

## Status of Services Provided to Deaf Woman in the Hashemite Kingdom of Jordan

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### Abstract

This study aimed at identifying the status of services provided to deaf woman in Jordan. The study was conducted on a sample of (100) deaf women chosen by the intended available method. A researcher self developed questionnaire consisting of (75) items covering seven most important domains representing the most important services that should be provided to deaf women, using yes/ No scale for responses. Results showed that instrument mean score for the scale of effectiveness of services provided to deaf women was moderate (0.42). Results also showed health care dimension between northern region and the central regions where differences were in favor of central region, between southern and northern regions in favor of northern region, and between central and southern region in favor of central region. Also there were statistically significant differences in the level of effectiveness for sport and entertainment domain between central region, from the one hand and both southern and northern regions from the other, and in favor of central region.

**Keywords:** China insurance industry, Foreign fund, Challenge

### Introduction:

Despite the issuance of several international legislations related to human rights in general, and disabled individuals, in particular, and despite the care showed by most governments in the area of disabled individuals care, along with nongovernmental organizations efforts in this regard, including arab countries, despite that disability policies in most Arab countries are still based on the traditional view and style, which proved their failure, in this regard : looking to difficulties from the disabled person angle considering that the problem lie with him, specially female ones, accompanied by lack of coordination and integration among governmental systems and sectors, from the one hand, and between them and non-governmental agencies, parents and disabled themselves, from the other, resulting from the lack of legal comparison based on rights integration and non ability to disintegrate, and that is based on participation, transparency, accountability, and law sovereignty (Al-khaldi, 2011). In addition to lack of awareness into disabled individuals right among decision. Makers and societal public opinion, and the spread of charity culture in providing services, and diminishing human right culture among most of them and the label and shyness among most parents on guardians.

This study will include basic data and information on deaf woman status in Jordan, health qualifying and educational services provided to meet their needs in terms of services comprehensively and quality, major strength and challenges will be included.

Analytical approach based on right and on data provided by hearing disabled women regarding their opinions in fulfilling their need, will be adopted in addition to other instruments and means in data collection.

The pinpointing philosophy of this study is that the issue handicapped individuals, in general, and women, in particular is not health, educational or qualification issue, only but also is a societal and human issue based on human rights, and it is not the responsibility of a governmental, volunteering on private ministry or corporation, but is a participatory responsibility shared by all societal organization, each by its role and services provided by society members.

But despite the many challenges facing Jordan in various economic, social and developmental domains accompanied with financial resources scarcity, woman with disability issue was among the Jordanian state priorities, and it is exerting a lot of efforts, through its various ministries and civil society organization in responding to individuals with disability issues, in general, and is making its best in providing services without and coordination among them, resulting in the duplication of their works and undue repetition of their work, and not benefiting from the outstanding expertise (Dababneh, 2006).

### Research problem and significance

This study draws its significance from being the basis on which the development plans and services provided to deaf women in Jordan are based, because any effective development plan must be based upon specific description of the status quo with its all aspects, and this what the study sought to achieve in light of highlighting the status of services provided to deaf woman.

Meanwhile answering the research question will provide vital data and information for those in charge of teaching, training and serving hearing disabled women in particular, and decision – makers, and those

interested, from public and private sectors, in developing and advancing these services, the study also took its significance from the paucity, or non existence, of studies addressing this topic in a comprehensive way.

So, the problem of this study can be summarized in its attempts to identifying the level of services provided to deaf woman, in Jordan, effectiveness. It is also hoped that results of this study will aid those interested, in all concerned ministries in the course of planning to execute integrated this study might contribute in the following.

1. Providing information on the status of services provided to hearing disabled women in the programs targeting deaf people in general.
2. Providing and developing training and qualifying programs to quality those working with deaf woman within their actual needs.

#### **Research Questions:**

The present study attempted to answer the following questions:

1. What is the level of services provided to deaf woman in Jordan, effectiveness?
2. Are there any statistically significant differences at ( $\alpha= 0.05$ ) in the level of services provided to deaf woman effectiveness in Jordan, due to region (central, north and south).

#### **Limitations:**

Results, of this study, generalizability are confined with the following limitations:

- The procedures of constructing the instrument and its validity and reliability indications.
- The degree of respondents responses, on the study instruments, validity.
- The comprehensiveness of disability categories in the sample and how it was drawn.

#### **Procedural definitions.**

Services: all medical, educational, social or qualification services, as well as economic empowerment sports, recreational services, provided to deaf woman in Jordan.

Deaf woman: a woman at the age of (18) years, diagnosed with moderate hearing loss or more.

#### **Literature and significant previous studies**

Jordan, during the last few decades, witnessed a marked advancement in the area of providing disabled individuals with diagnostic, medical, educational, qualification, and social services, however, this advancement witnessed an acceleration during the last few years and was supported and enhanced by the issuance of handicapped individuals right law no (31) for the year (2007) and what accompanied it of establishing the supreme council of handicapped individuals affair from formulating policies, and as an umbrella to coordinate between all parties concerned with providing these services, as well as the issuance of national handicapped individuals strategy and starting its implementation (handicapped individuals law, 2007).

As for educational as training services, they are still traditionally provided through the establishment of separate centers and in situation, with the absence of clear strategies in these centers and in situation to include any one cutters the general schools systems, except some attempts by some of these centers. And even through the increase of handicapped individuals receiving educational and training services, there still many questions regarding the quality of services provided by special education centers and institutions, which is main source of the significance of the current study.

As for vocational and employments, services which is the responsibility of ministry of social development and vocational qualification corporation, it is clear that there was an increase in handicapped individual receiving or benefitting from these vocational qualifying services, however here lies a question regarding the number of vocational qualifying centers, programs of available centers and the extent to which they are appropriate for labor market. And finally, regarding employment service they are still humble as compared to what was stated in handicapped individual law which mandates employing (4%) of all employed in governmental ministries and department from handicapped individuals however, achieving this number is still a dream ( The higher council for Affairs of persons with Disabilities, 2010).

Knowing services and programs provided women with hearing loss disability, might help identifying the quality of services they receive, with the purpose of highlighting reality and actual status of services provided in institutions concerned with hearing disabled women and identifying what was achieved and working on its development and seeking to achieve the quality service provided to hearing disabled women.

Hence, finding out the effectiveness of services provided to deaf women in any country, have started gaining increased interest given its great importance which will result in a clear vision of what they receive of which what we attest of laws and international agreement, calling for handicapped individuals rights and national strategies working on achieving what is possible, through several domains (themes), and therefore it is necessary to find out the effectiveness of services provided to hearing disabled woman in various aspects, to find out what has been achieved and working on its advancement, as well as finding out what has not yet been achieved to work on its achievement. Hearing disabled women have various needs, and it is assumed disabled women have various needs, and it is assumed that institutions are charged with the fulfillment of these needs, however, meeting these needs provision is among the important indicators about the effective his, provided programs and services (Al-

khaldi, 2011).

It is no doubt important that finding out hearing disabled needs is important and necessary for directing efforts towards providing these services, which once available at institutions will have a positive effect on these women both psychological and operational, but their effect will be more positive and awareness in dealing with them and more capable in helping children to give the best they have (Al-khaldi, 2011).

There were, according to researcher knowledge, very few studies addressing the effectiveness of services provided to hearing disabled women, however, this study reviewed studies addressing one or more dimensions of services provided to hearing disabled women.

Al-khaldi (2011) conducted a study aiming at identifying the effectiveness of services provided at special education institutions in light of needs assessment, results showed that the level of these services at hearing disability institutions was low and there were statistically significant differences in the effectiveness of these services between these institution, due to the region of institutions, and that these differences were between central and southern region where central region has more effective services. Results showed no statistically significant differences in all hearing disabled institutions dimension, due to institution type.

Dababneh (2006) stud aimed at assessing occupational qualification services to hearing disabled individuals in Jordan. Results showed that a large percentage at concerned centers don't provide occupational qualification as required, and that occupational qualification services, at some centers don't fulfill psychological and social needs of disabled individuals and finally workers at these center slack practical experience and educational degrees.

Nahas (2004) conducted a study entitled evaluating educational programs provided to deaf students in Jordan, as viewed by principals, teachers parents and students, and a proposed model for their development the study aimed at assessing educational programs provided to deaf students in Jordan. Results showed the need for competency level advancement of teachers in the use of sign language, computers and internet in education.

Matjaz (2004) conducted a study aiming at finding out the effectiveness of internet based video in teaching deaf sign language compared to traditional method, the study was conducted on a sample of (36) adult deaf individuals, divided into four groups, all participants have the same level in computer usage, and all groups were sex heterogeneous, a scale of (41) items was administered, and both t-test and ANOVA were applied. Results showed a statistically significant effect of language to deaf people.

Mary, however, conducted a study (2004) aiming at identifying the effectiveness of computerized, printed pictures and signs in carrying out reading – related information among a sample of 124 deaf students through personal computer technology, compact disks (CDs) to display stories of at four different picture: printed only, printed with photos, printed with linguistic signs, and printed with pictures and linguistic signs, repetitive measures analysis of variance for analyzing participants performance in reading – comprehension. Results showed a statistically significant difference between the four experimental conditions, where it was noticed that participant were able to more from American sign language to English language symbols when the text being analyzed. Results also showed that displaying stories in different reading positions (text, picture, symbol) can make the material enjoyable.

Overland (2002) study aimed at finding out the role of supportive technology in lectures and printed texts. The study was conducted on a sample of (123) students enrolled in an introductory course at Midwestern university. Results showed that the influence of using public speaking technology in the classroom was unequal as a result of different experience and rest. It was also found that students enjoyed using technology in the classroom when used by instructor as an aid instrument. The study concluded that intensive usage of technology is not reflected, always on increased performance level.

Finally, paligaro (1998) conducted a study in the assessment of mathematics teaching style to deaf student teachers at fifth to eighth grades and from ninth to twelfth grades. Results showed that (90%) of teachers employed technology, in teaching arithmetic's, such as computers and calculators in addition to written exercises for higher grades, while at lower grades, most teachers used traditional methods as solving, while taking in to consideration time allotted to math lesson (class), where this time period increased with increased grad level or study stage.

Reviewing results of previous studies, we can notice that most of them indicated the poor programs provided to deaf woman, whereas this study attempted to identify the effectiveness of services provided to deaf woman in Jordan, in several aspects that can increase the level of deaf woman adaptation and integration in society. So the current study might highlight the status of services provided to deaf woman in Jordan.

#### **Method and procedures:**

This section contained a description of the study subjects, study instrument and administration procedures followed by the researcher as well the statistical processing of data.

#### **Population and sample:**

The study population consisted of all deaf women in Jordan three regions (central, north and south), whereas

(100) women suffering from deafness were randomly selected as a sample study.

Instruments:

For answering the study questions, the researcher developed an instrument aiming at identifying the level of services provided to deaf woman in Jordan, where the researcher put and used suitable instrument and means in collected needed information, including:

- Services provided to deaf woman in Jordan questionnaire consisting of (58) items covering (7) domains: educational services, social services, technological services, entertainment and sport services, employment and qualification services, health care services, signal communication services.

**The instruments was developed through the following steps:**

- Reviewing literature related to the current study topic to derive items expressing services necessary through:
- Reviewing related educational literature and previous studies addressing services needed by hearing disabled woman.
- A group of deaf women, in the Jordanian society, opinions regarding their most important needs and services needed by them, were taken.
- Analyzing collected opinions and information related to the study subject.

Based on previous literature related to the study subject and on deaf women opinions, the researcher was able to construct the study instrument which is a questionnaire consisting of (75) items, covering (7) domains, addressing services needed by deaf women in Jordan, and it was submitted to six referees with expertise in this area to have their opinions regarding the appropriateness of these items, where they suggested the elimination some of these items, because they were not appropriate nor measure services needed by deaf women, so the final version of this section of the questionnaire which included (58) item representing most important services, with a response scale of yes or No.

For the assessment the effectiveness level, a mean of (0.67- 1) to represent high effectiveness level and (0.33- 0.66) to represent medium level and less than 0.33 to stand for low effectiveness level.

**Validity and reliability**

Instrument validity was established by submitting it to a panel of experienced referees in the area where they declare its validity, where as reliability significance was reached through calculating instrument reliability values using internal consistency by alpha crounback which was (0.94).

**Study procedures:**

After constructing the final version of the study instrument, the following procedures were followed.

1. Specifying study population and sample of deaf women by referring to several concerned parties as The higher Council for Affairs of Persons with Disabilities, ministry of health, social development ministry and ministry of education.
2. The researcher contacted the study sample subject and decided place and time of the study.
3. Administering the instrument to study subject to complete it, taking into account the presence of a sign interpreter.
4. Collecting and subscribing data of (108) questionnaire where (8) of were excluded for incomplete data to reach a sample of (100) subjects.
5. Entering data to computer memory to conduct statistical processes and finding results.

**Statistical analysis:**

The current study is a survey study based on descriptive analytical approach of services provided to deaf woman in Jordan. However, in answering the first research question, means and standard deviation of each item were computed, while in answering the second research question, one way ANOVA followed by schefee post hoc test for region variable were used.

**Results:**

This study aimed at identifying the level of, services provided to deaf woman in Jordan, effectiveness and for this purpose a questionnaire to measure these service was developed.

Results related to the first question: what is the level of effectiveness of services provided to deaf woman in Jordan?

Means and standard deviations of the instrument's mains domains were computed and table (1) showed these results.

Table (1) showed that means of services provided to deaf woman in Jordan scale ranged between (0.28) to (0.57), and the scale's total mean was (0.42) with a medium effectiveness level.

Results related to the second research question which stated "are there any statistically significant difference, at ( $\alpha \leq 0.05$ ) level in the effectiveness level of services provided to deaf woman in Jordan due to geographic region? (central, southern, or northern).

**Table (1)**  
**Means standard deviations of the measures main domains**

Dimensions	N	Mean	SD	Effectiveness level
Educational services	100	0.40	0.209	Medium
Social services	100	0.52	0.335	Medium
Technological services	100	0.28	0.312	Low
Entertainment and sport	100	0.38	0.300	Medium
Qualification and employment	100	0.49	0.343	Medium
Health care	100	0.41	0.274	Medium
Signal communication	100	0.57	0.243	Medium
Tastrument as a whole	100	0.42	0.172	Medium

Means, and standard deviations, in answering this question, were computed and results are displayed in table (2).

**Table (2)**  
**Means and standard deviations of measure's domains**

Dimensions	Region	N	mean	SD
Educational services	Northern	47	0.35	0.245
	Central	36	0.44	0.170
	Southern	17	0.44	0.144
	Total	100	0.40	0.209
Social services	Northern	47	0.57	0.317
	Central	36	0.58	0.305
	Southern	17	0.25	0.331
	Total	100	0.52	0.335
Technological services	Northern	47	0.29	0.314
	Central	36	0.27	0.342
	Southern	17	0.24	0.247
	Total	100	0.28	0.312
Entertainment and sport	Northern	47	0.21	0.202
	Central	36	0.63	0.263
	Southern	17	0.32	0.2354
	Total	100	0.38	0.300
Qualification and employment	Northern	47	0.48	0.294
	Central	36	0.51	0.340
	Southern	17	0.51	0.475
	Total	100	0.49	0.343
Health care	Northern	47	0.39	0.258
	Central	36	0.55	0.216
	Southern	17	0.19	0.272
	Total	100	0.41	0.274
Signal communication	Northern	47	0.54	0.68
	Central	36	0.57	0.193
	Southern	17	0.67	0.257
	Total	100	0.57	0.243
Tastrument as a whole	Northern	47	0.37	0.177
	Central	36	0.50	0.150
	Southern	17	0.39	0.154
	Total	100	0.42	0.172

Table (2) showed the existence of apparent differences in means of each region, and to identify the level of significance between these means, one way AVOVA was employed, and its results are shown in table (3).

**Table (3)**  
**One way ANOVA for differences in effectiveness level between the three regions (central, northern, and southern)**

Source		Sum squares	Df	Mean squares	F	Sig
Educational services	Between groups	0.211	2	0.105	2.489	0.088
	Within groups	4.110	97	0.042		
	Total	4.321	99			
Social services	Between groups	1.523	2	0.761	7.680	0.001
	Within groups	9.614	97	0.99		
	Total	11.137	99			
Technological services	Between groups	0.043	2	0.022	0.218	0.804
	Within groups	9.619	97	0.099		
	Total	9.662	99			
Entertainment and sport	Between groups	9.563	2	1.782	32.424	0.000
	Within groups	5.330	97	0.055		
	Total	8.893	99			
Qualification and employment	Between groups	0.027	2	0.014	0.114	0.893
	Within groups	11.609	97	0.120		
	Total	11.636	99			
Health care	Between groups	1.546	2	0.773	12.759	0.000
	Within groups	5.878	97	0.061		
	Total	7.424	99			
Signal communication	Between groups	0.193	2	0.097	1.656	0.196
	Within groups	5.658	97	0.058		
	Total	5.851	99			
Tastrument as a whole	Between groups	0.331	2	0.165	6.154	0.003
	Within groups	2.607	97	0.027		
	Total	2.938	99			

Table (3) showed statistically significant differences at ( $\alpha \leq 0.05$ ) in social services domain, where F value was (7.68) and it was statistically significant, recreation and sports services, where f value was (22.42) and it was also significant, and health care services domain with F = (12.75), and it was also significant.

To identify the location of these differences, Schaeffer post hoc comparison test was employed and its results are shown in table (4).

**Table (4)**  
**Schaeffer post hoc comparisons test of differences between the three geographical regions for services provided to deaf woman in Jordan**

Dependent Variable	Region (I)	Region (J)	Std. Error	Sig
Social services	Northern	Central	0.07	0.992
		southern	0.89	0.002
	Central	Northern	0.070	0.992
		Southern	0.093	0.002
	Southern	Northern	0.089	0.002
		Central	0.093	0.002
Entertainment and sport	Northern	Central	0.052	0.000
		southern	0.066	0.274
	Central	Northern	0.052	0.000
		Southern	0.069	0.000
	Southern	Northern	0.066	0.274
		Central	0.069	0.000
Health care	Northern	Central	0.055	0.012
		southern	0.070	0.025
	Central	Northern	0.055	0.012
		Southern	0.072	0.000
	Southern	Northern	0.070	0.025
		Central	0.072	0.000
Tastrument as a whole	Northern	Central	0.36	0.004
		southern	0.46	0.940
	Central	Northern	0.036	0.004
		Southern	0.048	0.090
	Southern	Northern	0.046	0.940
		Central	0.048	0.090

Table (4) showed statistically significant differences in the level of effectiveness of services in social services provided to deaf woman in Jordan due to geographical region variable and these differences were between northern and southern regions and they were in favor of southern region, as well as between central and southern regions in favor of central region. Differences were also found in entertainment and sport domain between central region from one hand and both southern and northern regions, however these differences were in favor of central region. At the same time differences were also found in health care services domain, between northern and central regions, and once again differences were in favor of central region, between northern and southern region in favor of northern regions and between central and southern region in favor of central region. Finally, differences were also found in the total scale score between northern and central regions, in favor of central region.

## Discussion

Discussion of results related to first research questions.

Results indicated that total scale mean score was in medium level, with a mean of (0.42), since that all services provided to deaf women in Jordan was in the medium effectiveness level in all educational, social, qualification and employment, entertainment and sports, health care, and signal communication domains, however effectiveness level was low in technological services domain, and this might due to several reasons among which the intensive weakness in defining or using technological equipments either at school, university or home, and the scarcity of training programs provided by concerned parties as ministry of education and universities on modern technological equipments and instruments, and the lack of qualified teachers or trainers to teach and train deaf women on the mechanism and on how to use modern technological devices. These finding are in line with nahass (2004) study, whose results indicated the need of teachers to up grade the competency in the use of computers and internet in teaching and also with al-khaldi (2011) study which showed that services provided by hearing disability institutions effectiveness was low. These finding are inconsistent with paliguro (1998) study which showed that (90%) of teachers used technologies in teaching mathematics, such as computers and calculators as well as written exercises for higher grades; but with low grades, most teacher follow traditional techniques as written exercise and continuous training on problem solving taking into account time allotted for mathematic through lessons, where time period increased with advancement through grade levels.

Discussion of results related to the second research question

ANOVA results suggested the existence of statistically significant differences in social services provided to deaf woman effectiveness level due to geographical region and that these differences were between services in northern region and those in southern region, and in favor of southern region. This might be explained by the nature of the more interactive life and social environment in the southern region than that in northern region. Differences were also found in the effectiveness of entertainment and sport services domain in the central region from the one part and both southern and northern region, for the other, and in favor of central region included the capital city (Amman) in which entertainment and sport services are more concentrated than those in the other two regions. Results showed also differences in health care services domain effectiveness between northern and central regions in favor of central region and between southern and central regions however these differences were in favor of central region. This can be explained by the widespread of quantitative and qualitative health care services in both public and private health care sectors as well as the high level of awareness of the importance of health care services among residents of central region. This is in line with Al-khaldi (2011) study which showed statistically significant differences in health care services effectiveness of hearing disability institutions due to geographical regions and these differences were between these institutions in central and southern region and in favor of central region.

### Recommendations

- Conducting more studies addressing disabled woman in general and deaf ones in particular to find out their most important problems and needs.
- Universities ought to prepare educational, technological and entertainment programs targeting disabled women in general and hearing disabled in particular.
- Designing training courses and workshops centering on qualifying deaf woman cognitively and occupationally.
- Providing, by ministry of education and university, sign language teacher and interpreters to deaf people to facilitate their future communication processes.

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