

Faculty of Administrative Science and Policy Studies



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i-CARE2U: EASY-TO-USE APPLICATION SOFTWARE TO ENHANCE KNOWLEDGE AND AWARENESS OF MALAYSIANS TOWARDS THE RIGHTS OF PERSONS WITH DISABILITIES

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ABSTRACT

Persons with disabilities (PwDs) and children with disabilities in Malaysia have been treated negatively by Malaysian citizens. This negative treatment can be seen in terms of social interaction, education and employment. About 48% of Malaysian citizens avoid having interaction with them due to negative perceptions towards disability. Children with disabilities are not given equal educational rights as other normal children to access education due to some requirements imposed by the Ministry of Education and school administrators. Besides, employers are reluctant to employ PwDs due to the negative perception that they are less productive than other employees. Because of the negative perceptions and attitudes towards Pwds and children with disabilities, they cannot enjoy their life as other normal people. This application is developed to assist Malaysian citizens to understand the status and nature of the disability, the rights that the law has conferred toward PwDs and children with disabilities and laws relating to disabled people. Therefore, Malaysian citizens can improve their knowledge on disabilities. Thus, the negative perceptions and attitudes towards disabled people can be eliminated through this application. There are a few categories of disabled people. Under the Department of Social Welfare, seven categories of PwDs can be considered for registration. In Malaysia, there are a few rights that have been conferred on the PwDs and children with disabilities, such as the right to access public facilities, amenities, services and buildings, right to the access and use of public transport facilities, right to access equal education opportunities, and right to access employment as provided under the Persons with Disabilities Act 2008. This application is easy to use and user-friendly, efficient and informative to be used by all Malaysian citizens.

Keywords: Persons with Disabilities, Children with Disabilities, Special Education, Laws relating to



Persons with Disabilities, User-friendly Interface

INTRODUCTION

About 600,000 PwDs including children with disabilities were registered with the Department of Social Welfare as of April 2021 in Malaysia (Bernama, 2021). The numbers are expected to increase every year due to the increased world population, road and industrial accidents and life expectancy. Section 2 of the Persons with Disabilities Act 2008 defines PwDs as "those who have long-term physical, mental, intellectual, or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society". Besides, children with disabilities have been regarded as children with developmental problems such as visual impairment, hearing impairment, autism spectrum conditions, behavioural disorders, and learning difficulties (Maciver et al., 2019).

Due to the increased numbers of PwDs, the Malaysian government has enacted several laws and policies to protect their rights and wellbeing. The Persons with Disabilities Act 2008 provides rights for PwDs, including the right to access public facilities, amenities, services and buildings, right to the access and use of public transport facilities, right to access equal education opportunities, and right to the access of employment. However, even though the law has provided their rights, they cannot fully enjoy their rights. PwDs and children with disabilities in Malaysia have been treated negatively by Malaysian citizens. Children with disabilities are given low opportunities to enrol in schools and universities. Nearly 40% of PwDs have been discriminated against by their employers and are less likely to be employed due to their disability status. In addition, about 48% of Malaysian citizens avoid having interaction with PwDs (Chai Chun Jing, 2019). Children with disabilities have often been neglected by society and are at higher risk of abuse and abandonment (United Nations High Commissioner for Refugees, 2015).

PwDs and children with disabilities have been treated negatively because of the negative perceptions of society towards them. Lack of understanding and knowledge of the society regarding disability leads to negative perceptions and attitudes towards PwDs and children with disabilities (Thompson et al., 2011). Hence, to eliminate society's negative perceptions and attitudes towards them, Malaysian citizens must have basic knowledge regarding PwDs and children with disabilities, their rights and laws that govern their rights.

According to Department of Social Welfare, there are seven categories of PwDs in Malaysia, namely hearing disability, visual disability, speech disability, physical disability, learning disability, mental disability and multiple disabilities. Once they have registered with the Department of Social Welfare, the OKU card will be issued. This allows PwDs and children with disabilities to receive appropriate services that the government has provided based on their disabilities. There are several laws and policies in Malaysia that are related to PwDs and children with disabilities, such as the Federal Constitution, the Persons with Disabilities Act 2008, the Education Act 1996, the Education (Special Education) Regulations 2013, the National Plan of Action for People with Disabilities 2016-2022 and the Zero Reject Policy (Muhammad Fikri & Nur Ezan Rahmat, 2020).



METHODOLOGY

The methodology of this research is based on library-based research. The researchers will examine the laws available such as the Federal Constitution, the Persons with Disabilities Act, the Education Act 1996, the Education (Special Education) Regulations 2013 and Uniform Building By-Law 34A of the Street, Drainage and Building Act 1991. Besides, journal articles and government websites will be analysed to obtain data and information regarding PwDs and children with disabilities. The data and information obtained through library-based research are important to assess the nature of the disability, the rights of disabled people, and the laws that are available to them.

FINDINGS

The laws and policies related to PwDs and children with disabilities that have been enacted and introduced by the Malaysian government are scattered and very general in nature; hence it causes uncertainty in terms of jurisdictions, authority involved and enforcement. Besides, due to the lack of knowledge and understanding of the Malaysian citizens regarding the disabilities, PwDs and children with disabilities are often treated negatively. Therefore, the creation of this application will provide basic knowledge and understanding for Malaysian citizens toward PwDs and children with disabilities, their rights and laws related to them. Hence, the negative perceptions and attitudes towards them can be eliminated.

As of today, no application in Malaysia provides similar features as our invention in educating the Malaysian citizens to understand and care towards PwDs and children with disabilities. With its easy to use and user-friendly interface, this application is suitable to be used by all Malaysian citizens. Besides, the language used in this application is simple, and the design is modern, hence making it enjoyable to be used.

COMMERCIALISATION POTENTIAL

This application has great potential to educate and enhance the awareness of Malaysian citizens towards disabled people, their needs, and laws related to them. Hence, it will show that Malaysian citizens care about disabled people by understanding them and eliminating the negative perceptions and attitudes they have towards disabled people. This application targets the Malaysian citizens at large and will be beneficial to everyone, including the society and disabled people themselves, in educating and creating awareness of the rights of PwDs and the nature of their disability. Besides, this application is very convenient to be used by everyone since it is user-friendly and easy to be used by all Malaysian citizens. Not to mention, this application implements green elements in the product and eco-friendly since there is no paper used. All the information regarding disabled people can be accessed through this application.

CONCLUSION

The negative perceptions and attitudes of Malaysian citizens towards PwDs and children with disabilities lead to discrimination towards them, and they cannot fully enjoy their life. Thus, these negative perceptions and attitudes must be eliminated to allow PwDs and



children with disabilities to live like other normal people. This can be done by educating Malaysian citizens and improve their knowledge regarding disabilities. Hence, this application is very useful to educate and improve the knowledge of Malaysian citizens on this matter.

This application has its benefits, which is to help Malaysian citizens understand the various terms and categories of disabilities, the rights and laws related to PwDs and children with disabilities, and basic knowledge on interacting with certain types of disabilities. Therefore, the negative perceptions and attitudes towards them can be eliminated and finally prove that the Malaysian citizens care towards PwDs and children with disabilities.

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