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**AN OBSERVATION OF PERSONS WITH DISABILITIES  
(PWD) FACILITIES AT MALAYSIAN BANKS**

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## ABSTRACT

Persons with Disabilities (PwD) are people who have long-term physical, mental, intellectual, sensory, or any other kind of disability that makes it hard for them to fully participate in society. Therefore, accessibility is critical in daily living, particularly when engaging with the internal and exterior environments. Observing that most public buildings, especially bank is still lack in terms of design and facilities, a serious effort is needed to ensure that everyone has access to a convenient environment. The aim of this research is to identify accessibility in the facilities that used by disabled person in bank. The objective of the research are to identify the facilities provided in the bank for PwD, to determine the compliance of the disabilities provided as outline in the Malaysian Standard and to determine the importance of facilities provided for PwD. This research adopts mixed method which are qualitative method and quantitative method. For qualitative method, the observation was conducted with checklist in three different banks that located in Selangor. A checklist provided to achieve the first and second objective which are to identify the facilities provided in the bank for PwD and to determine the compliance of the disabilities provided as outline in the Malaysian Standard. The result from the observation shows that not all banks provide the facilities for PwD. Hence, there are facilities provided which are not compliance with the Malaysian Standard of PwD guideline. For quantitative method, the questionnaire was distributed to the bank users in selected location in Selangor to achieve third objective which is to determine the importance of facilities provided for persons with disabilities. The sampling method for this research is convenience sampling method. A total 169 respondents were involved in the questionnaire analysis. The results showed that majority of respondents strongly agreed that providing facilities for people with disabilities is important so that it can create an environment that encourages people to be able to do things on their own.

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# CHAPTER 1

## INTRODUCTION

### 1.1 BACKGROUND OF RESEARCH

People with disabilities (PwD) have difficulties that limit their capacity to carry out routine tasks including getting around, communicating, and participating in social situations. According to the World Health Organisation, (2022), a disability is a physical or mental condition that limits a person's ability to engage in particular activities or communicate effectively with others around them. Department of Social Welfare (2021) reported 592,856 Persons with Disabilities (PwD) were registered in the system. However, since registration of persons with disabilities is voluntary and not compulsory in Malaysia, the data is incomplete. The population is ageing, chronic diseases are rapidly increasing, and the methodology used to assess disability is improving resulting in an increase in the number of people with disabilities. Persons with disabilities are also the country's largest minority and they are frequently ignored in all aspects of life.

According to Bisht et al., (2019), PwD have always been viewed as people who are underprivileged and require special attention and protection. When it comes to PwD, even the early policies and programs were based on methods such as institutionalization and passive community care, which encouraged their dependency. PwD, on the other hand, are put at a disadvantage because they are expected to live normally when in fact, they need to be helped and their disabilities need to be taken seriously to help them participate in societal activities. So, it is important that the