

**UNIVERSITI TEKNOLOGI MARA**

**THE IMPLEMENTATION OF  
DISABILITY ACCESS AND  
INCLUSION POLICY FOR PEOPLE  
WITH DISABILITIES (PWDs) PROVIDED  
BY THE CITY HALL OF  
KUALA LUMPUR  
(KLCH)**

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## ABSTRACT

Physical barriers may hamper People with Disabilities (PWDs) movement in built environment. The needs of physical barrier-free environment are internationally acknowledged. People with disabilities (PWDs) is one of the minority group in Malaysia. The existence of PWDs often being neglected as there are fewer demands arisen from them. However, through the statistics reported by the Department of Social Welfare, the number of PWDs is keep increasing yearly. This indicates that there is a dire need for Malaysia to focus on the issues regarding PWDs. The PWDs' demands are more on the rights, voice, and participation in society. This study aims to examine the disability access and inclusion policy, and explore the accessibility and inclusion offered by the local authorities to PWDs in Malaysia; and finally examine the extend the local authorities' roles in managing the facilities for PWDs. This study focused on the implementation of disability access and inclusion policy provided for PWDs by KLCH only. This study adopted explanatory mixed-method approach where it begins with the quantitative method and support with the qualitative method. A total of 133 respondents (PWDs) participated in the face-to-face survey, using dual language questionnaire. Two key persons participated in this study representing the KLCH and Malaysian Association for Blind (MAB). The findings of this study revealed that policy implementation for PWDs is comprehensive, despite a few numbers of issues and challenges. Further, the respondents (PWDs) believed that there is significant relationship between the implementation of policy for PWDs (adequacy and reliability) and enhancing the facilities provided for PWDs (accessibility and inclusiveness) by KLCH. Awareness of PWDs and enforcement done by KLCH did not influence the PWDs feedback on relationship between the implementation of policy for PWDs (adequacy and reliability) and enhancing the facilities provided for PWDs (accessibility and inclusiveness) by KLCH. This study concludes that in providing the facilities for PWDs, the policy implementation needs to be enhanced by local authorities. The PWDs require support and help from many parties; if agencies and public deny their access to the facilities, they may not be able to live a normal life like others.

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# CHAPTER ONE

## INTRODUCTION

### 1.1 Introduction

This chapter focused mainly on the overview of the study on ‘The Implementation of Disability Access and Inclusion Policy for People with Disabilities (PWDs) by the Kuala Lumpur City Hall (KLCH)’. In section 1.2, it focused on the background of the study meanwhile for section 1.3, it discussed on the problem statement of the study. Besides, in section 1.4, it stated the research questions while in section 1.5, it explained the research objectives. For section 1.6, it showed the significance of the study. Last but not least, in section 1.7, it clarified the definition of terms.

### 1.2 Background of the Study

The Disability Act in Malaysia was formulated in 2008 under ‘Akta Orang Kurang Upaya (OKU) 2008’ requires all local government to recognize the rights of People with Disabilities (PWDs). Currently, Malaysia has already recognized the needs and rights of PWDs. This is parallel with the vision of Malaysia in achieving ‘Vision 2020’. The government has delegated the authority to local government in providing services accessible services for PWDs.

The responsibility of the government authority is to provide accessible services to all members of the community including the disabled people. It is also required the authority to articulate the ways and effort in enhancing the inclusion of People with Disabilities<sup>1</sup> (PWDs)/ *Orang Kurang Upaya*<sup>2</sup> (OKU) so that they will secure the quality of life, economic, employment, social, cultural opportunities and the community participation. The basic idea or principle of disability access and inclusion policy is to enable people with the disability to receive equal treatment and participate fully in community life.

<sup>1</sup> Refers to the people who has the incapability of conducting daily activities.

<sup>2</sup> Refers to the ‘People with Disabilities (PWDs)’ but in Malaysia, the term ‘*Orang Kurang Upaya (OKU)*’ is used to refer to PWDs.