

IMPACT OF TECHNOLOGY ON LIFE THROUGH THE PERSONS WITH DISABILITIES PERSPECTIVE

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ABSTRACT

In an ever-changing world where everything is at the fingertips, the use of technology neither wearable device, wearables, nor other next-generation wirelessly linked gadgets for work, home, and leisure might bring potential and problems for disabled persons. With climate change happening around us, it will also indirectly affect someone's life, health, work, and ICT. However, the usage of the internet and other forms of technology by persons with disabilities is far below that of the general population, as disability status, along with other socio-economic criteria such as gender, income, education level, occupation, age, and housing, is a well-known contributor to the digital divide. Thus, the purpose of this investigation is to provide insight on how technology has affected people with disabilities and People with Disabilities Act 2008. Findings in this study emphasize the importance of technology for people with disabilities, as well as laws that protect their rights. In overcoming the digital divide, a long-term perspective should be revealed so that responsible parties can take action in addition to people with disabilities being able to improve their lives through the lens of technology and the PWDs Act 2008. By improving planning on ICT and policy through content analysis, it could help the PWD group access and enjoy ICT like others. These studies will facilitate empowerment suited to a new order of society's structure and activities and indirectly play a critical role in the development of persons with disabilities. Improvements in ICT will also make it possible for impairment persons to access braille publications, use assistive technology, and use apps that foster self-expression, confidence, and recognition. Apart from that, this study will be beneficial for other researchers, academics, NGO workers, and policymakers.

Keywords: Persons with Disabilities (PWD), Technology, PWDs Act 2008

INTRODUCTION

One of the most feared issues of the new millennium is climate change and as the years go by, technology has also become essential and part of life. With the Internet at the forefront, it has the ability to improve the information, service, job, growth, leisure, and social interaction options available to all human nature worldwide. When it is said "worldwide", it is including persons with disabilities (PWD). This group, however, has traditionally been considered to be persons who seek the care of society and elicit sympathy rather than respect. This is reinforced by the UNESCO Global Report 2013, which states that persons with disabilities encounter a variety of challenges, including insufficient information, education, and employment opportunities. PWDs might be less in certain areas of their lives, but they should not be excused from the technology. However, despite all of that technology, it can present opportunities and challenges for persons with disabilities (PWD).

According to the WHO, disability is part of an integral to the human experience. It is caused by a mix of medical conditions such as dementia, blindness, or spinal cord injury, as well as a number of personal and environmental factors. In Malaysia, under the section 2 of OKU Act 2008, impairment persons are marked as "those who have long-term physical, mental, intellectual, or sensory impairments that, in interaction with various barriers, may hinder their full and effective participation in society". Then, based on 2016 to 2022 Action Plan for Persons with Disabilities, it gives an explanation for disabled persons as "a person with a long-term disability in terms of physical, mental, intellectual, or sensory impairment who, when faced with various obstacles, may not be able to fully engage effectively in society" (Tahir et al., 2020). As a result, the various disability categories are open to individual interpretation by competent subject-matter experts, and there is no established definition of a person with an impairment.

PROBLEM STATEMENT

People with disabilities experience more difficulties, challenges, and prejudice than the average person and this should not happen as they also entitled to enjoy living their life in this world. However, today, everyone in the globe is having a difficult time because of the climate change, but those with disabilities are particularly suffering the most. In recent years, there have been rare and deadly storms, unheard-of ice melt and record-breaking temperatures. By 2030, everything is most likely to get worse (McFall, 2019). This prediction has shown that the climate change is getting worst from time-to-time and will indirectly create economic, political, and social chaos. All of the chaos not only affect those who are able but also disabled people. According to United Nation, 2016 those with impairments will find difficult to earn a living due to climate change. They also faced hard in need access to food, clean water, medicine, health care, understandable information, safe places to live, as well as support, employment, and education. This supported by Barua & Molla, (2019) where they stated that due to climate change, people with disabilities are more likely to be abandoned or left behind during evacuations from disasters and conflicts. Problems caused by climate change has shown how it can affect Persons with Disabilities life. However, there is findings where climate change is not the main problem to PWDs as they struggles are mostly caused by social exclusion, which we frequently encounter in everyday life, the rejection of their rights, and a lack of legal protection (Nation, 2020).

Next, in nowadays era, technology has become part of life and Persons with Disabilities have always been a group of people who frequently lack access to technology yet might likely gain the most from its use. However, this group faced problem in poverty where according to Hasan et al., (2016) impairment and poverty are strongly associated and reinforce one another. Because of this poverty problem they confront challenges at the beginning with not capable to buy and install suitable technology or being physically or cognitively capable of using normal computers, tablets, or cellphones (Scanlan, 2022). This supported by prior research where the digital gap demonstrates how handicapped people with little resources have less opportunities to use ICT (Rose, 2016). This makes them hard to access information and communication. However, there is research where the internet itself has a detrimental impact on Persons with Disabilities, with the internet itself being unfriendly to those with various sorts of disability (Thomas, 2013). This supported by Murugami & Mazrui, (2012) where they find inaccessible social network parts such as confusing structure, online design that does not allow users to personalize, and insufficient audio components has been barrier for handicapped people to online access. Not only that but the ICT constructed in this country has also been found to be incompatible with the needs and demands of disabled people, where forms of social exclusion (inadequate government support, poverty, insufficient education, and difficulty accessing information and communication) further reveal themselves as hurdles to ICT access among the communities of impaired (Islam, 2015).

Besides, PWDs also faced hard in access to education, public places, buildings, transportation, work and safety in their society because of their impairment (Ahmad et al., 2022). This supported by Uromi & Iboku Mazagwa, (2014) where they also find education, work and stigmatization torture are challenged faced by PWDs. However, there is finding where the biggest challenge to PWDs was a lack of ICTs training and rehabilitation programs (Rose, 2016). This supported by Omboto & Chege, (2021) where despite numerous attempts by various parties, there is currently no set of internationally accepted standards for most ICT goods or services. The study also discovered where there is a lack of assistive technology as well as an inadequate staff training regarding the use of inaccessible IT products and services; Individuals' access to e-government services, particularly those who are handicapped limited by a paucity of adequate equipment or assistive technologies, skills, and system design; Individuals who are handicapped are uninformed of what ICTs may do to assist them in achieving socioeconomic inclusion; Prevailing e-government services do not acknowledge or meet the needs of the requirements individuals with disabilities. Albeit, it is currently a scarcity of academic study on PWDs' access to ICT and to achieve a truly inclusive society, each of us must be able to make accessibility as a priority. Therefore, as a corollary, the present work is done to investigate how information and communication technologies impact Malaysians with disabilities.

Apart from ICT issues, problems such as enforcement and implementation of policy in the PWDs Act 2008 have also arisen. Even though there is an act focusing on ICTs, why does this group still face problems in accessibility to ICT? Does the policy are not enough? Is there any action for those who fail to follow the act? Is everyone aware of PWDs' access to ICT? The answer is no. As a result, one component contributing to the enforcement and implementation issue was the lack of awareness of PWDs problems and a general lack of respect for PWD rights. According to Fox, (2011), over 80% of capable individuals utilizing the internet compared to 54% of the disabled in America and it is known as "disability divide" in web accessibility. This show that the level of technology use among disabled people is still low. Why does this still happen when there is policy for their rights.? However, there is a gap in this act where on the Section 41, it is stated that according to the law, every plaintiff in a lawsuit brought about by the violation of rights is required to follow an extra requirement of "good faith" so that no action will be taken (Nurhidayah et al., 2017). This shows that the act is not fair as people can manipulate their bad actions by using of having "good faith".

RESEARCH QUESTIONS

- a) Does ICT influence Persons with Disabilities life?
- b) What accessibility rights do PWDs have in relation to ICT under the People with Disabilities Act 2008?

RESEARCH OBJECTIVES

- (a) To examine the relationship of ICT and Persons with Disabilities life.
- (b) To study PWDs' ICT rights under the People with Disabilities Act 2008.
- (c) To provide recommendations for ways to improve accessibility of ICT among Persons with Disabilities.

RESEARCH METHOD

Qualitative approaches will be applied in this investigation. Data will be gathered through record review. In observation direct observation will be used while in reviewing records, libraries, case study, conference papers, books, reports, internets, previously published articles, and numerous research reports for this study (Mack Natasha et al., 2005). Moreover, websites of the non-governmental organizations (NGOs) and government are also used to access online resources. All study-related data and information will be gathered from the document review. Through reviewing records, primary and secondary data are collected. Then, the content analysis approach is used to examine the data. Content analysis is providing scholars with knowledge about a subject through a systematic procedure (Noraini, 2010).

PERSONS WITH DISABILITIES ACT

In avoiding PWDs being classified as the world most vulnerable and disadvantaged continuously happen, disability laws and acts are required as a tool for governments to eradicate discrimination against individuals who are disabled and remove impediments to their maximum benefit of their privileges and participation in society. An Act for PWD start with Universal Declaration of Human Rights (UDHR) which declared 30 Article related to human rights (Chatterjee, 2011). However, this legislation is a universal measure for all nations and population and not simply apply to impairment people. Then, on December 13, 2006 the United Nation have created and approved Convention on the Rights of Persons with Disabilities (CRPD) which encourage people with disabilities to have fulfilled lives. It is used to emphasize PWDs' fundamental rights and liberties that are equivalent to everyone else's rights.

In Malaysia, the development of PWD rights started on 16 May 1994 when the government signed the Proclamation on the Full Participation and Equality of People with Disabilities in the Asia and Pacific Region (The Ministry of Women, Family and Community Development, 2015). The Malaysian government has vowed to defend the rights of those with disabilities residing in the country, demonstrating its commitment to doing so while also providing every handicapped person with the opportunity to raise their level of living.

Then, on July 19 of 2010, the Convention on rights of the disabled which also declared as the "Convention on the Rights of Persons with Disabilities (CRPD)" has been signed by Malaysian Government in effort of helping the disabled to improve their life quality with reservations on Articles 15 and 18 (Tahir et al., 2020). As a result, Malaysian Parliament enacted the Persons with Disabilities Act 2008 on December 24, 2007 and this Act started applicable on 7 July 2008 (Tahir et al., 2020). This PWDs act consists of 46 sections divided into five parts covering preliminary, national council for PWD, appointment of registrar general & registration for PWD, promotion & development for PWD, and general part.

TECHNOLOGY DEVELOPMENT IN MALAYSIA

As we know, before there were modern telecommunications, human communication began with various media, such as paintings on cave walls, smoke, and others. According to the National Archives of Malaysia, the invention of the telegraph and telephone began around 1870. These devices were basically used for the transmission of information and long-distance or two-way communication. After independence in 1957, the development of telecommunications has become an agenda item given attention by the government in the development of the country. Exploration in the field of telecommunications in Malaysia also started in 1970. Since 1987, the government has carried out many reforms and changes in the telecommunications sector until the country achieved a prominent position at the international level in the recognition of telecommunications achievements in 2010 (Portal Rasmi Arkib Negara Malaysia). The growth of technology and innovation in Malaysia may be seen more clearly when the COVID-19 epidemic arises, which not only occurs in Malaysia but also impacts the entire globe, providing a good influence on the engagement of many Malaysians in the use of digital technology and many freshly generated ideas (Adriana, 2021). This shows that the development of technology has become a greater and unavoidable norm for society in Malaysia. Because of its wide-ranging functions and the ability to bring various benefits in various fields such as business, learning, industrial manufacturing, and so on, it could bring positive impact and benefits to the society. However, if this technology is misused, it can have a negative impact on individuals and society.

RESEARCH FINDINGS

INFLUENCE OF ICTs

As a normal person, of course we are all aware of the value and convenience that technology can bring to our lives, but access to technology can help people with disabilities live more independently and have access to the same knowledge, information, products, and services that people without disabilities frequently overlook. It cannot be denied that instead of advantages, there must be disadvantages. However, in addition to the challenges associated with using ICT, there were opportunities that needed to be explored. In the case of jobs, according to Omar et al., (2022), digital skills and information and communication technology play bigger traits for the PWD to secure jobs. This is supported by Zahid et al., (2014), who found that access and training to ICTs made PWDs groups able to write drafts, post resumes, and look for employment. Thus, technology should not be a barrier or cause problems in PWDs lives since a rising number of employments, entertainment, civic involvement, communication, and government services are going online, either largely or solely. In the past research of Halimah, (2004), it was also stated that the fusion of ICT and multimedia has transformed many aspects of how people work and do business. ICT also helps this group in job exploration through the job portal (Khetarpal, 2014). This is also supported in Hasan et al., (2016), where they find ICTs help PWDs gain

access to jobs, be able to work anywhere, and reduce their daily working costs. This shows how important technology is in someone's work field.

In the case of socialization, as humans, we need to socialize to create more friends, get many experiences, and gain knowledge. However, PWDs tend to live on their own due to their insecurities. With the application of ICTs, people with impairments can more easily integrate into their communities socially and economically (Khetarpal, 2014). This is supported by Halimah, (2004), where they find that ICT helps PWDs interact with one another. Not only that, ICTs also help PWD groups get enough and ongoing support, make it easy to communicate through mobile devices, and facilitate communication with other staff (Hasan et al., 2016). Besides, Chadwick et al., (2017) stated, ICT is also useful for the PWD group in finding love and meeting contemporary people. Then, when people with disabilities have access to ICTs, social contacts significantly increase in frequency, and environmental factors decrease obstacles in the physical and social environment (Stendal, 2012). This is supported by Zahid et al., (2014), who found that most participants who were PWDs felt that ICT had helped them develop new social identities and lessen their reliance on others in their communities, families, and workplaces. This shows that ICTs not only impact PWDs daily lives, but they also have an impact on their feelings of burden and loneliness as they can now communicate with various types of people.

In the case of education, the importance of ICT in education can certainly produce students who are more competent, creative, and competitive (Ramli et al., 2015). This is supported in Telecentre, (2019), where they find that lack of awareness, lack of interest, access issues, expensive ICTs, a lack of ongoing assistance, an absence of training, a dearth of supplemental services (assistive technology, modifications for certification examinations, career counseling, and evaluations), as well as a dearth of accessible features at traditional ICT training facilities, are problems faced by PWDs that need to be improved in education. ICTs also help PWDs with the capacity to train others; distant learning amenities availability and training programs (Hasan et al., 2016). By conveying crucial knowledge, educational program, abilities and motivation, it can also act as a link between technology and disability (Smith & Kelley, 2007). Another finding is Naneetha, (2021), which stated that ICTs have made it possible for those who are blind in education to read the text on a computer or mobile screen because there isn't enough braille available. This shows that technology is important in improving PWDs education and lives. Not only that, by improving the technology in education, other aspects of their lives will also improve automatically.

In the case of self-development, possession of everyday life and independence, respect for oneself, and respect for the community are impacts of ICTs on PWD's lives (Osman & Diah, 2017). This is supported by Khetarpal, (2014) research, where they find ICTs could make PWDs live on their own without help from others and better integrate socially. ICTs can also enhance quality of life by fostering independence and integrating into mainstream development (Hasan et al., 2016). Dependent to Shpigelman et al., (2008), with the use of ICTs, PWD students' interpersonal abilities were enhanced and the teachers noted possible generalization of these abilities. This is supported by Naneetha, (2021) where PWDs gained independence by connecting to social media such as Telegram, YouTube, WhatsApp and Facebook with the application of ICT. That helped create a forum for communication with everyone, which finally gave them the courage to advance. Those who had mentors formed deeper bonds with their peers, showed greater sensitivity and consideration, and appeared to have higher levels of self-confidence and self-esteem. This demonstrates how ICTs have positively impacted PWDs' ability to build and increase improving their authentic self.

ACCESSIBILITY RIGHTS ON TECHNOLOGY

The importance of technology to PWDs also influences their rights to get such facilities just like other people. Policies, laws, and regulations are one of the initiatives provided in helping disabled people. Policy can play important role in improving PWDs life and the adjustment in policy, laws, regulations has enhanced the position of PWD in society, from being perceived as a burden and helpless to those who have potential in the society. Because of that, there is a legal provision that describes accessibility to technology in the Convention on the Rights of Persons with Disabilities (CRPD) article 9.

1. *To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia :*
 - a) *Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;*
 - b) *Information, communications and other services, including electronic services and emergency services.*
2. *States Parties shall also take appropriate measures :*
 - a) *To develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public;*
 - b) *To ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities;*
 - c) *To provide training for stakeholders on accessibility issues facing persons with disabilities;*
 - d) *To provide in buildings and other facilities open to the public signage in Braille and in easy to read and understand forms;*
 - e) *To provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to buildings and other facilities open to the public;*

- f) *To promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information;*
- g) *To promote access for persons with disabilities to new information and communications technologies and systems, including the Internet;*
- h) *To promote the design, development, production and distribution of accessible information and communications technologies and systems at an early stage, so that these technologies and systems become accessible at minimum cost.*

Article 9 of the Convention on the Rights of Persons with Disabilities (CRPD) focuses on accessibility. It acknowledges PWDs' entitlement to live independently and engage fully in all facets of life on an equal footing with everyone else. The government must undertake significant measures to ensure disabled people have access to transportation, information and communication technologies (ICTs), the physical environment, and other public amenities as well as services in urban and rural locations. The purpose of Article 9 is to grant PWDs equitable access to both the real and virtual worlds, allowing them to fully participate in society and enjoy their human rights on an equal footing with everyone else.

Instead of CRPD, there is also an act in Malaysia that focuses on technology accessibility: Persons with Disabilities Act 2008, Section 30, Access to Information, Communication, and Technology.

1. *Persons with disabilities shall have the right to access to information, communication and technology on equal basis with persons without disabilities.*
2. *The Government and the provider of information, communication and technology shall in order to enable persons with disabilities to have such access, provide the information, communication and technology in accessible formats and technologies appropriate to different kind of disabilities in a timely manner and without additional cost.*
3. *The Government and the private sector shall accept and facilitate the use of Malaysia Sign Language, Braille, augmentative and alternative communication, and all other accessible means, modes and formats of communication of their choice by persons with disabilities in official transactions.*

This clause acknowledges that the impairment persons right to access information and communication is a basic right and obliges the government and other organizations to take the necessary steps to make it accessible to them. However, there are still weaknesses in the PWD Act 2008 where it lacks detail on the interpretation of accessibility and lacks detail on the punishment for those who fail to comply with the act. Although the law mandates that information and communication should be made accessible to individuals with impairments, there is no clear mechanism for enforcing this provision. As stated in Nurhidayah et al., (2017) the Disability Act of 2008 may not be an effective tool for enforcing laws to help those with disabilities if there is no thorough monitoring system for those who violate the Act's provisions. Thus, a few questions have arisen as a result of the act, such as who will be responsible for enforcing it. Who will enforce the law? and to whom should PWDs complain if this provision is violated? As a result, many organizations and individuals continue to ignore the needs of PWDs.

Overall, Section 30 is a significant step towards guaranteeing accessibility for people with disabilities, nevertheless, there remain certain areas that require improvement in order to fully realize everyone's right to informational and communicative access.

Apart from that, there is also the Communications and Multimedia Act 1998 with 10 parts (initiation, powers and procedures of the minister, appellate tribunal, Malaysian communications and multimedia commission licenses, powers and procedures, economic regulation, technical regulation, consumer protection, social regulation, general, transitional provisions) and 282 sections. This legislation relates to cyber law and serves as a foundation for Malaysian government monitoring action in the communications and multimedia sectors. However, even though there is an official act of communication and multimedia, there is no section that focuses only on PWDs. The Communications and Multimedia Act 1998 in Malaysia has several weaknesses that affect PWDs access to communication and multimedia services. Some of these weaknesses include the lack of a clear mechanism for enforcing this provision. This lack of enforcement can result in many organizations ignoring the needs of PWDs.

Thus, to guarantee that people with disabilities have equitable access to communication and multimedia services, there are generally a number of issues with Malaysia's Communications and Multimedia Act 1998 that need to be addressed. This can be achieved by developing specific accessibility requirements, providing funding to support accessibility efforts, and raising awareness about the importance of accessibility.

DISCUSSION

The study's objectives are to grasp and look into the importance of ICTs in the lives of individuals with disabilities, especially in terms of their rights regarding ICT accessibility. As found in the findings, ICT brings different kinds of advantages to disabled persons in the fields of work, socialization, education, and self-development. In the work field, ICTs have shown to make it easy for this group to find and do jobs. In socialization, ICTs have shown to make it easy for people to communicate with one another and create networking. In education, ICT has made it easy for this group to learn and gain more knowledge. In terms of self-development, ICT has helped this group become more independent and improve their feelings toward themselves. ICTs' advantages have therefore been demonstrated to have an impact on the lives of persons with disabilities, and they are just as crucial to their well-being as they are to others'. With the positive influence of ICTs, PWDs life in other aspect also will be improve. As example, when ICTs give good impact on education, PWDs will achieve good knowledge which finally help them in improving their life, work, self-development and this can control amount of poverty among them. However, this cannot be achieved by their own as until today, this group still facing discrimination in every area of their life.

It cannot be denied that using ICT to participate in social, professional, and educational environments fosters sentiments of inclusion and may lessen feelings of isolation. ICT, however, has the potential to undermine these advantages for persons with disabilities and heighten feelings of isolation. This can occur due to difficulties found in problem statements encountered by PWDs. Problems in using the general function of technology, the price and design itself does not disable friendly which finally lead to hard for this group in access technology. Although the ICTs full potential hasn't yet been achieved, the potential for enhancing social interaction, eliminating stigma, forming identities, and expanding chances for exercising self-determination and self-advocacy is already evident. Thus, in order to enhance autonomous social integration, educational achievement, career prospects, and eventually one's quality of life among diverse categories of PWDs, it is critical to highlight ICT competency among them (Mavrou et al., 2017).

This group might have rights to access, but how can they access ICTs when the structure of ICTs does not follow the concept of disabilities? This will make it difficult for them to use ICTs in all aspects of their lives. While many businesses understand the value of wearable device usability, many less prioritize an inclusive design approach throughout device development, and this can be improved by giving consideration to PWDs at every step in the development process so that the digital divide can be prevented (Moon et al., 2019). However, presently they are left behind without taking into account how ICT is designed or whether they have access to ICT resources which leads to discrimination against them (Hasan et al., 2016). Then from Johansson et al., (2021), where they find that there are numerous digital divisions that are affected by PWDs, which include access to gadgets, gender-related internet use, and perceptions of inclusion in the digital society has become factor led to barriers for PWDs access to technology. From the obstacles faced by the disabled, it is clear that the technology law against the disabled is still weak because it does not improve the accessibility of the technology among the disabled, as well as the design of ICT, which still does not benefit the disabled.

ICTs are vital, but how can this group improve their lives, especially in ICTs, when there are many flaws in the PWDs Act, leaving this group still perceived as someone who is undeserving and unable to access technology like others? In policy, it cannot be denied that there is a policy on accessibility of ICT, and since the PWDs Act 2008 was enacted, it has created many changes and improvements in PWDs lives. However, as this Act has been in effect for more than eight years, there has been no development or improvement, rendering it ineffective while the individuals it is meant to protect continue to face systemic discrimination because of the lack of an enforcement mechanism. This includes Malaysia's Communications and Multimedia Act 1998, where there is no clear enforcement towards the PWD group. To minimize problems and the digital divide in PWD groups, it takes a facility with the right infrastructure, a dedicated management team, and sufficient comprehension from the root causes of the digital divide to reduce it in underprivileged communities (Wahab & Ayub, 2016). Additionally, favorable government policies, awareness of the advantages of ICT training and applications, and a focus on those advantages are necessary for improving PWDs' access to ICTs.

Based on the discussion, researchers conclude that even though people tend to talk about how negative ICTs are to someone's life, they also do have a positive impact on PWDs, and yet this group might gain the most from the use of ICTs. For policy, most people, including PWDs have limited awareness and comprehension of the role of the Persons with Disabilities Act 2008, which is why people tend to take it for granted.

RECOMMENDATION

A few recommendations have been made by the researcher based on the problems faced by PWDs, where the interpretation of access to technology needs to be more detailed to avoid confusion. The government has to strengthen the enforcement mechanisms by establishing a clear enforcement mechanism to guarantee that institutions and public agencies adhere to accessibility guidelines. These may entail setting up a monitoring body or introducing penalties for non-compliance. Penalties such as fines for those who fail to comply with Section 30 of the PWD Act 2008 can influence all parties. By having this kind of fine, the responsible party will be afraid to neglect PWDs rights towards technology.

By strengthening Section 30 of the Persons with Disabilities Act 2008, it will also require a comprehensive approach that includes the development of clear standards, enforcement mechanisms, funding, and awareness-raising efforts. By resolving these issues, it is possible to guarantee that PWDs have fair opportunities for communication and information and may participate fully in society. The government also needs to give opportunities to people with disabilities to get involved by giving opinions and ideas from their point of view about improving the act.

Not only that, but the Communications and Multimedia Act 1998 also needs to play a role in including provisions for the PWD group. The scope of the law should be extended to cover the private sector, including private educational institutions and businesses providing services to the public. This will help ensure that disabled individuals enjoy equal access to all services and goods.

Then, the government also has to promote an awareness campaign to educate the public about the importance of making information and communication accessible to PWDs. The country's special educational institutions and general educational institutions, whether government or private, should provide workshops and awareness seminars for PWDs so that they are knowledgeable of their rights and may increase their technological expertise. Last but not least, as the goal of this research was not only to evaluate but also to create awareness, disabled people with low socioeconomic status, low education, and rural residence should be included and reviewed in comparable future investigations.

CONCLUSION

Every researcher will be facing the limitations of doing research, and the limitations of doing research are something that cannot be controlled automatically. In doing research, the limitations may be useful for the readers as they can provide a method for recognizing possible errors or difficulties in interpreting research findings. In this case, the limitations of this research are that it cannot be used for other populations because it is only focused on impairment persons. Besides, there is limited focus on accessibility in this study, which only focuses on technology. The researcher also had difficulty finding a journal to use as a reference because there aren't many studies on this topic, especially those related to PWDs. This research also used content analysis, which did not involve the respondent itself; thus, future research can be improved by using other research methods that could gain more insight from the PWD group.

Individuals who are handicapped should never be subjected to violations of human rights or forbidden participation in society. They also should not think that they are onerous and undeserving since we are all entitled to enjoy our lives and be appreciated as human beings regardless of our age, gender, social background, financial condition, physical ability, citizenship, or even political viewpoint. This group may be a minority in the community, but they have economic value that can contribute to the national economy to some extent. As discussed in the findings, ICT is essential for empowering PWDs as there are many advantages that this group could get, and having ICT skills has significantly improved their quality of life by enabling them to become independent rather than dependent on others. Indeed, the Act of 2008 has opened a new chapter in the lives of handicapped individuals in this nation. However, no one can deny that the PWDs 2008 Act is useless since it grants numerous rights or access to the disabled, but it is lacking in enforcement. As a result, ICT accessibility has to be improved, and the 2008 People with Disabilities Act needs to be enforced. Further research is expected to be facilitated by this study, especially in the areas of ICT accessibility, protecting PWD rights, and enhancing the application of the People with Disabilities Act 2008 and the Communications and Multimedia Act 1998.

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