



UNIVERSITI TEKNOLOGI MARA

**THE FACILITIES FOR PERSON
WITH DISABILITIES IN PUBLIC
HOSPITAL AT PERAK.**

NURUL AINAA AFIFAH BINTI AHMAD BASRI

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ABSTRACT

The adoption of the Uniform Building by Law has raised awareness of the accessibility of all public buildings, particularly public hospitals, to people with disabilities. The purpose of this study is to look into the facilities provided to people with disabilities (PWDs) in a public hospital in Perak, Malaysia. To understanding the Terms Related to Facilities and People with Disabilities (PWDs) in Public Hospitals in Perak, analysing the Existing Facilities for PWDs in Public Hospitals and determining the Barriers to Providing Facilities for were the three objectives that were used to support the research. The indirect observation method was used to conduct the research on three selected hospitals in Perak, and a questionnaire survey was given to 141 respondents from the case study population. The information gathered through the questionnaire survey. The results of the observation show that most hospitals have handicapped facilities, but there are still certain areas that might be improved. In a word, this study informs hospital administration and the general public about the necessity of providing services for people with impairments.

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CHAPTER ONE: INTRODUCTION

1.1 RESEARCH BACKGROUND

Person with the disabilities can be divided into three groups which are someone who does not have mental ability, emotional stability that need special attention, someone that has no physical ability and need special attention such as blind person, deaf or someone with hearing problem and any other physical disability (Villela, 2013). While according to Person with Disabilities Act 2008 (Act 685) (PwDA) define person with the disabilities as “person with physical, mental and intellectual disabilities that hindered them from fully participating in a normal way in the community way of life” (Hikmah Kamarudin et al., 2012).

The growth in the number of PWDs in Malaysia has led in a need for access and facilities both within and outside the building. PWDs are less likely to participate in activities than persons without impairment due to the inaccessible environment. When they are out in public, the inaccessible environment can cause anxiety, poor self-esteem and discomfort for PWDs, which has detrimental impact on them. The competent regulatory agencies must also take necessary measure to assure access and compliance of the facilities with the regulations, legal standard and guidelines set forth for PWDs. However, because Malaysia currently lacks the provision of a user friendly build environment, guidelines and the execution of these activities does not always satisfy the criteria of PWDs. (Hikmah Kamarudin et al., 2012)

PWDs enjoy the same access to and use of public services, utilities, facilities and structure as everyone else, according to Person with Disabilities Act 2008 (PwDA). It is not possible to neglect the needs of PWDs. As in Malaysia, access and facilities for PWDs are mandatory for all public buildings, as the criteria for complete compliance with the Malaysian Standard (MS) are set out in the 1991 Uniform Building (Amendment) By-Laws (UBBL). They also often emphasized the application of these standards of conduct. Malaysia, on the other hand, has reported that it still fails to accept fair accessibility and facilities for this category. (H. M. Isa et al., 2016)