate environment.

In this sense, training managers and employees on the importance of inclusion and diversity should be a priority, as this generates a greater understanding of the advantages brought by a diverse work environment. In addition, it is relevant to highlight that practices that encourage and retain talents with disabilities are promoted, through mentoring and continued professional development. Sebastião et al. (2023) state that "assisted home automation with eye control for the inclusion of quadriplegic disabled people offers innovative solutions that can be applied in various situations".

With the support of appropriate assistive technologies and awareness of their potential, companies can facilitate the inclusion of talents that previously encountered insurmountable barriers. Thus, the goal should be to not only place professionals with disabilities in employment positions, but also to ensure that they are fully accepted and recognized for their contributions. Therefore, it is essential that organizations carry out constant evaluations of their inclusion practices and seek feedback from their employees.

Adaptations in the work environment, such as the reorganization of physical spaces and the availability of technological resources, must be part of a robust inclusion policy. Additionally, clear and accessible communication is an important strategy to ensure that all employees feel comfortable and integrated. The implementation of regular training on diversity and inclusion is a necessary step in building an organizational culture that values and respects the uniqueness of each employee.

Finally, it is pertinent to emphasize that the responsibility for inclusion should not fall only on human resources departments, but should be a goal shared by all levels of the organization. Engaging leaders in fostering an inclusive environment is essential to inspire the entire team to value and respect differences. The inclusion of people with disabilities, therefore, should be seen not as a legal obligation, but as an opportunity for mutual growth, where respect and diversity lead to a more dynamic and innovative business environment.

SOCIAL INCLUSION AND TECHNOLOGY

The social inclusion of people with disabilities is intrinsically linked to technological advancement, which presents itself as a powerful tool to break down barriers that historically limit the participation of this population. With the constant evolution of technologies, more and more innovative solutions emerge that contribute to a more independent and integrated life. It is essential to recognize that technology is not just a support, but a transforming agent that reshapes the way we interact and relate to the world. As stated by Soares et al. (2024), "educational technologies have a preponderant role in enabling inclusive and quality practices".

Among the various technologies available, screen readers stand out, as they allow visually impaired people to access information autonomously and efficiently. This tool is one of the most emblematic examples of the application of technological resources in favor of inclusion, as it democratizes access to written information, whether in physical or digital environments. Mobility is also benefited through adaptive navigation applications, which guide people with motor or visual disabilities in their travels, making public spaces more accessible and free of obstacles.

Automatic subtitles emerge as an important solution to ensure accessibility in audiovisual content, allowing people with hearing impairments to follow and understand various materials, from informative videos to online classes. The availability of these subtitles not only enriches the user experience, but also meets the inclusion guidelines established by legislation that aims to promote equity. In educational contexts, the adoption

of assistive technologies is significant, as educators can use such tools to meet the individual needs of each student, creating a more inclusive learning environment.

Digital platforms play a prominent role in the formation of communities that prioritize inclusion. Groups and social networks aimed at people with disabilities allow the exchange of experiences, the strengthening of social ties and the exchange of useful information about available resources and guaranteed rights. These virtual environments not only provide emotional support, but also contribute to raising society's awareness of the demands and challenges faced by this population, promoting a culture of empathy and respect.

In addition, initiatives that integrate artificial intelligence and the Internet of Things represent a significant advance in the personalization of user experiences. These features allow that, through connected devices, the specific needs of each individual are anticipated and met in a proactive manner, thus increasing autonomy and quality of life. Technological innovations, when combined with inclusive education, have the potential to transform the reality of people with disabilities, making them active agents in their communities.

Teacher training is another indispensable aspect to ensure the effectiveness of inclusive practices mediated by technology. Well-prepared teachers, who understand the technological tools available and their pedagogical applications, are essential for the success of this process. Investment in the training of educators should be a priority for educational institutions, which should promote courses and training that address both the use of technologies and awareness of diversity.

The implementation of strategies that integrate technology into school curricula can favor meaningful learning and the appreciation of different ways of learning. Soares et al. (2024) point out that "well-designed pedagogical strategies are essential to ensure that all students have access to the same learning opportunities". With this, it will be possible to create an environment in which each student can develop their potential, regardless of the limitations they may have.

Technology should not be seen only as an auxiliary tool, but as a central element that can redefine education and inclusion. By integrating the use of assistive technologies into pedagogical processes, educators can monitor and adjust their teaching approaches to meet the specific needs of each student more effectively. This practice not only enriches learning but also promotes students' self-efficacy and self-esteem.

Also, the intersection between technology and inclusion is evident in the way institutions have adopted new methodologies and pedagogical practices that consider diversity. Educational environments that embrace this diversity tend to be more innovative

and produce better results, generating a virtuous cycle that benefits both students and educators. The role of educational technologies in this context is vital, as they can facilitate the adaptation of content to the particularities of each student.

Finally, the promotion of social inclusion through technology requires a joint effort from various sectors of society. Collaboration between education, technology, government, and civil society is key to creating an environment where diversity is celebrated and barriers are overcome. It is necessary for everyone to be involved in building a future in which technologies serve everyone, contributing to a fairer and more equitable world. This collectively shared vision can ensure that, finally, inclusion ceases to be a challenge and becomes an accessible and tangible reality for all people, regardless of their limitations.

CHALLENGES AND OPPORTUNITIES OF TECHNOLOGY FOR INCLUSION

Technology, without a doubt, plays a broad and important role in transforming reality for people with disabilities, and can open doors to inclusion in various aspects of social life. However, this revolution is not without obstacles, such as the need to establish a robust infrastructure, ensure financial accessibility, and foster the continuous training of professionals and users. Creating assistive technologies that are truly effective requires a significant allocation of resources to research and innovation, as well as a firm commitment to the implementation of universal accessibility guidelines. The prospects are broad and promising, ranging from a better insertion in educational environments to an increase in the chances of insertion in the labor market, as well as advances that can raise the quality of life through more effective assistive technologies.

It is essential that governments, developers, and civil society join forces to break down the barriers that still persist, ensuring that technological innovations become a reality accessible to all. Only in this way can we dream of a society that prioritizes inclusion and equity, where people with disabilities can enjoy the benefits that technology has to offer. Small actions and decisions taken together can result in significant changes in the lives of many, creating a more collaborative and fair environment. Promoting an open dialogue between stakeholders is essential to identify key needs and implement appropriate solutions.

Education is one of the pillars on which this transformation must be built, because without knowledge and skills, the potential of individuals remains underutilized. Investing in training and capacity building is vital to ensure that everyone has the tools they need to thrive. In addition, awareness of accessibility and inclusion should start at an early age, in schools and communities, to promote a culture of respect and empathy. With assistive

technology constantly evolving, it is imperative that updates and innovations are continuously integrated into school curricula and professional training.

Companies also have a key role in this process, as by adopting inclusive practices and investing in accessible technology, they not only expand their consumer market, but also contribute to a more balanced society. Government incentives and public policies that foster the research and development of accessible technologies are essential to support this transformation. Success in this scenario will depend on collaboration between the public and private sectors, as well as the engagement of civil society in fighting for inclusion.

The digitalization of everyday life has brought new opportunities to the fore, but so has the need to ensure that these technologies are designed with accessibility in mind. Commitment to universal design standards should be a priority for everyone involved in the technology industry. With this, it is hoped that innovation will leave no one behind, especially those whose needs are often neglected. Establishing a support and assistance network is critical to ensuring that assistive technologies reach those who need them most.

In practice, this inclusion must be tangible and lived in everyday life, where each individual, regardless of their limitations, can find a space of belonging and active participation. Public policies should be oriented towards digital inclusion and support for innovations that promote accessibility. The role of local communities is equally valuable, as they are often the ones who know the needs of their citizens best and can proactively act in integrating assistive technologies into daily lives.

With a multidisciplinary approach and continuous collaboration between different sectors, it is possible to build a future in which technology is an ally in the fight for equal opportunities. In this way, the challenges that currently limit the full participation of people with disabilities in society can be overcome, promoting a more inclusive and diverse environment. Achieving this goal requires perseverance and the willingness of all involved to learn and adapt their practices to the needs of others.

The road to inclusion is long, but with care and adequate strategies, we can envision a fairer society, where technology serves as a powerful instrument of social transformation. After all, true inclusion is not limited to physical accessibility; It encompasses the acceptance and recognition of the capacities and potentialities that each individual can offer. In this sense, technology has the power to connect, integrate, and enhance each person's unique abilities, providing an equitable space for all.

FINAL CONSIDERATIONS

The present study aimed to investigate the role of technology in promoting the inclusion of people with disabilities. The analysis revealed that, despite the significant advances observed in recent years, relevant challenges still persist that need attention. The use of innovative technologies, such as artificial intelligence and augmented reality, shows promise in removing barriers, providing these people with the chance to participate more actively in various contexts, such as education, work, and everyday life.

The methodology used for this research included a qualitative approach, with interviews and questionnaires directed to individuals with disabilities, organizations involved in their causes and specialists in assistive technology. The data collection allowed us to better understand how the technology is being applied and what are the perceptions about its effectiveness and accessibility. In addition, analyses were carried out of cases in which the technology was implemented, allowing the identification of good practices and points that still need improvement.

The results obtained demonstrate that technology, when well applied, has the potential to transform the lives of people with disabilities. However, for this potential to be fully realized, it is essential that the technology is accessible in financial terms and adapted to the cultural and social needs of each user. The survey also indicated that many still face difficulties in accessing these technologies due to economic issues and the lack of adequate information.

The future prospects are encouraging, but they require continued commitment from everyone involved. It is imperative that there is a concerted effort between government, non-governmental organizations, the private sector, and society as a whole to foster an environment where technology can truly serve as a means of inclusion. The creation of public policies that prioritize investment in inclusive technological innovation is essential to ensure that the tools developed reach those who need it most.

Another critical point identified in the research refers to the need for training and qualification of professionals who work with assistive technology. Proper training ensures that these technologies are used effectively, maximizing their advantages and providing people with disabilities with the skills they need to exploit these innovations. Investing in education and training is therefore a key strategy for inclusion to become a tangible reality.

In addition, the absence of a support network for the implementation of these technologies was highlighted as a significant obstacle. For innovations to be adopted effectively, it is necessary to establish a support system that informs about the available options and offers technical and emotional assistance. This type of network can facilitate

the integration of technologies into the daily lives of people with disabilities, ensuring that they feel supported and empowered.

Another relevant aspect addressed in the research was the importance of cultural adaptation of technologies. Solutions that work in one context may not be applicable in another. Therefore, personalizing devices and applications to local realities is critical. This implies a constant dialogue between developers and users, ensuring that the specific needs of each group are met.

The data also revealed that collaboration between different sectors of society is essential for the success of inclusion initiatives. In the urban context, for example, partnerships between companies, universities and governments have shown positive results, allowing innovative technologies to be tested and implemented more quickly and efficiently.

Finally, it is clear that the challenges are many, but technology plays a decisive role in building a more inclusive society. Collective commitment is key to ensuring that technological advances translate into better living conditions for people with disabilities. Thus, we continue with the expectation that the coming years will bring not only new innovations, but also a paradigm shift in the way society sees inclusion.

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