

Exploring Individual and Team Approaches in Crafting Workplace Inclusivity for Deaf and Hard of Hearing Employees in Malaysia

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Abstract : This study prepares the groundwork for the development of a strategic model and instrument for workplace inclusivity for deaf and hard-of-hearing employees in Malaysia. In the past, scholars have discussed inclusivity of workplaces to the extent to which employees feel they are significantly part of the organizational processes. Such processes include access to information, connectedness to colleagues and team members as well as their ability to participate in and influence decision-making processes. A qualitative study was conducted to explore on experiences of employed deaf and hard-of-hearing employees in a few Malaysian organizations. Data were collected from two focus group discussions involving male and female deaf and hard of hearing employees. Three in-depth interviews were also conducted with employer representatives. Generated themes highlighted individual, and team approaches towards crafting workplace inclusivity for deaf and hard of hearing employees in Malaysia. The adaptiveness of deaf and hard-of-hearing employees and social inclusion by colleagues were among the emerged sub-themes. This study allowed the researchers to further develop workplace inclusivity instruments and models for the benefit of deaf and hard of hearing Malaysian employees, as well as their employers.

Keywords : deaf, hard of hearing, workplace inclusivity, disabilities

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