

COMMUNICATION IS THE SOURCE OF CAREER PROBLEMS AMONG HEARING IMPAIRED GROUP IN MALAYSIA

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ABSTRACT

Hearing impaired group claimed that they having difficulty in order to get a job and a few of them also said that they likely to change over after they are able to get the position. It seems to be difficult to employ any kind of job due to unstable economy plus with a huge number of foreign workers immigrate into our country. Hearing impaired people seem to change over their job and at the end making unstable economy for them. Many efforts and ways that been made by the government and non-government organization to open their mind and at the same try to help. However, there is no positive outcome can be count over. Moreover, when all issue on hearing impaired group be voice out, there is no evidence to support all the problems and failed to detect the main factor related to this issues. Research that include with quantitative, descriptive and interview towards these group in order to identify the main cause in employment issue had been done successfully with Yayasan Pembangunan Keluarga Darul Ta'zim. The result that been gather from 33 respondents hearing impaired show that 28 people having problem in their career (mean score 1.15). While through this research too, problem in communication has been detected as a major problem with mean score 2.48 follow by issue on low salary (mean score 2.24) and higher workloads (mean score 2.03). For hearing impaired people that get high level of education, they have least problem in their career with standard deviation 0.36. In this research, it will explain more on the main and other cause and also discuss more on effect that cause by those problem towards hearing impaired group. And at the same time try to find the solutions for all problems.

Keywords: *People with Disability (PWD), Hearing Impaired Group, Problem in Communication, Employment Issue Faced By Hearing Impaired Group.*

1. INTRODUCTION

Research from Haward (2000), claim that 50%-70% of disabled people did not have any job and among of them only receiving a minimum income. This result comes from the research in third world country including Malaysia. However, this research cannot be done widely because the sample data only give focus towards physical disabled people whereas this kind of situation also occurs to all disabled categories in Malaysia and not only happen to physical disabled person.

Three big issue that always been voice out is problem in accessibility and opportunity in education and employment. This problem has been highlighted by Ex Ministry of Women, Family and Society Development, Datuk Seri Shahrizat Abdul Jalil in one of the event (Utusan Malaysia, 3rd August 2011) with welfare and NGO. She also hopes that all sectors would give an equal

opportunity to people with disability because they also want to have a career like others.

Articles in Sinar Harian on 30th January 2012 reveal that people with disability (blind) had been caught by authorities because selling tissues on street. When this group of people having difficulty to get a job, they have come out with another insensitive like selling but it seems not going to work for them. They were arrest for selling tissue whereas they actually did not have any work. Obviously, due to certain circumstances, they take an action by selling tissue and are point out as a beggar by society. If they have their own career for sure they will not act like that. This show how important role of all sector including governments, private sectors and also society in order to help people with disability like been state by Datuk Seri Shahrizat Abdul Jalil previously.

Employment issue among disabled people make themselves unaware with their right and makes

things more complex to be solved. This situation cannot be hold anymore and causes of this environment need to be identify so that several actions can be made. They should be allow to participate and able to contribute to the country by raise up economy level with proper guidance.

2. THE PREVIOUS RESEARCH

According to Hamdi Ishak (2010), in his book entitle "Pekak dan Bisu Menurut Perspektif Islam" state that group of hearing impaired people is not seems as people with physical disability. They only have difficulty in language because they are not able to speak orally and at the end, all the information that going to be said cannot be understood. In simple word, those people are not able to communicate like normal people. Marina N. (2006) in her thesis title "Penglabatan Perunding Binaan Dalam Perancangan dan Rekabentuk dan Bangunan Untuk OKU" agreed that this categories of disabled need to get an extra and specific observation.

Ishak, Z. (2008), note that society need to be concerned with unlucky people beside not to discriminate their rights. There are a few cases where disabled group were bully and get force to do something out of their ability. This is not only happen at school, but also during career stage.

On behalf of YPKDT, they also create some ways to overcome employment issue among people with disability. Unit Penempatan Pekerjaan OKU (UPPOKU) provide opportunity to have a job by free to people with disability and to execute all the program which suite with PWD development and at the same time keep specific promoting for PWD members in Johor. These conditions contribute to vigorous action that has been made by the state government in Johor on handling employment issue among disabled person.

3. RESEARCH METHODOLOGY

There are a few methodologies that have been used like observation, literature research, questionnaire and interview. All previous research from different sources such as thesis, book, newspaper and article in magazine has been study in order to strengthen all the point in this research. Questionnaire to investigate employment issue among people with disability has been carried out on Bengkel Kebolehpasaran Kerjaya dan Cabaran Golongan Orang Kurang Upaya (OKU) by

(YPKDT) with cooperation between (SDJO) and graduate from Universiti Teknologi Malaysia (UTM) where about 58 people with disabled has participate in this program. Even though, this program give extra attention on every categories of disabled, about 55 people who join this program is deaf people and only three people under physical disabled categories.

Instrument that has been used for questionnaire is in the form of survey where they need to answer the question which related to them only. For disabled people who under age 18 and never work, they need to fulfil under part of background and their experience in work. To get the accurate information, only 33 hearing impaired that have working experience been calculate in this research. So that the data that been collected not mix with the data that the hearing impaired person which does not have any job.

Only 7 questions that related with career planning and 7 questions that related with career experience in this research. A few translator and sign language teacher had been invited to give some help by giving explanation to this group to answer this questionnaire. The result of this questionnaire had been analysed with SPSS software and the summary about the real problem that faced by this group had been done. All the questions in this questionnaire have a rational and their own functions that only focus to detect the main problem in career among hearing impaired group.

4. THE RESEARCH LOCATION

This research has been conducted at Hotel Amansari City Centre, Johor Bahru. Selection for this place is made under several factors. For example, this hotel is located at the centre of the town which easy to be found and become the main attraction among people. Moreover, this hotel also provides friendly environment which suite with disabled people where they prepared facilities such as ramp, lift and disabled toilet. This questionnaire has been done in large and convenience hall which next to dining hall.

5. CAREER PROBLEM FACED BY HEARING IMPAIRED GROUP

In this chapter it will discuss about the career problem faced by this group from their experience, education level, and others problems. It will be also

discuss about their problems categories and finally about their real cause.

A. People with Disabilities Group Career Experience

Question on this research give more attention toward a few things such as employment issue that they have come across, desire to quit or change the job and interview experiences. This part was answered by PWD group above age 18 and has work before this. Unemployed PWD also answered this section because they want to know the reason why they quit the job/ change the career.

Table below show age, education level and respondent of job experience. While connections in Table 1 until Table 3 provides information on the condition of hearing impaired group. Meanwhile in Table 4 represent the relationship between education levels with job experience. The aim of this research is to identify whether factor of education level will affect them to apply for the job.

Table 1: Age Of The Respondent
Age of respondent

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------|-----------|---------|---------------|--------------------|
| Valid 21 | 2 | 6.1 | 6.1 | 6.1 |
| 23 | 2 | 6.1 | 6.1 | 12.1 |
| 24 | 2 | 6.1 | 6.1 | 18.2 |
| 25 | 4 | 12.1 | 12.1 | 30.3 |
| 26 | 2 | 6.1 | 6.1 | 36.4 |
| 27 | 2 | 6.1 | 6.1 | 42.4 |
| 28 | 1 | 3.0 | 3.0 | 45.5 |
| 29 | 1 | 3.0 | 3.0 | 48.5 |
| 31 | 1 | 3.0 | 3.0 | 51.5 |
| 32 | 1 | 3.0 | 3.0 | 54.5 |
| 33 | 3 | 9.1 | 9.1 | 63.6 |
| 35 | 3 | 9.1 | 9.1 | 72.7 |
| 36 | 1 | 3.0 | 3.0 | 75.8 |
| 37 | 1 | 3.0 | 3.0 | 78.8 |
| 38 | 1 | 3.0 | 3.0 | 81.8 |
| 40 | 2 | 6.1 | 6.1 | 87.9 |
| 41 | 3 | 9.1 | 9.1 | 97.0 |
| 44 | 1 | 3.0 | 3.0 | 100.0 |
| Total | 33 | 100.0 | 100.0 | |

Table 2: Education Level Of Respondent
Education level of respondent

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------|-----------|---------|---------------|--------------------|
| Valid UPSR | 3 | 9.1 | 9.4 | 9.4 |
| PMR | 5 | 15.2 | 15.6 | 25.0 |
| SPM | 13 | 39.4 | 40.6 | 65.6 |
| Certificate | 8 | 24.2 | 25.0 | 90.6 |
| Diploma | 2 | 6.1 | 6.2 | 96.9 |
| Degree | 1 | 3.0 | 3.1 | 100.0 |
| Total | 32 | 97.0 | 100.0 | |
| Missing 999 | 1 | 3.0 | | |
| Total | 33 | 100.0 | | |

Table 3: Job Experience Of Respondent

Working experience

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------------|-----------|---------|---------------|--------------------|
| Valid No | 2 | 6.1 | 6.1 | 6.1 |
| Yes | 23 | 69.7 | 69.7 | 75.8 |
| Before this, yes but now, no | 8 | 24.2 | 24.2 | 100.0 |
| Total | 33 | 100.0 | 100.0 | |

Table 4: Relation Of Education Level And Working Experience

Statistics

| | Education level of respondent | Working experience |
|----------------|-------------------------------|--------------------|
| N Valid | 32 | 33 |
| Missing | 1 | 0 |
| Mean | 3.1250 | 2.1818 |
| Median | 3.0000 | 2.0000 |
| Std. Deviation | 1.15703 | .52764 |
| Sum | 100.00 | 72.00 |

Majority hearing impaired group do not came from high level of education. Only three persons are managed to get into the university by taking diploma and degree level. While others come from SPM level. All this information can be gather from Table 2. From Table 3 it clearly shows that all of them have job experience. However, two people do not have any job experience while eight people involve with changing or losing the job.

Table 4 illustrates the relationship between education level and job experience. The mean score 3.125 (education level) and 2.181 (job experience), it gives low standard deviation with only 0.527. This prove that even though PWD group do not have high level of education they still able to get money and has their own career.

Table 5: Having Problem At Workplace

Having problem in working

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 28 | 84.8 | 84.8 | 84.8 |
| No | 5 | 15.2 | 15.2 | 100.0 |
| Total | 33 | 100.0 | 100.0 | |

Even though PWD group do not faced a big problem in order to get the job, they still have some issue with their current career. Table 5 show only five people do not have any problem in their career but about 28 respondents involve some issue in their career. In total, 84.8% of the respondent has problem in their career. This amount is not only point too hearing impaired group with has low level of education but also to hearing impaired group that

have high level of education. This can be proved by Figure 1 below.

B. Current Career for Disabled Persons

For this section, the questions had been focus to current career in PWD group. The result indicates that, the most favourite career that had been chosen by them and connected with education level. In this case to, the research are able to identify the problems that occur under their working field.

Table 6 below shows categories of current employment by the respondents where there are 8 types of major fields of endeavour by them.

Table 6: Categories Of Current Employment Fields

| Current job fields of respondent | | | | | |
|----------------------------------|-----------------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Education | 1 | 3.0 | 3.4 | 3.4 |
| | Business | 2 | 6.1 | 6.9 | 10.3 |
| | Services | 14 | 42.4 | 48.3 | 58.6 |
| | Government Sector | 3 | 9.1 | 10.3 | 69.0 |
| | Private Sector | 3 | 9.1 | 10.3 | 79.3 |
| | Sport | 1 | 3.0 | 3.4 | 82.8 |
| | Market/Restaurant | 3 | 9.1 | 10.3 | 93.1 |
| | Petrol Station/Toll Station | 2 | 6.1 | 6.9 | 100.0 |
| | Total | 29 | 87.9 | 100.0 | |
| Missing | 999 | 4 | 12.1 | | |
| | Total | 33 | 100.0 | | |

The chart below shows the relationship between working experience, level of education and career field. From this figure, it can be shown that, majority of the hearing impaired people prefer to be involved with services and followed by working with government, private and working in supermarkets or at restaurant.

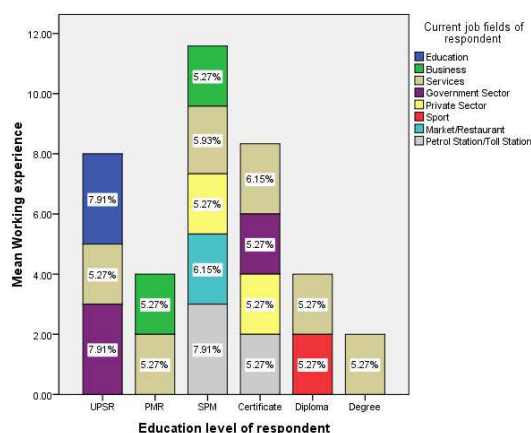


Figure 2: Distribution Of Mean Working Experience With The Education Level Of Respondents.

On Figure 2 it clearly shows that education does not play a significant role in the way the hearing impaired chooses their jobs. When they have reached several ages, they start to find a job and they will try to work. No matter what kind of job that they get, they would work on it.

Figure 3 below shows the distribution of working experience and who have problems in their career fields. Under working experience, the mean score was 2.181 while the standard deviation was 0.527. While mean score for having problem in career was 1.15 and 0.364 for the standard deviation.

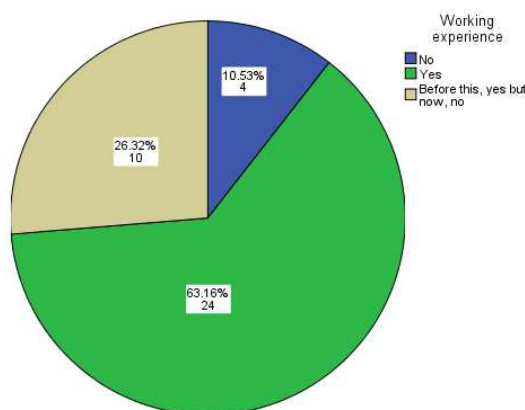


Figure 3: Mean Distribution Of Respondents Who Has Experienced In Working And Having Problem In Their Current Career.

This claimed that, most of the hearing impaired people have problem in their career. For those who are highly educated, they will not be able to escape from the problems of their careers. For the next chapter, the research will continue focusing on the problems faced by the hearing impaired people in their careers and find out the real cause for difficulty to get a job and often exchanged their careers.

C. Career Problem for Hearing Impaired Group

One of the problem that been faced by hearing impaired group when come to their career was difficult to get the job and when they able to get the position, they are not able to keep it for a long time. They were always change over their job and facing a hard time to have the main job. For this section, questionnaire toward their problems covered a few main categories.

Table for each career problem categories that been faced by hearing impaired group can be seen below.

Table 7: Communication Factor among Hearing Impaired Group

| Communication problem | | | | | |
|-----------------------|--------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Most problematic | 12 | 36.4 | 36.4 | 36.4 |
| | Very problematic | 7 | 21.2 | 21.2 | 57.6 |
| | Always problematic | 7 | 21.2 | 21.2 | 78.8 |
| | Rarely troubled | 7 | 21.2 | 21.2 | 100.0 |
| | Total | 33 | 100.0 | 100.0 | |

Table 7 show about 12 people from 33 people with hearing impaired said that communication is the major problem in their working sector. Furthermore, 21 hearing impaired people also claimed that communication really because trouble, always give problems and create least problems respectively. This prove that communication become a serious issue among hearing impaired workers and need to be solve as soon as possible. While in Table 8, it give an idea that the lowest salary cause the most problem (7 people), really give problem (14 people), always give trouble (9 people) and give little problem (3 people).

Table 8: Low Salary Factor among Hearing Impaired Group

| Low of salary | | | | | |
|---------------|--------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Most problematic | 7 | 21.2 | 21.2 | 21.2 |
| | Very problematic | 14 | 42.4 | 42.4 | 63.6 |
| | Always problematic | 9 | 27.3 | 27.3 | 90.9 |
| | A bit problematic | 3 | 9.1 | 9.1 | 100.0 |
| | Total | 33 | 100.0 | 100.0 | |

Table 9 below indicates that the work load give an impact in their career. Only 12 people said that it give the most problem, 11 people with really give problem and always give a problem by 8 people. Two PWD only give statements that the work load give a little problem and not cause much trouble for them.

Table 9: High Burdensome Factor among Hearing Impaired Group

| High burdensome of job | | | | | |
|------------------------|--------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Most problematic | 12 | 36.4 | 36.4 | 36.4 |
| | Very problematic | 11 | 33.3 | 33.3 | 69.7 |
| | Always problematic | 8 | 24.2 | 24.2 | 93.9 |
| | A bit problematic | 1 | 3.0 | 3.0 | 97.0 |
| | Rarely troubled | 1 | 3.0 | 3.0 | 100.0 |
| | Total | 33 | 100.0 | 100.0 | |

While in Table 10 shows distribution of interest towards their career. Two people claimed that they have less interest and 15 people state that interest are not giving a huge problem for them just only give some small trouble. Meanwhile, 8 people agreed that interest is not a big problem for them.

Table 10: Less Interest Factor among Hearing Impaired Group

| Less interested | | | | | |
|-----------------|-------------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Very problematic | 2 | 6.1 | 6.1 | 6.1 |
| | Always problematic | 6 | 18.2 | 18.2 | 24.2 |
| | A bit problematic | 15 | 45.5 | 45.5 | 69.7 |
| | Rarely troubled | 8 | 24.2 | 24.2 | 93.9 |
| | Sometimes only troubled | 2 | 6.1 | 6.1 | 100.0 |
| | Total | 33 | 100.0 | 100.0 | |

There are two hearing impaired people said that the problem of discrimination is the most problematic for them. Discrimination here means in terms of salary distribution, unbalance work load, unequal treatment for them and so on. However, as many as 10 people and 9 people say only a few problem and rarely troubled in Table 11 below.

Table 11: Discrimination Factor among Hearing Impaired Group

| Discrimination problem | | | | | |
|------------------------|-------------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Most problematic | 2 | 6.1 | 6.1 | 6.1 |
| | Always problematic | 1 | 3.0 | 3.0 | 9.1 |
| | A bit problematic | 10 | 30.3 | 30.3 | 39.4 |
| | Rarely troubled | 9 | 27.3 | 27.3 | 66.7 |
| | Sometimes only troubled | 11 | 33.3 | 33.3 | 100.0 |
| | Total | 33 | 100.0 | 100.0 | |

According to hearing impaired people, they said problems with the employer less occurs. Based on the Table 12, a total of 7 people said that they were rarely troubled with the employer while 19 others said they only occasionally problem with their employers.

Table 12: Problem with Bos Factor among Hearing Impaired Group

| Problem with bos | | | | | |
|------------------|-------------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Always problematic | 1 | 3.0 | 3.2 | 3.2 |
| | A bit problematic | 4 | 12.1 | 12.9 | 16.1 |
| | Rarely troubled | 7 | 21.2 | 22.6 | 38.7 |
| | Sometimes only troubled | 19 | 57.6 | 61.3 | 100.0 |
| | Total | 31 | 93.9 | 100.0 | |
| Missing | 999 | 2 | 6.1 | | |
| | Total | 33 | 100.0 | | |

Lack of self-confidence is not an issue among hearing impaired group. Table 13 shows the total of 17 hearing impaired that do not have many



problems with self-confidence and 11 people say it is not always problem to them.

Table 13: Low Self Esteem Factor among Hearing Impaired Group

| Low self esteem | | | | |
|-----------------|------------------------|-----------|---------|--------------------|
| | | Frequency | Percent | Cumulative Percent |
| Valid | Not much of problem | 17 | 51.5 | 60.7 |
| | Not always problematic | 11 | 33.3 | 100.0 |
| | Total | 28 | 84.8 | 100.0 |
| Missing | 999 | 5 | 15.2 | |
| Total | | 33 | 100.0 | |

Hearing impaired group is totally different with physical disabled or any other category. Apparently they are physically the same with other normal people. Majority of them said help is not always become a problem (12 people) and not give any problem (15 people). This prove that they did not need any help in terms of movement or what kind of helps physically.

Table 14: Need Help Factor Among Hearing Impaired Group

| Need to help | | | | |
|--------------|------------------------|-----------|---------|--------------------|
| | | Frequency | Percent | Cumulative Percent |
| Valid | Not much of problem | 1 | 3.0 | 3.6 |
| | Not always problematic | 12 | 36.4 | 42.9 |
| | No problem | 15 | 45.5 | 53.6 |
| | Total | 28 | 84.8 | 100.0 |
| Missing | 999 | 5 | 15.2 | |
| Total | | 33 | 100.0 | |

Hearing impaired people have no problem whether in movement or mobility. So they necessarily do not need help in terms of workplace facilities compared with physically disabled. A total of 11 people said no problem and 6 represent fewer problems for the most unfriendly disabled workplace as shown in Table 15 below.

Table 15: Environment Factor Among Hearing Impaired Group

| Not friendly working environment | | | | |
|----------------------------------|------------------------|-----------|---------|--------------------|
| | | Frequency | Percent | Cumulative Percent |
| Valid | Not much of problem | 6 | 18.2 | 21.4 |
| | Not always problematic | 5 | 15.2 | 39.3 |
| | No problem | 11 | 33.3 | 78.6 |
| | At least problematic | 6 | 18.2 | 100.0 |
| | Total | 28 | 84.8 | 100.0 |
| Missing | 999 | 5 | 15.2 | |
| Total | | 33 | 100.0 | |

Table 16 also shows that they do not have a huge problem in terms of transport. A total of 22 people hearing impaired people say that transport is the least problem for them.

Table 16: Transportation Factor Among Hearing Impaired Group

| No transport | | | | | |
|--------------|----------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Not much of problem | 4 | 12.1 | 14.3 | 14.3 |
| | No problem | 2 | 6.1 | 7.1 | 21.4 |
| | At least problematic | 22 | 66.7 | 78.6 | 100.0 |
| | Total | 28 | 84.8 | 100.0 | |
| Missing | 999 | 5 | 15.2 | | |
| Total | | 33 | 100.0 | | |

From Table 7 until Table 16 shows the problems that been experienced by hearing impaired in their careers. From all the tables, it was found that there are three major problems namely communication problems, problems of low salary and high work load problem. Table 17 below shows the mean and standard deviation for each category of these issues.

Table 17: Distribution Of Problems By Category

| | Communicati on problem | Low of salary | High burdensome of job | Less interested | Discriminatio n problem |
|----------------|------------------------|---------------|------------------------|-----------------|-------------------------|
| N | 33 | 33 | 33 | 33 | 33 |
| Valid | 33 | 33 | 33 | 33 | 33 |
| Missing | 0 | 0 | 0 | 0 | 0 |
| Mean | 2.4848 | 2.2424 | 2.0303 | 4.06061 | 4.7273 |
| Median | 2.0000 | 2.0000 | 2.0000 | 4.00000 | 5.0000 |
| Std. Deviation | 1.52318 | .90244 | 1.01504 | .966288 | 1.30558 |

| Problem with bos | Low self esteem | Need to help | Not friendly working environment | No transport |
|------------------|-----------------|--------------|----------------------------------|--------------|
| 31 | 28 | 28 | 28 | 28 |
| 2 | 5 | 5 | 5 | 5 |
| 5.4194 | 7.3929 | 8.5000 | 8.6071 | 9.5000 |
| 6.0000 | 7.0000 | 9.0000 | 9.0000 | 10.0000 |
| .84751 | .49735 | .57735 | 1.08595 | 1.07152 |

From Table 17, communication become the major problem faced by them (mean 2.484 and standard deviation of 1.523), followed by problems in low salary (mean 2.242 and standard deviation 0.902) and problems in high work load with a mean score of 2.030 and a standard deviation 1.015. That was the three major problems encountered by hearing impaired in their careers while three things that do not become any problem for them is the problem in order to be helped (mean 8.500 and standard deviation 0.577), Disabled-friendly workplace (mean score 8.607 and standard deviation 1.065) and no transportation (mean 9.500 and standard deviation 1.071). There are 2 and 5 columns that are not been answered by the hearing impaired people in this survey under several categories such as problems with employers, lack of confidence, needs help, workplaces are less accessible and no transportation.

D. Problem in Change over the Career among Hearing Impaired Group

As shown in the previous chapter, it appears that the hearing impaired people facing various problems in their current career. This gives an indication that they are not arbitrary want to change their jobs or lazy to work. Another question arises on working interest and a desire to change another job. So, in changing careers problem they give more focus toward their career interests and potential to change their work and knowledge in dealing with interview.

Table 18 below shows the distribution of hearing impaired which interested in their current position and Table 19 also shows the distribution of the hearing impaired who intends to seek or change their careers right now.

Table 18: Distribution Of Hearing Impaired Interested In Their Current Career

| Like current work | | | | | |
|-------------------|-----|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Yes | 20 | 60.6 | 60.6 | 60.6 |
| | No | 13 | 39.4 | 39.4 | 100.0 |
| Total | | 33 | 100.0 | 100.0 | |

Table 19: Distribution Of Hearing Impaired Who Want To Change Their Current Job

| Want to change the current job | | | | | |
|--------------------------------|-----|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Yes | 26 | 78.8 | 78.8 | 78.8 |
| | No | 7 | 21.2 | 21.2 | 100.0 |
| Total | | 33 | 100.0 | 100.0 | |

From both tables, it was found that even though majority of them were interested in their current career but they also intend to seek or change their current position. Only seven people who do not want to change their careers. Figure 4 below shows a bar chart of comparison between career interests and has a desire to find a new career.

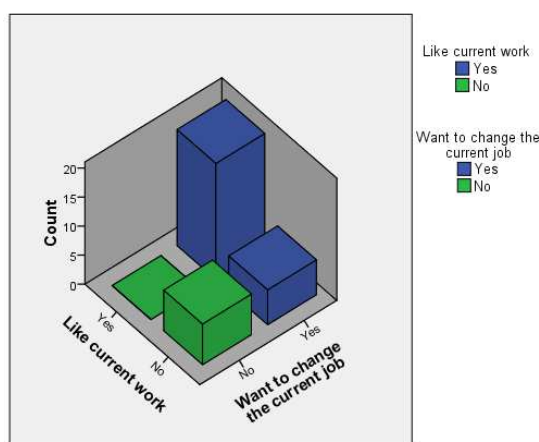


Figure 4: Chart Bar Association Between Current Career Interest And Desire To Change Jobs

From this figure, it can be stated that the majority of hearing impaired people were interested in their career (60.6%), but maybe because of some problems that has been discussed in the previous chapter, it makes 78.8% of all respondents intend to find work or change their current position. Some of them do not have any desire to change their career (21.2%) and the percentage is expected from them who were interested in their career result

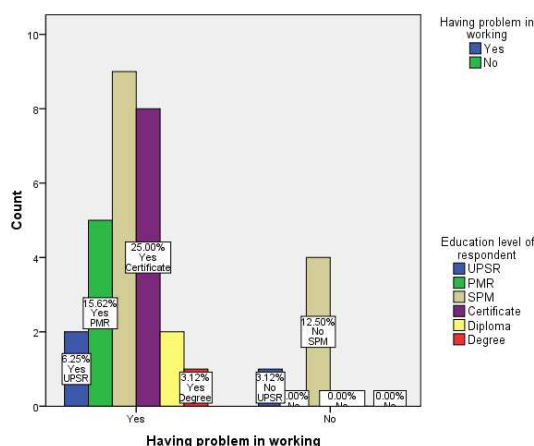


Figure 5: Education Level With Current Problem At Workplace

6. DISCUSSION AND CONCLUSIONS

Choices in career are important matter for people with disabilities. Selection of a suitable career can determine pattern of life and standard of living. However, as stated by Sarkees & Scoot (1986), there are some views and prejudices from

some people related to people with disabilities and causes them to be treated like second class citizens.

Communication is seen as a major problem that could cause the hearing impaired people having a problem while working and often change their career. Problems in communication here meant the lack of cooperation and social relations between employers and disabled workers with other colleagues. When communication between employers and co-workers did not exist or were not friendly, it can lead to other problems such as discrimination problems, problems of low salary and others. Moreover, problem in communication are seen as worse than the problem of low salaries and high work load although the mean score and standard deviation does not have a large gap between these three main factors.

All the tables that been stated in the previous chapter clearly show that the majority of hearing impaired people have a big problem in their communications. Just like foreign workers from other countries who came to our country which have different kind of language and dialect, was an appropriate analogy to describe the state of communication between hearing impaired people with society around them. When they are unable to communicate with others, everything will be difficult. Problems that can be solved by discussion will be a problem that cannot be solved.

Other problems such as small salary and high work load seem to be related with communication. If there is any injustice or discrimination in terms of salary or work allocation, it cannot be resolved without going through the discussion. Discussions with employers and moral support from colleagues are very important. All kind of problems cannot be solved without going through the discussion. Besides that, relationships among employers and colleagues should be treated well because it will affect their performance in work and services.

When communication is less effective, rarely communicate and less in social relationships, people are more likely to do bad things to others. Similarly, with the case experienced by the hearing impaired. Their lack of communication with employers and colleagues make them more likely to be victims of discrimination and become the right target to be bullied by normal people.

For normal people, it can be divided into two parts which is those who like to bully and those who have no ability to help. For normal people who like to bully, they will take advantage from the lack of communication with hearing impaired as an excuse for them to act as they pleased. They assume that people with disabilities will not

complain and could not complain to the authorities that make a bully continued to treat badly with people with hearing impaired.

While, for those who have no ability to help, they actually want to help, want to communicate with hearing impaired people but they did not know any skill and lack of exposure in sign language. This makes them less capable to help this group. If these people can learn sign language easily, of course those things like bullying can be reduced and the relations between normal people and hearing impaired can be strengthened.

It can be concluded that, even though there are three factors that have been identified under career issues (communication, low salary and high work load), however the main problem is still under communication. Problems in communication relates with the poor communication between hearing impaired people workers with employers and colleagues as well as lack of communication between hearing impaired people with society and authorities.

Moreover, problem in low salary also become the second biggest problem faced by people with disabilities. It is also associated with high work load problem because they feel work load was high but only get low income, so it triggered both of these problems. There are two factors for this situation which is internal factors and external factors. Internal factors are related with the level of education of the disabled themselves that allows them to receive low salary and also result from poor performance. If the salary is low due to their low level of education, it is calculated as affordable where salaries are usually calculated based on an individual level of education. Work performance also plays an important role in influencing the amount of salary. If the person is hard working, maybe the amount of salary that they receive is higher than the salary of lazy worker. For these internal factors, disabled person's needs to change their attitude and work harder if they want to get a higher salary.

An external factor mentioned here refers to the employer who may be acting unfair against workers with disabilities. Other employees are given a higher salary while disabled workers are given low salary while the workloads and position are the same. In such cases, it can be categorized as salary discrimination that disabled workers receive lower salary than other normal employee salaries.

The problem with low salaries and high work load (distribution of unequal work load) is often mentioned in the newspaper, including by President of the Association Women with Disabilities, Mrs.



Bathmavathi Krishnan, who has now appointed as a second Senator OKU in Malaysia. Problem with low salaries and high work load can also be classified as problem in discrimination. She noted that disabled people are dealing with more discrimination than the usual. She said so in a roundtable discussion on 10th September 2008 with several NGOs in the accessibility program for the disabled people.

Raja Datin Seri Salbiah Tengku Nujumudin as the President of the Welfare Association of Wives of Representatives Negeri Sembilan (PEKERTI) also expressed the same thing in this issue of discrimination, as reported in Sinar Harian, 23 January, 2011. The Speaker stated that the employer in this country should be more liberal in choosing among the disabled workers by not putting certain standard of the target groups. Employers need to give attention on their ability to work, the determination to move forward and not look at factors such as the inability defects.

Then, when the number of issues of discrimination (small salary and high work load) shown in this questionnaire is high, this proves that it become a serious problem and should be considered immediately. Several actions against any party who acts this way (discrimination) should be implemented so it will not cause problem for people with disabilities as well as access to be fair and equal with all parties.

For those who get involved with three major problems such as communication problems, problems of low salaries and problem in high work load, it actually involves with internal and external factors. If the problem is categorized under internal factors, it must be solved by the PWD. If it is caused by external factors, then the government should be more proactive by dealing with this issue. However, regardless of internal or external factors, it is a collective responsibility to solve the problems among disable people in their career.

Technically, the easiest thing to do when get involve with any problem like been mention earlier is by talking to the employers and colleagues. If the discussion is not working, they need to find a backup plan in advance by looking for another job before resigning (if they really want to change the job). This is because there are cases of discrimination faced by disabled persons that make reports about their employers to the authorities. But at the end, PWD be quit from the job and they had to take a long time to get a new job. However, this method is encouraged to be used plus with not easily to give up to obtain the changes. If it seems

to be difficult to be achieved, only then they can think about changing the workplace.

In order to solve the internal factors, it been proposed for people with disabilities to gain knowledge about their rights, learn about Disabled Persons Act 2008 and increased in terms of skill and communication and at the same time increase self-motivation. In terms of knowledge about the rights of PWD, Disabled Persons Act, skills and others, it may be held in special course to discuss this matter by giving more exposure to them. They also need to attend counselling and give motivation to increase their confidence and improve their skills, especially in terms of communication and social relationships with the community.

Once they had clear image on their rights, they should change their mind and try to think positively, be more socialize with others and needs to enhance other skills. They also need to think carefully and dare to take an action if they feel that they are discriminated by people around them. In this case, they were recommended to take part in camps such as team building, strengthening camp of the mind, thinking course skill, critical and creative skills, and others. Recommended camp or course must be something that they never get during the past or not available at school or university.

For external factors, the government and ministries should sit together and have some discussion with PWD about their problems especially in their career. A roundtable discussion is necessary to be done, to make sure any action be undertaken and give benefits for the whole category of PWD not just focusing on one category of PWD only.

From the legal aspect of the Disabled Persons Act 2008, which seems to be weak in term of implementation, the government and representatives of the disabled should be voiced again to make sure that the governments implement the enforcement. In this case, the representatives of the disabled should join unanimously and equally conveyed through the proper channels such as roundtables, discussions with leaders of the country and many more. When Disabled Persons Act 2008 have be implement, it is believed that the problem of discrimination will be reduced in width as the existing of permanent punishment for any person who commits a crime such discrimination.

In addition, awareness campaigns on the need to help people with disabilities, particularly in terms of career by targeting to the government and private sectors and society in particular should be more active and be done widely. This make them be

aware and pay more attention about PWD group and it is expected that discrimination issues against them can be reduced.

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At the end of the questionnaire, many things have come out on career among hearing impaired people that should be taken immediate attention by the authorities. All the problems that been detected have been proposed with the suitable solutions and must be implemented together to resolve the issue. My sincere thanks to the Yayasan Pembangunan Keluarga Darul Ta'zim (YPKDT) and the Persatuan Orang Pekak Johor (SDOJ) for all guidance and cooperation. Thank you.

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