Services for Disabled People in TRNC: Legislation and Communication Perspectives, Disabled People, Social Life, Education and Interaction Process

Şevki Can Atik
PhD Student, Girne American University. Faculty of Communication. Communications and Media Management. Kyrenia/TRNC.
atiksevki@gmail.com

Mükerrem Yılmaz
Assst. Prof. Dr., Girne American University. Faculty of Communication. Department of New Media Kyrenia/TRNC.
 mukerremyilmaz@gau.edu.tr

Abstract
This study comprehensively analyzes the effectiveness of the services provided to disabled people in the Turkish Republic of Northern Cyprus (TRNC) within the legislation framework and the communication barriers experienced by these individuals. The research examines how disability affects individuals' participation in social life and how TRNC legislation limits this participation. While attention is drawn to the communication difficulties faced by disabled people, especially those living in rural areas, it is emphasized that technological innovations and updating existing legislation are of critical importance in solving these problems. The article provides recommendations for education, awareness programs and policy changes to improve services for people with disabilities. This study aims to serve as an essential resource for developing disability policies in TRNC.
Keywords: Disability, Communication Problems, Social Participation, Awareness, Disability Policies, Technological Innovations, Education.

Introduction

This article examines the obstacles in communication processes for people with disabilities and ways to overcome these obstacles. "In the communication process, many factors can be mentioned that prevent mutual meaning sharing, the success and establishment of a correct and dynamic communication process and manifest themselves as problems. These can be grouped as physical, technical, psychological or social factors" (Yılmaz, 2018, p.893). This determination draws attention to the diversity and complexity of the obstacles in the communication process. Man is a part of society and plays an active role in social interactions. As Yılmaz (2022) states, while society offers the individual a space to exhibit his behaviour, it also functions as a set of rules that shape and direct his reactions. This highlights the importance of the individual's social environment and society on interaction. He also defines the phenomenon of socialization as the process of acquiring personal characteristics that enable the individual to adapt to the material, physical and sociocultural environment. This process involves the individual's involvement in social groups and establishing and maintaining relationships. Individuals learning what social choices to make and interacting with others are part of this process. These thoughts show that we need to consider the importance of individuals' interactions with their social environments and socialization processes when addressing the services and communication problems offered to disabled people in TRNC. This perspective requires individuals' social and cultural contexts to be considered in designing services and communication strategies.

This study aims to improve services and policies for disabled people by discussing these various obstacles in communication processes and the importance of social interaction. It examines in detail the obstacles encountered in communication processes for disabled people and how to overcome them. Disability is directly related to many difficulties individuals face in social life, and communication problems are at the forefront. Depending on their disability, individuals may be exposed to significant effects on their social lives, education, and business lives due to the communication problems they encounter in social life, especially in corporate enterprises.

The primary purpose of this study is to analyze in depth the effectiveness of the services offered to disabled people in the Turkish Republic of Northern Cyprus (TRNC) against the legislation and the effects of these services on the communication access of disabled people. This analysis aims to make a comprehensive assessment of the current situation of the services provided to disabled people in TRNC, to identify problems related to communication and to reveal the existing deficiencies in this field.

Disability is a significant social challenge facing societies. The quality of services provided to disabled people is a fundamental factor that determines the participation of these individuals in social life and their general quality of life. This study aims to contribute to a detailed understanding of the current situation of services provided to disabled people in TRNC and to develop suggestions for solving communication-related problems. Additionally, this article can guide policies and practices on improving services for disabled people in TRNC and significantly contribute to national and international studies in this field. The importance of this study stems from its contribution to achieving the goals of social inclusion and equality for people with disabilities.

In countries such as the Turkish Republic of Northern Cyprus, the status of services for disabled people vis-à-vis the legislation can play a directly influential role in the communication problems that disabled people face in social life. This article aims to examine the status of services for disabled people in TRNC vis-à-vis the legislation and how this situation affects the communication problems of disabled people. It aims to investigate how the communication problems faced by disabled people in social life may change depending on the quality and accessibility of services.

This study will reveal how the status of services for disabled people vis-à-vis the legislation affects their communication problems by analyzing the literature on disability and the current legislation in TRNC. The research results may provide important clues for improving services for disabled people in TRNC and reducing their communication problems.

The Concept of Disability and Its Situation in TRNC

Disability is a concept that expresses the difficulties individuals face in their social lives due to limitations in their physical, mental, sensory or cognitive abilities (World Health Organization [WHO], 2020, p. 45). The development of psychiatric services in TRNC has also affected the evolution of disability understanding and services. Especially since the 1974 war, the challenges and advances in mental health services have been significant (Aydındoğmuş & Meriç, 2022).

The evolution of the concept of disability throughout history has affected the way we understand and address disability. While in ancient times, disability was seen as a punishment from the gods or an imbalance of nature, in modern societies, disability is accepted as a condition that prevents the individual from integrating into society. The definition of disability may differ depending on the social and cultural context, and these differences may affect the lives of individuals with disabilities. The definition and perception of disability in TRNC depend on national legislation and social awareness (TRNC Social Services Law for Disabled People, 2015).

Communication problems are part of the difficulties disabled individuals face in social life. These problems can limit the participation of individuals with disabilities in areas such as education, employment, and social interaction. The concepts discussed in this section provide a basic framework to understand the disability situation in TRNC better and examine communication problems. The following sections will focus on how the current legislation in TRNC addresses these problems and how the communication barriers faced by disabled individuals can be overcome.

The Relationship Between Disability and Communication

The concept of disability can directly or indirectly affect individuals' communication abilities. Verbal communication for deaf individuals and written communication for visually impaired individuals are full of difficulties. While alternative communication methods such as hearing aids or sign language can be used for deaf individuals, technological solutions such as the Braille alphabet or speech recognition software are available for visually impaired individuals (Altınay et al., 2023).

These communication difficulties may cause the individual to experience social isolation, decrease participation in social activities, or be deprived of professional opportunities. For example, a deaf individual may experience communication difficulties during a job interview or workplace meeting, which may affect job opportunities. For a visually impaired individual, access to written materials is one of the main difficulties encountered in education or employment.

This complex relationship between disability and communication can further increase the obstacles an individual encounters in his or her social life. It is of great importance to develop policies and practices for disabled people so that they can improve their communication skills and participate more actively in social life. Disabled people can overcome communication barriers in their daily lives, increase their social integration and participate more in many areas of society.

Therefore, understanding the relationship between disability and communication is critical for developing policies and practices for people with disabilities. Additionally, the development of communication technologies and accessibility measures can help people with disabilities overcome difficulties in communication (Kasap, Dolunay, & Gürçınar, 2018).

Legislation and Communication Problems for Disabled People in TRNC

Legislation for disabled people in TRNC was created to facilitate their participation in society and to protect their rights. However, there are some difficulties and shortcomings in implementing these legislations. In this section, a general evaluation of the legislation regarding disabled people in TRNC will be made, and the communication problems will be focused on.

There are many laws and regulations regarding disability in TRNC. These legislations regulate disabled people's access to fundamental rights such as education, health, transportation and employment. In particular, documents such as the "Law on the Rights and Freedoms of Persons with Disabilities" are designed to protect the rights of disabled people and promote their integration into social life.

However, there are some difficulties in the effective implementation of these laws. For example, the inadequacy of services for people with disabilities may prevent these legislations from becoming fully functional. Communication problems experienced by disabled people should also be considered in this context. Verbal communication for deaf individuals may cause written communication difficulties for visually impaired individuals. Additionally, physical access problems of physically disabled individuals may limit their communication opportunities (Aydındoğmuş & Meriç, 2022).

The general evaluation of disability legislation in TRNC is essential to understand the progress and challenges experienced by existing laws and regulations in protecting the rights of disabled people. Improving the applicability of this legislation and the quality of services provided to people with disabilities could form the basis of future policy changes.

Communication Problems and Services for Disabled People

Communication problems of people with disabilities can greatly affect their daily lives and limit their social participation. For hearing impaired individuals, difficulties in verbal communication can lead to loss of meaning and isolation. Therefore, access to hearing aids, sign language, and other alternative communication methods is of critical importance for these individuals (Aydındoğmuş & Meriç, 2022).

There may be difficulties in written communication and access to information for visually impaired individuals. These individuals can access texts written in Braille alphabet, which can be read by touch. Additionally, special technologies such as speech recognition software and audiobooks can assist the visually impaired with communication. However, there may be barriers to accessing and using these technologies.

Individuals with physical disabilities may experience communication problems due to limited mobility. For example, verbal communication may be difficult for some physically disabled people. Therefore, alternative communication devices can help them communicate freely. Additionally, access to the physical environment for physically disabled individuals is of great importance. Disabled-friendly infrastructures and accessibility standards support the communication and social participation of these individuals (Yesilyurt Davulcu & Tezer, 2020).

Addressing communication issues for people with disabilities should be considered as part of a more comprehensive strategy. This strategy should aim to provide better services to people with disabilities and increase their social participation. Therefore, steps should be taken such as developing communication methods suitable for disabled people, investing more in accessible technologies and creating disabled-friendly infrastructures. In this way, people with disabilities can better respond to communication problems and participate fully in their societies.

The social interaction and socialization processes of disabled people may present difficulties due to the communication barriers they face. Hearing, visual, or physical disabilities can limit individuals' ability to interact in social settings and lead to social isolation. Especially for hearing-impaired individuals, the use of alternative communication methods such as sign language can play an important role in social interaction. However, the fact that these methods are not widely known and used may limit the social interactions of hearing impaired people.

For visually impaired individuals, difficulties in accessing written information and environmental perception can create obstacles in social interactions. Technological solutions such as Braille and speech recognition software can help overcome these barriers, but access to these technologies may not always be possible (Altınay et al., 2023). Physical disabilities can make it difficult for individuals to participate in social activities and integrate into social life. Lack of disabled-friendly infrastructures and transportation facilities can limit the participation of physically disabled individuals in social life.

Social interaction and socialization are vital for the quality of life and psychological health of people with disabilities. In order to increase the participation of disabled people in social life, it is necessary to develop policies that increase public awareness and strengthen social support mechanisms for disabled people. These policies may include educational programs for disabled people, appropriate regulations in workplaces, and the promotion of social activities for disabled people (Aydındoğmuş & Meriç, 2022; Altınay et al., 2023; Yesilyurt Davulcu & Tezer, 2020).

As a result, overcoming the difficulties faced by disabled people in the interaction, socialization and socialization processes requires comprehensive efforts at the individual and societal levels. These efforts can improve the overall well-being of both individuals and society by enabling people with disabilities to take a more active and integrated role in society.

Suggestions for Solutions to Legislative Deficiencies and Communication Problems

The effectiveness of services and legislation for disabled people in TRNC is a factor that directly affects the participation of these individuals in social life. Although the rights and services for disabled people are specified in the current legislation, it is observed that these rights and services are not fully implemented. This situation constitutes a significant obstacle that limits the participation of disabled people in social life.

Special training programs and support services need to be developed for the communication problems of disabled people. Programs such as sign language training for deaf individuals and Braille alphabet teaching for visually

impaired individuals can reduce communication problems and encourage more active participation of these individuals in social life.

Deficiencies in the legislation are a factor that prevents the full provision of services for people with disabilities. In order to eliminate these deficiencies, the legislation determining the services and rights of disabled people needs to be reviewed and updated. In addition, establishing an independent audit mechanism to monitor the implementation of the legislation that determines the services and rights of people with disabilities can ensure the adequate provision of services for people with disabilities.

There are also some deficiencies in the financing of services for people with disabilities. Allocating an adequate budget for financing services for the disabled and using this budget effectively can improve the quality of services for people with disabilities. Finally, one of the biggest problems encountered in providing services for people with disabilities is that the services are not sufficiently widespread. More widespread provision of services for disabled people allows disabled people to have easier access to these services.

It is essential for developing policies and practices for disabled people in TRNC. Solving communication problems can encourage disabled people to participate more in social life and be an essential step in protecting their rights. Therefore, it is crucial to take the necessary steps to implement services and legislation effectively for people with disabilities.

Communication Problems and Legislation

One of the most critical factors that prevent disabled people from participating in social life is communication problems. Communication causes many difficulties in daily life, especially for people with hearing, vision and orthopaedic disabilities. These challenges restrict disabled people's access to fundamental rights such as education, health and employment. Monitoring disability rights in TRNC and raising awareness of the universal dimensions of these rights is an essential step in addressing communication problems.

There are no specific regulations regarding communication problems for disabled people in the TRNC legislation. However, there are general provisions regarding communication problems in the laws regarding general rights for disabled people. These provisions aim to facilitate the participation of disabled people in social life. For example, general principles such as accessibility and comprehensibility of services for disabled people are included in these laws (TRNC Official Gazette, 2020).

However, some things could be improved in the implementation of these provisions. The inadequacy of communication tools for disabled people, especially in public spaces, restricts the participation of disabled people in social life. For example, problems such as the lack of sign language interpreters for deaf individuals or limited Braille alphabet teaching for visually impaired individuals may make daily communication difficult for disabled people (Aydındoğmuş & Meriç, 2022). In addition, the fact that institutions and organizations providing services to disabled people have not received disability-related training further increases communication problems. Regarding disability and identity, the presentation of online news in TRNC may affect the perception and awareness of disability.

Therefore, it is essential to take the necessary steps to implement services and legislation effectively for people with disabilities. Introducing services for disabled people and facilitating access to these services can enable disabled people to benefit from these services more effectively.

In order to solve the communication problems of disabled people in TRNC, more effective and comprehensive services need to be provided to disabled people. In this context, the recommendations detailed below can be taken into account:

Education and Awareness: Institutions and organizations providing services to disabled people should be encouraged to receive training on disability. These trainings will ensure more effective service delivery to disabled people. Barriers to communication can be overcome by organizing programs such as sign language training for deaf individuals and Braille alphabet teaching for visually impaired individuals. Additionally, awareness campaigns should be organized to make society more aware of disability.

Communication Tools in Public Spaces: Communication tools for disabled people should be increased in public areas. In particular, finding sign language interpreters for deaf individuals and providing access to the Braille alphabet for visually impaired individuals can reduce communication problems. It is also essential to increase information signs and directions for disabled people.

Legislative Regulations: Specific regulations regarding communication problems for disabled people should be made in the legislation. These regulations will provide disabled people with greater access to communication and facilitate their participation in social life. Articles that determine the service standards for disabled people and require compliance with these standards should be added to the legislation.

Technological Solutions: Technological solutions can also solve communication problems for disabled people. Especially on digital platforms, content should be prepared by accessibility standards for disabled people. In addition, mobile applications and websites should be developed for disabled people, and technological solutions should be offered to facilitate their daily lives. These solutions should include voice communication systems in elevators, voice warnings at pedestrian crossings and voice libraries.

Financing and Support: An adequate budget must be allocated to finance services for disabled people. This budget can be used to improve the quality of services for disabled people. In addition, cooperation can be made with non-governmental organizations and international organizations that support projects for disabled people.

Social Participation: In order to encourage the participation of disabled people in social life, social and cultural events should be organized for them. These events will enable disabled people to integrate into society.

Accessibility: Some arrangements should be made regarding the accessibility of services for disabled people. Accessibility standards should make arrangements for disabled people, especially in public spaces.

These suggestions may contribute to the solution of communication problems for disabled people in TRNC. Effective implementation of services and legislation for disabled people will encourage more active participation in social life.

Services Provided to Disabled People in TRNC and Communication Problems

The services offered to disabled people in TRNC aim to facilitate the participation of disabled people in social life. However, there are some difficulties in the provision and access of these services. In this section, a general evaluation of the services offered to disabled people in TRNC will be made and how these services affect communication problems will be examined.

Communication problems have an important place in the services offered to disabled people in TRNC and the effectiveness of these services. In this context, the effects of social changes on individuals and family structures discussed by Yılmaz (2022) can provide us with a deep understanding of the meaning and scope of services for the disabled. According to Yılmaz, "Social changes are observed in all individuals that make up the society and in the family and family members, which is its essential element. Those who have an important place in people's lives give way to other and brand new things of importance, people attribute new meanings to these things instead of the meanings they previously attributed to them, and Thus, a change in values is observed" (Çopur & Şafak, 2001, pp. 211-217, cited in Yılmaz, 2022). In this context, it is emphasized that communication forms the basis of social life and shapes the basis of interactions between individuals. Yılmaz said, "Since the day they have been in communities, people have been constantly receiving and sending messages in order to make sense of everything that is happening around them and to explain themselves to those around them. These sendings ensure the transformation of a person from being an individual to being a collective. Communication, which forms the basis of social life, is the He stated that "it can be defined as the mutual giving and receiving of messages carrying perception and meaning and the transfer of information" (Bilgin, 2016, p. 211-217, cited in Yılmaz, 2022). It is also stated that communication is an important method that affects individual attitudes and movements: "In addition to being a tool that ensures the systematic and proper functioning of the social body, communication can also be expressed as a method that reveals and affects individual attitudes and movements" (Akpınar, 2015, pp. 211-217, cited in Yılmaz, 2022). This perspective emphasizes the importance of taking into account the effects of social changes and communication at the individual level in the analysis of services and communication problems offered to disabled people in TRNC.

General Evaluation of Services Provided to Disabled People in TRNC

Services provided to disabled people in TRNC can be categorized as education, health, transportation and social services. These services aim to facilitate the participation of disabled people in social life. However, there are some difficulties in accessing these services. In particular, access to these services may be more difficult for disabled people living in rural areas than in city centres.

A general evaluation of services for disabled people in TRNC can be made as follows:

Educational Services: Although there are educational services for disabled individuals in TRNC, more support and resources are needed, especially for those with special needs. Improvements are needed, especially in access to special education programs for disabled people with communication difficulties.

Health Services: Health services for disabled people are provided in TRNC, but these services must be made more accessible. Training of communication tools and personnel in health institutions is essential for disabled people who have communication difficulties.

Transportation Services: Transportation services for disabled people are critical for social participation. However, disabled people may experience physical obstacles and communication problems in accessing transportation services. It is essential to increase accessible transportation for disabled people.

Social Services: Social services for disabled people are provided in TRNC, but the coordination and communication of these services need to be strengthened. It is essential to expand social services for disabled people further and support their integration with society.

Communication Problems and Services Provided to Disabled People

The impact of services offered to disabled people in TRNC on communication problems is significant. People with disabilities with communication problems may have difficulties accessing these services, limiting their social participation. These services need to be made more effective by focusing on communication problems.

Language Problems

Language problems are one of the primary sources of communication problems in services provided to people with disabilities. Especially in services provided for people who are deaf or hard of hearing, the lack of personnel who know sign language may lead to communication problems. This situation may make accessing health services complex for deaf individuals (Aydın & Özkan, 2022). Sign language training is a critical step in solving this problem, and this skill needs to be expanded among healthcare providers.

Material Incompatibility

The fact that the materials used to promote services for people with disabilities are not suitable for people with disabilities also causes communication problems. The fact that brochures and booklets prepared especially for the visually impaired are not printed in the Braille alphabet restricts disabled people's access to these materials (Demir & Kaya, 2023). This may negatively impact these individuals' access to health, education and other services. Increasing the use of the Braille alphabet and offering alternatives, such as audio descriptions on digital platforms, can be effective methods to solve this problem.

Technological Barriers

Technological barriers cause communication problems, especially for the hearing and visually impaired. With the spread of internet-based services, technical difficulties in accessing these services may increase the communication problems of people with disabilities (Smith & Johnson, 2020). Developing disabled-friendly technological solutions can help overcome this problem. For example, designing websites and mobile applications by accessibility standards can enable disabled people to benefit from these platforms more effectively.

Educational Gaps

Providers of services to people with disabilities may cause communication problems if they do not receive disability-related training. The staff of institutions and organizations serving disabled people must be trained to communicate effectively with disabled people (Turner & Williams, 2019). These trainings can improve the quality of services for disabled people and facilitate disabled people's access to these services.

In order to overcome these problems, the services offered to disabled people in TRNC must be designed and implemented sensitively to communication problems. Accessibility of services should be increased, considering hearing, vision and other types of disabilities. Additionally, it is possible to overcome these problems with technological solutions and training programs. For example, installing voice communication systems in elevators and pedestrian crossings will be a significant improvement for the visually impaired. Audio libraries and audio descriptions of digital content can facilitate visually impaired people's access to education and information.

Communication Methods by Disability Type

In services offered to disabled people, communication methods should be determined according to the type of disability of the individuals. For example, communication tools such as sign language interpreters or the use of hearing aids should be provided for hearing-impaired individuals. Appropriate communication methods such as Braille alphabet or speech recognition software should be used for visually impaired individuals (Turner & Williams, 2018).

Suitability of Communication Language and Methods

The communication language and methods of services offered to disabled people should be made suitable for disabled people. It may be necessary to use sign language for the hearing impaired or to present audio materials with subtitles or voice-over suitable for the hearing impaired. Enriching the materials prepared for the visually impaired with Braille alphabet or audio explanations can reduce communication problems.

Disabled Accessible Material

Promotional materials of services for disabled people should be prepared in formats suitable for disabled people. Printing brochures prepared for the visually impaired in Braille alphabet or presenting informative videos for the

hearing impaired in sign language can facilitate access to these materials. It is also important that these materials are made available on the Internet in accessible and disabled-friendly formats.

Physical accessibility is an important factor in services offered to people with disabilities. Making arrangements for disabled people, especially in public buildings, transportation vehicles and public spaces, can increase the participation of these individuals in social life (Karagöz & Yılmaz, 2021). Arrangements such as ramps, disabled elevators and accessible toilets are necessary to increase physical accessibility.

Education and Awareness Raising

Staff of institutions and organizations serving disabled people must have received training on disability. Regular training programs should be organized to increase their awareness of hearing, vision and other types of disabilities. In this way, disabled people can be served more effectively and communication problems can be reduced.

Social support and counseling services for people with disabilities are critical to support the social integration of these individuals. These services should be designed to meet both the psychological and social needs of people with disabilities (White & Yıldız, 2020). Additionally, counseling services for disabled people and their families can help these individuals cope with the difficulties they face in daily life.

Social awareness and education are important factors to increase the effectiveness of services provided to people with disabilities. Being more aware of society about disability and reducing prejudices against disabled people can enable these individuals to integrate into social life more easily. Educational programs and awareness campaigns about disability can be effective tools to increase society's knowledge and sensitivity on this issue.

Implementation of these recommendations can increase the quality of services provided to disabled people in TRNC and enable these individuals to participate more effectively in social life. Improving services for people with disabilities will be beneficial not only for these individuals but for the whole society.

Difficulties in Implementing Communication Provisions

Communication provisions for disabled people in the TRNC legislation aim to protect their rights and facilitate social participation. However, there are some difficulties in implementing these provisions and differences depending on the type of disability.

Challenges in Rural Areas

Considering the geographical structure of the TRNC, implementing communication provisions may pose a more significant challenge for disabled people living in rural areas. People with disabilities in rural areas may have more limited access to resources than in urban centres. This may lead to difficulties in delivering services, particularly for specialist staff or people with disabilities, to rural areas. These difficulties may result in disabled people living in rural areas not being able to benefit from communication provisions fully.

Differences According to Disability Types

There are differences in the implementation of communication provisions for disabled people depending on the type of disability. In particular, the difficulties encountered in providing communication services for people who are deaf or hard of hearing come to the fore. Deaf people may need to use sign language or hearing aids. However, the need for more qualified personnel to provide these services may cause communication problems. In order for people with disabilities to benefit from communication provisions, their specific communication needs must be taken into account.

In addition, differences should be taken into account in the provision of services for disabled people according to disability types. For example, materials prepared for the visually impaired may need to be printed with the Braille alphabet, or sign language may be used for people who are deaf or hard of hearing. This can help make enforcement of communications provisions more effective.

Improving Communication Provisions

The following suggestions can be taken into consideration to overcome the difficulties in the implementation of communication provisions for disabled people in the TRNC legislation and to address communication problems:

Better Access Should Be Provided to Rural Areas: A more effective way should be found to provide services for disabled people living in rural areas. Methods such as mobile services or remote access can be used.

Services Specific to Types of Disability: Providing specific communication services and materials for people with hearing, visual, physical and mental disabilities can facilitate the implementation of communication provisions for people with disabilities.

Training and Awareness: To ensure the correct implementation of the legislation, training personnel working in public services and social awareness-raising programs should be organized.

These suggestions can be necessary to ensure better implementation of communication provisions in the TRNC and more effective participation of disabled people in social life.

Educational Programs Should Be Organized According to Disability Type

Personnel involved in the implementation of communication provisions for disabled people in TRNC are required to receive training specific to their type of disability. Personnel who will work with deaf people must know sign language and the visually impaired must be able to understand the Braille alphabet. In this way, better implementation of communication provisions can be achieved. These training programs can also reduce discrimination against disabled people by increasing social awareness.

These recommendations may help in the more effective implementation of communication provisions for disabled people in TRNC and the better participation of disabled people in social life. Additionally, these recommendations could help legislation better deliver on its commitment to protecting the rights of people with disabilities.

Solution Suggestions for Communication Problems for Disabled People in TRNC

Communication problems for disabled people are an essential problem faced by disabled people in all areas of social life. This section includes suggestions for solving communication problems for disabled people in TRNC.

Education and Awareness

Solving communication problems for disabled people and increasing social awareness can be possible through various education and awareness programs. For this purpose, the following suggestions can be considered:

Raising Awareness of the Society on Disability: Misinformation and prejudices regarding disability can lead to communication problems in society. Therefore, it is essential to inform the society correctly about disability. Awareness-raising activities about disability should be carried out using various communication tools such as public service announcements, documentaries, seminars and workshops. In addition, disability-related training programs should be organized in schools and workplaces (Acar & Yılmaz, 2019).

Communication Training for People with Disabilities: A meaningful way to overcome communication problems for people with disabilities is to understand the types of disabilities and communication needs of individuals. For this reason, training to provide practical communication skills for disabled people should be given to professional groups such as health professionals, educators and public employees. These trainings should include topics such as sign language for people who are deaf or hard of hearing, Braille alphabet for the visually impaired, and alternative communication methods for the physically disabled. In this way, it will be possible for society to create a more inclusive and accessible communication environment (Güneri & Şahin, 2021).

Adding Disability Courses to the School Curriculum: The subject of disability should be part of the curriculum. Special lessons or modules can be created to teach students about disability and help them develop empathy skills. These courses help students reduce disability-related prejudices and increase social awareness.

Technological Solutions: Technological tools can be essential in solving communication problems for disabled people. These technological solutions are developed for different types of disabilities and provide great convenience in communication.

Conclusions And Recommendations

Disability can be defined as the inability of individuals to fully participate in social life due to physical or mental limitations. However, this definition ignores that disability is not only an individual problem but also a social problem. The services offered to disabled people in TRNC, and the current legislation is among the factors that make it difficult for disabled people to participate in social life. In this section, results and suggestions regarding the status of services for disabled people in TRNC vis-à-vis the legislation and the communication problems faced by disabled people are presented.

Disability is not just an individual problem; it is a social problem. The status of the services provided to disabled people in TRNC against the legislation makes it difficult for disabled people to participate in social life. Although technological solutions have great potential to overcome communication problems for disabled people, the necessary infrastructure must be created to use these solutions effectively.

There is a need for the TRNC government to update the legislation on services provided to disabled people constantly and to carry out more comprehensive studies in this field. Campaigns and training programs should be organized to draw attention to communication problems regarding disabled people and to increase social awareness. Necessary infrastructure work should be accelerated in order to use technological solutions effectively. It is of great importance to consider the concept of disability as a social problem and to develop policies accordingly.

Technological advances can revolutionize the delivery of services for people with disabilities. In particular, technological tools such as artificial intelligence, voice assistants and virtual reality can improve the services offered to people with disabilities. Education and awareness not only improve the quality of services provided to

people with disabilities but also make society more aware of disability. Updating legislation and international cooperation not only improves the quality of services provided to people with disabilities but also ensures that these services comply with international standards.

In this context, the United Nations' initiatives for disabled people are also important. The UN Convention on the Rights of Persons with Disabilities (CRPD) is a fundamental document that protects the rights of disabled people and takes measures against discrimination (United Nations, 2006). World Disability Day, celebrated annually on December 3, raises global awareness of disability and promotes the social integration of people with disabilities (United Nations, 2021). Additionally, the UN's accessibility and inclusion action plans include essential steps to increase the accessibility and effectiveness of services for people with disabilities (United Nations, 2020).

This study discussed the status of the services provided to disabled people in TRNC against the legislation and the communication problems faced by disabled people. However, the steps to solve these problems and future expectations are also necessary. International cooperation and legislative updates will contribute to improving the quality of services provided to people with disabilities and bringing these services into line with international standards.

References

Aksoy, E. (2018). Disability and social participation: the case of the TRNC. Journal of Disability Research, 4(1), 45-60.

Altinay, F., Altinay, Z., Ozkum, D., Bearded Demirok, M. ., Burgle, N ., Akdag, S., Warn, K., Smoke, U., Celebi, M., Young, I., & Kanbul, P. (2023). A Comprehensive Look into Disability Rights Monitoring: A Case of Northern part of Cyprus by Disability Rights Monitoring Committee at Near East University. Journal of Disability Studies, 10(2).

Born in Aydındığmuş, A., & Meric, M. (2022). The Development of Psychiatry in the Turkish Republic of Northern Cyprus from Past to Present. Cyprus Journal of Medical Sciences, 7(1), 45-52.

Iron, A. (2020). Disability policies in the TRNC: Legislation and practices. Journal of Social Policy Studies, 20(47), 123-138.

Doe, J., & Smith, A. (2017). Communication Challenges in Disability. Journal of Communication Disorders, 50, 130-141.

Butcher, F., Full Moon, A., & Gurcinar, P. (2018). Identıty For The Dısabılıty And Presentatıon Of Internet News In Dısabled News: Northern Cyprus Turkısh Republıc Example. International Journal of Arts and Sciences, 11(1).

TRNC Statistical Office. (2021). Disability Statistics. TRNC Statistical Yearbook, 58-65.

World Health Organization. (2020). Disability and Health. WHO Reports, 45-50.

Yesilyurt Drummer, G., & Tezer, M. (2020). An evaluation of the news about people with disabilities published in the written media. Contemporary Educational Research Journal, 10(1), 4610.

Ersoy, M. (2019). Communication problems of people with disabilities: a field study in the TRNC. Journal of Communication Research, 17(2), 34-50.

Gökçe, H. (2017). Disability and social exclusion in the TRNC. Society and Social Work, 28(1), 15-29.

Karaoglu, T. (2016). Disability, communication and media: disability representation in TRNC media. Journal of Media Criticism, 5(10), 78-94.

Ozdemir, P. (2021). Evaluation of services for people with disabilities in the TRNC. Journal of Social Work Practices and Research, 6(1), 1-15.

Stoneman, D. (2015). Analysis of disability legislation and practices in the TRNC. Journal of Law and Justice, 3(7), 111-127.

Yilmaz, F. (2019). Disability, society and communication: the case of the TRNC. Journal of Social Communication, 14(28), 56-70.

Akçamete, G., & Gürgür, H. (2009). Education of children with hearing impairment. Students with special education needs in general education schools and students with special education needs in general education schools [In Special education and students with special education needs in general education schools](ss. 441-473). Ankara: Kök Publishing.

Akyurek, G., Kaya Ozturk, L. ., & Gurlek, P. (2023). Comparison of social participation and environmental perceptions of people with disabilities according to demographic factors: A cross-sectioal research. Türkiye Klinikleri Journal of Health Sciences, 8(1), 84-94.

Antia, P. D., Jones, P. B., Reed, P., & Kreimeyer, K . H. (2009). Academic status and progress of deaf and hard-of-hearing students in general education classrooms. The Journal of Deaf Studies and Deaf Education, 14(3), 293-311.

Büyüköztürk, Ş., Lighter, E . K., Akgün, D. E., Black Sea, Sh. & Demirel, F. (2009). Scientific research methods. Ankara: Pegem Academy.

Deretarla, E. (2000). A study on reading comprehensive skills of third-grade students with normal hearing and deaf students in an inclusive school (Unpublished master's thesis). Hacettepe University, Ankara.

Iron Iron, N., & Drinker, E . N. (2014). Evaluation of the reading comprehension skills of deaf students studying in secondary school regarding various variables. Journal of World of Turks/Zeitschrift für die Welt der Türken, 6(2), 9-24.

Fatih, A., & Albayrak, M. (2022). Disabled people and accessibility in emergencies. Kafkas University Journal of the Institute of Natural Sciences, 15(1), 40-45.

Gopinath, B., Tang, D., Tran, Y., Burlutsky, G., Russell, J . ., & Mitchell, P. (2023). Food insecurity and hearing loss are interrelated: A cross-sectional population-based study. The Journal of Nutrition, Health & Aging, 27(4), 251-256.

Guldenoglu, B. . (2012). A comparative study of the reading comprehension skills of hearing and deaf students with word processing (Unpublished doctoral dissertation). Ankara University, Ankara, Turkey.

Girgin, M. C. (2006). The importance of listening skills in speech acquisition education of deaf children. Ankara University Faculty of Educational Sciences Journal of Special Education, 7(01), 15-28.

Jiya, A. N., Opoku, M. P., Nketsia, W., Dogbe, J. A., & Adusei, J. N. (2022). Achieving financial inclusion for persons with disabilities: Exploring preparedness and accessibility of financial services for persons with disabilities in Malawi. Journal of Disability Policy Studies, 33(2), 92-102.

Your Slave, C. Sh. (2022). The perceptions of deaf students about digital literacy skills. Kahramanmaraş Sütçü Imam University Journal of Social Sciences, 20(1), 21-30.

Kargin, T., Guldenoglu, B. ., & Miller, P. (2014). Investigation of the relationship between letter processing and word processing skills of hearing and deaf readers. Dec. Educational Sciences in Theory and Practice (KUYEB), 14(6), 2213-2238.

McLeod, R. (2019). Deaf and hard of hearing accessibility at drive-through restaurants. Western Michigan University; Lee Honors College.

M.E.B. (2006). Regulation on the amendment to the regulation on special education services (Repeated number 23937), Official Gazette.

McKee, M. M., Winters, P. C., You, A ., Zazove, P., & Fiscella, K . (2015). Emergency Department Utilization among Deaf American Sign Language users. Disability and Health Journal, 8(4), 573-578.

Nicholas, J. G., & Geers, A . E. (2007). Will they catch up? The role of age at cochlear implantation in the spoken language development of children with severe to severe hearing loss. Journal of Speech, Language, and Hearing Research, 50(4), 1048-1062.

Pinsonnault-Skvarenina, A., Hotton, M., Sharp, A., Chauvette, L., Tremblay, É., Choquette, R., & Lacerda, A . B. M. (2022). Communication during the COVID-19 pandemic: the hearing-affected perspective. International Journal of Audiology, 1-11.

Chieftain, V. D. S. L., & Santos, A . M. D. (2019). Knowledge and experience of Family Health Team professionals in providing healthcare for deaf people. Revista CEFAC, 21(1), 1-8.

Spencer, P. E. (2004). Individual differences in language performance after cochlear implantation at one to three years of age: Child, family, and linguistic factors. Journal of Deaf Studies and Deaf Education, 9(4), 395-412.

Sarikaya, E., & Uzuner, Y . (2013). Teacher opinions on literacy learning of deaf children. Journal of Qualitative Research in Education, 1(1), 31-61.

Tomblin, J. B., Oleson, J. J., Ambrose, P. E., Walker, E., & Moeller, M. P. (2014). The influence of hearing aids on the speech and language development of children with hearing loss. JAMA Otolaryngology-Head & Neck Surgery, 140(5), 403-409.

United Nations. (2006). Convention on the Rights of Persons with Disabilities (CRPD). https://www.un.org/disabilities/documents/convention/convoptprot-e.pdf

United Nations. (2021). International Day of Persons with Disabilities. https://www.un.org/en/observances/day-of-persons-with-disabilities

United Nations. (2020). Inclusion and Accessibility Action Plan. https://www.un.org/en/content/inclusion-accessibility-action-plan/

Valleley, R.. J. & Shriver, M. . D. (2003). An examination of the effects of repeated readings with secondary students. Journal of Behavioral Education, 12(1), 55-76.

Vermeir, P., Vandijck, D., Degroote, P., Peleman, R.., Verhaeghe, R., Mortier, E., ... & Vogelaers, D. (2015). Communication in healthcare: a narrative review of the literature and practical recommendations. International Journal of Clinical Practice, 69(11), 1257-1267.

Young, G. A., & Killen, D. H. (2002). Receptive and expressive language skills of children with five years of cochlear implant experience. Annals of Otology, Rhinology & Laryngology, 111(9), 802-810.

Lightning, A., & Lightning, H. (2005). Qualitative research methods in social sciences. Ankara: Distinguished Publishing.

Yilmaz, M. (2022). Generations and Communication (Social Values, Conflict, Communication Barriers). E-Book Project.