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(USBET) 2023**

**SUSTAINABLE BUILT
ENVIRONMENT**

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usbet.fspuperak@gmail.com

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USER EXPERIENCE ON ACCESSIBILITY: PERSON WITH DISABILITIES IN UITM PERAK

Muhammad Imran bin Sabri¹, Nurhidayah Samsul Rijal*

¹Department of Built Environment Studies and Technology, College of Built Environment, Universiti Teknologi MARA Perak Branch, Seri Iskandar Campus, 32610, Seri Iskandar Perak, Malaysia

imransabri999@gmail.com, * hidayahrijal@uitm.edu.my

ABSTRACT

This research is about issues found during the travel by the PwD (Person with Disabilities) students in UiTM Seri Iskandar. The problem statement for this research is global concerns on Persons with Disabilities (PwDs), universal design and accessibility and lack of individualization. The objective for this research is to investigate the user experiences in terms of accessibility and facilities provided for PwD in UiTM Perak. The user experience is the PwD students' experience from their college to their classroom. The research methodology used for this research are literature review, interview, journey mapping and observation. From the research methodology, some obstacles have been discovered. The findings gained from this research are advantages and disadvantages for the students from their experiences. For the recommendation for this research, the researcher found that the PwD students stated that there should be more facilities provided to make it easier for them to go to their classroom.

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Keywords: PwD students, accessibility, user experiences, classroom

INTRODUCTION

The 2019 Education Minister's Mandate, "Education for All, Responsibility for All," emphasises how important education is to achieving Vision 2020. It highlights the idea that everyone should have equal access to a high-quality education and the required facilities, resources, and services, regardless of their background or physical ability. This open-minded strategy seeks to promote a democratic, ethically upright, and capable society. It recognises the ability of persons with impairments to succeed intellectually, but it also acknowledges the difficulties they encounter because of inaccessible surroundings. It is essential to offer students with disabilities specialised support and design campuses with suitable accessibility elements in order to ensure their success. In Malaysia, people with disabilities have the same access to and use of public buildings, amenities, services, and facilities as people without disabilities under Article 26 of the Persons with Disability Act 2008 (Act 685).

RESEARCH METHODOLOGY

Literature Review

The literature review will be made using primary and secondary sources. Journals and statutes like the Malaysian Standard and UBBL are examples of primary sources. Secondary resources include written materials such as books, newspapers, and movies. This study is focused on the PWD facilities. The aim of this literature is to comprehend the non-compliance concerns of PWD facilities.

The availability of these amenities is contingent on safeguarding the security of people with impairments, nevertheless. Unfortunately, a lot of management organisations haven't done enough to give disabled individuals the amenities they need. People with disabilities face challenges traversing their environment due to the absence of comprehensive basic infrastructure including ramps, handrails, lifts, and accessible walkways. The facilities must adhere to the Universal Design Guidelines set forth by the government. In 2018, there were 45,236 newly registered persons with disabilities in Malaysia, with 30,144 men and 15,092 women, according to data from the Malaysian Social Welfare Department. There were 513,519 estimated registered disabled people in Malaysia as of the end of 2018, representing a variety of disabilities.

Nevertheless, this number is viewed as modest in comparison to the estimated 4.86 million disabled Malaysians. They have the right to access amenities inside and outside of buildings, despite the small number of registered people with disabilities. Lack of knowledge and effectiveness in providing accessible facilities for individuals with disabilities can reduce productivity and have detrimental psychological effects, including stress, low self-esteem, and discomfort among the general population.

Based on the many types of disability, Malaysians classifies people with disabilities into seven groups.

Problem Statement

Global concerns on Persons with Disabilities (PwDs), Universal Design and Accessibility - The global movement emerged from disability studies, asserting that "disabilities" aren't isolated traits, but intricate combinations shaped by social context. This perspective, termed "social-political," treats disability as a "social construct" and a refined manifestation of social oppression (Bickenbach et al., 1999). PwDs are thus marginalized groups facing pervasive discrimination.

Lecturer Hall - Teaching and learning occur in university lecture halls, but students with disabilities require accessible rooms. Their challenges affect mobility, yet supportive instructors enable them to follow the schedule effectively.

Lacking Provisions by Universities - Society enforces extrinsic restrictions on individuals with disabilities due to negative attitudes, while intrinsic limits arise from within (Bullock & Mahon, 1997). Limited disability services result from funding, facilities, skills, existing programs, and neighborhood biases (Kennedy et al., 1991). Overcoming the challenging attitude barrier, rooted in fear, ignorance, or communication issues, is crucial (Datillo, 1994). Community support enhances PwDs' self-esteem, social, and economic capacities (Dryer et al., 2016).

Lack of Individualization - A less addressed challenge for students with disabilities is uniform treatment by most nations. Generic strategies are based on weaknesses, not strengths, failing to recognize unique abilities. A disabled student's potential, like athleticism, often goes unnoticed, limiting opportunities.

Scope and Limitation

This research will focus on the experiences of the PWD students from college to classroom which are:

1. Indera Mulia College
2. Pasir Salak College
3. Cempaka Sari College
4. Indera Sakti College

Go Along Interview

The unique qualitative research technique known as "walking interviews," also referred to as "go-along," has recently gained popularity among researchers from various disciplines. Researchers and participants converse while walking together during walking interviews. This approach, which is influenced by the "new mobilities paradigm" and "spatial turn" in the social sciences, has been applied in a number of settings with participants of various ages. Walking interviews are a great method to learn more about people's real-world experiences in certain places.

Journey Mapping

A journey map is a diagram that shows the steps someone takes to complete a task. The simplest kind of journey mapping starts by constructing a timeline from a list of user actions. Then, in order to create a story, user thoughts and emotions are added to the timeline. This narrative has been condensed and streamlined, and it concludes with a visualisation.

RESULT AND DISCUSSION

This researcher gathered information from three respondents to look at how students with disabilities (PWD) felt about accessibility at UiTM Perak. To better understand user experiences and evaluate the facilities offered for PWD at UiTM Perak, data acquired through interviews and journey mapping was analysed.

Table 1: Advantages and Disadvantages of PWD User at UiTM Perak

Advantages	Disadvantages
The existence of handrails on staircases	Long walking distances.
Modest crossovers at drains	Exposure to the sun without covering from a roof
-	Challenges with ascending stairs to higher stories



Figure 1: Respondent climbing stairs at the college



Figure 2: Respondent climbing the curb



Figure 3: Respondent walking on the walkway

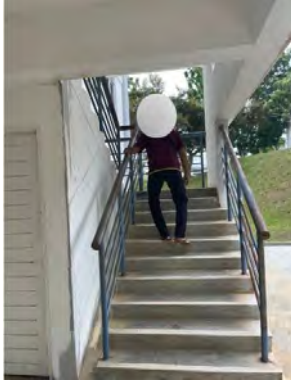


Figure 4: Respondent climbing stairs at the faculty



Figure 5: Respondent walking at the corridor while holding the handrail

CONCLUSION

The research's conclusions highlight the necessity of several efforts and accessibility improvements at UiTM Seri Iskandar. The objective is to look into how users felt about the facilities and accessibility at UiTM Perak. In addition to finding it difficult to ascend stairs to higher floors, the respondents also reported having trouble walking on open pathways in hot weather and having to travel far between their institution and their classrooms. In the future, UiTM Ser Iskandar should do the installation of ramps or lifts next to stairs, the provision of shade and protection by covering walkways, the proximity of classrooms to residence halls, or specially designed accessible accommodations for PWD are all suggested as solutions to these problems. A feedback mechanism that allows PWD and other students to report accessibility issues would also help to promote ongoing changes and cater to their special requirements. These suggestions are meant to improve accessibility and foster a more welcoming atmosphere at UiTM Seri Iskandar.

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Prof. Madya Dr. Nur Hisham Ibrahim
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Kelulusan daripada pihak tuan dalam perkara ini amat dihargai.

Sekian, terima kasih.

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Setuju.

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