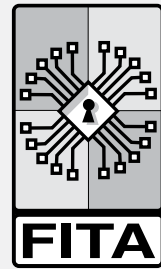**Fondazzjoni għall-Aċċessibilità fl-Informatika**
Foundation for Information Technology Accessibility (FITA)

FITA

L-Informatika l-Komunikazzjoni w d-Diżabilità

Information Communications Technology and Disability

Rapport ta' Studju
Study Report

Introduzzjoni

Mill-2003 sal-2005, il-Fondazzjoni għall-Aċċessibilità fl-Informatika għamlet studju dwar it-Teknoloġija ta' l-Informatika u d-Diżabilità

L-għan ta' dan l-istudju kien li jistħarreġ l-użu tat-teknoloġija minn persuni b'diżabilità f'Malta, jislet xejriet ta' kif it-teknoloġija tintuża u juri liema huma l-fatturi prinċipali li jikkontribwixxu għal dan l-użu. Din l-informazzjoni, tista' tgħin biex nifhmu aħjar kif il-bidla fl-età tal-popolazzjoni qed tolqot l-użu tal-kompjuters u x'inhuma l-bżonnijiet ta' l-anzjani u persuni b'diżabilità f'dik li hija teknoloġija aċċessibbli.

Teknoloġija aċċessibbli tgħin lill-individwi jadattaw il-kompjuters b'tali mod li dawn jaqdu aħjar il-bżonnijiet tagħhom fejn tidħol il-viżta, is-smiegħ, komunikazzjoni u mobilità. Din it-teknoloġija tinkludi prodotti komuni li juża kulħadd kif ukoll għodod oħra żviluppati apposta (kemm software kif ukoll apparat) li jgħinu lill-individwu biex iħaddem kompjuters aħjar.

L-istudju kien jikkonsisti f'survey permezz ta' kwestjonarju mibgħut bil-posta lill-persuni b'diżabilità f'Malta. Dan il-kwestjonarju kien fih mistoqsijiet maħsuba biex ikejlu n-numru, tip u severità ta' diżabilitajiet biex jiddeterminaw kif dawn jolqtu l-użu tal-kompjuters mill-persuna bid-diżabilità

L-istudju nkluda erba' mija ħamsa u erbgħin (445) persuna b'firxa kbira ta' diżabilitajiet, inklużi persuni b'iktar minn tip wieħed ta' diżabilità. Is-survey kien ikopri sitt tipi ta' diżabilitajiet li jistgħu jaffettwaw l-użu tal-kompjuter: intellettwali, fiżiċi, saħħa mentali, nuqqas ta' smiegħ, nuqqas ta' viżta, moħbija/ oħrajn . Kien x'kien il-qasam ta' diżabilità, il-persuni kellhom jirrispondu għal mistoqsijiet dwar:

- Tagħrif dwar kompjuters
- Użu tal-kompjuters
- Aċċessibilità għall-kompjuters

Dan l-istudju huwa l-ewwel tentattiv kbir biex jiġi studjat l-użu tat-teknoloġija minn persuni b'diżabilità f'pajjiżna. Dan għandu jipprovdi tagħrif aħjar milli kellna qabel dwar is-suq Malti għat-teknoloġija aċċessibbli.

Introduction

Between 2003 and 2005, the Foundation for Information Technology Accessibility started conducting a study on ICT and disability

The goals of this study were to produce the information necessary to measure the effective use of information communications technology (ICT) by disabled people in Malta, extract usage patterns, and establish the main factors contributing to the use of ICT by disabled persons. This information, coupled with aging population trends, can help to explain the aging population's impact on computer use and need for accessible technology.

Accessible technology enables individuals to adjust their computers to meet their visual, hearing, mobility, cognitive, and communication needs. It includes both accessibility options built into products as well as assistive ICT (specialised hardware and software products that help individuals operate standard ICT equipment).

The study consisted of a nationwide survey conducted by mail. Participants were asked to fill in a questionnaire containing questions designed to assess a variety of difficulties and impairments and degrees of severity to determine how they may impact the individual's use of computers.

The questionnaire was compiled by four hundred and forty five (445) individuals with a broad range of impairments, including persons with multiple disabilities. The survey covered six types of impairments that could impact computer use: intellectual, mobility, hearing, visual, mental health, hidden/other. Participants were also asked lifestyle and demographic questions. Independently from the type of impairment, the survey contained the following types of questions:

- Computer know how
- Computer use
- Computer accessibility

The study is the first large scale attempt at studying the use of technology by disabled persons. This should provide a deeper understanding of the Maltese market for accessible technology than previously available.

Dwar il-FITA

Il-Fondazzjoni għall-Aċċessibilità fl-Informatika (FITA) ġiet iffundata mill-Malta Information Technology and Training Services Limited (MITTS) u l-Kummissjoni Nazzjonali Persuni b'Diżabilità (KNPD) fit-2 ta' Ottubru 2001.

L-għanijiet tal-Fondazzjoni huma:
- Li tippromwovi opportunitajiet indaqs għal kulħadd, b'mod partikulari fejn għandha x'taqsam l-informatika.
- Li toħloq servizzi ta' taħriġ fl-informatika għall-persuni b'diżabilità.
- Li tiġbor u ixxerred tagħrif u tagħlim dwar l-oqsma tal-informatika.
- Li taħdem flimkien ma' u tgħin organizzazzjonijiet publiċi u privati f'oqsma li jkomplu jżidu l-opportunitajiet indaqs fl-oqsma tal-informatika.
- Li tagħti servizzi ta' konsulenza lil organizzazzjonijiet publiċi u privati fl-oqsma tal-informatika w l-użu li jistgħu jagħmlu minnha persuni b'diżabilità.

X'inhu x-xogħol tal-FITA?

Il-FITA hi l-entità ewlenija fi ħdan il-Gvern Malti, li tħares u tikkoordina l-aċċessibilità fl-informatika għall-persuni b'diżabilità. Is-servizzi ta' informazzjoni jgħinu persuni b'diżabilità sabiex jagħżlu, jiksbu u jużaw 'assistive technology' maħsuba biex tħares jew ittejjeb l-kwalità tal-ħajja tal-individwu.

Il-funzjoni ewlenija tal-FITA hi li tgħin persuni b'diżabilita' biex jirbħu jew ikissru l-ostakli li jsibu fl-edukazzjoni u x-xogħol. Jekk ikunu f'kundizzjoni li jistgħu jipparteċipaw u jagħtu aktar lis-soċjetà, l-persuni b'diżabilità ma jkollhomx għalfejn jibqgħu dipendenti fuq l-għajnuna tal-familja u s-servizzi soċjali. B'ħidma sħiħa biex innaqsu d-'digital divide', qed nagħtu ċans lill-persuni b'diżabilità li jikkontribwixxu b'mod produttiv lejn s-soċjetà u l-ekonomija Maltija. Nħeġġu diskriminazzjoni pożittiva lejn persuni b'diżabilità fejn dak li jkun jingħata l-opportunità u l-għodda teknoloġika li jkollu bżonn biex ikun jista' jagħmel x-xogħol mistenni minnu. L-għan tagħna huwa li ngħinu persuni b'diżabilità jintegraw aħjar f'ambjent partikulari billi nipprovdu soluzzjonijiet xierqa.

About FITA

The MITTS Foundation for Information Technology Accessibility (FITA) was established by the Malta Information Technology and Training Services Limited (MITTS) and the Kummissjoni Nazzjonali Persuni b'Dizabilita' (KNPD) on October 2, 2001.

FITA aims and objectives:
- To promote equal opportunities for all, in particular in relation to information technology matters;
- To provide training services in information technology to disabled people;
- To gather and disseminate information and to increase awareness on information technology matters
- To liaise with and facilitate public and private endeavours in respect of the creation of equal opportunities in relation to information technology
- To offer advice and consultancy services to private and public organisations in information technology and its use by disabled persons

What does FITA do?

FITA is the Maltese Government's principal advocate and coordinator for making information technology accessible for disabled people. Our information services assist disabled individuals in the selection, acquisition, or use of assistive technology, intended to maintain, or improve, the individual's quality of life.
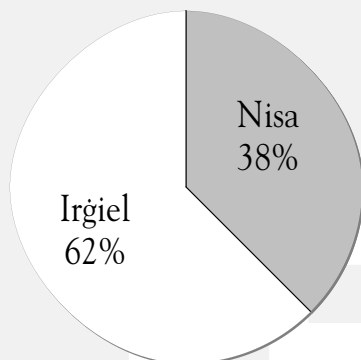
FITA's principal function is to provide support to disabled individuals in overcoming or removing barriers to education and employment. Through empowerment and social inclusion disabled persons need to rely less on family and state support. In ensuring that due steps are taken to minimise the digital divide, we aim to enable individuals to contribute productively to society and the economy. We encourage positive discrimination in respect of disabled individuals, and provide them with the option of using ICT in order for them to fulfil the requirements of a specific opportunity. Our aim is to facilitate the integration of disabled persons who find themselves at a disadvantage in a particular environment, by providing equitable and appropriate enabling accommodation.

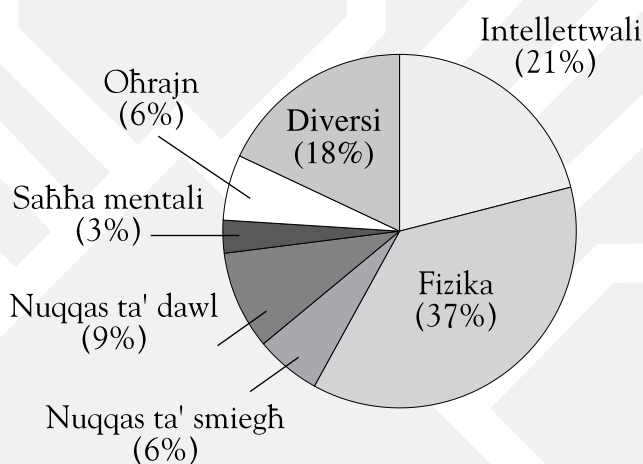# It-tweġibiet miġbura

Survey results

Demografija

Demographics

Tqassim skond is-sess

Gender of respondents		
Female	38%	167
Male	62%	278
Total	*100%*	*445*

Tqassim skond id-diżabilità

Type of impairment		
Mobility	37%	163
Visual	9%	41
Hearing	6%	28
Mental Health	3%	14
Intellectual	21%	94
Multiple	18%	79
Other	6%	26
Total	*100%*	*445*

Tqassim skond l-età
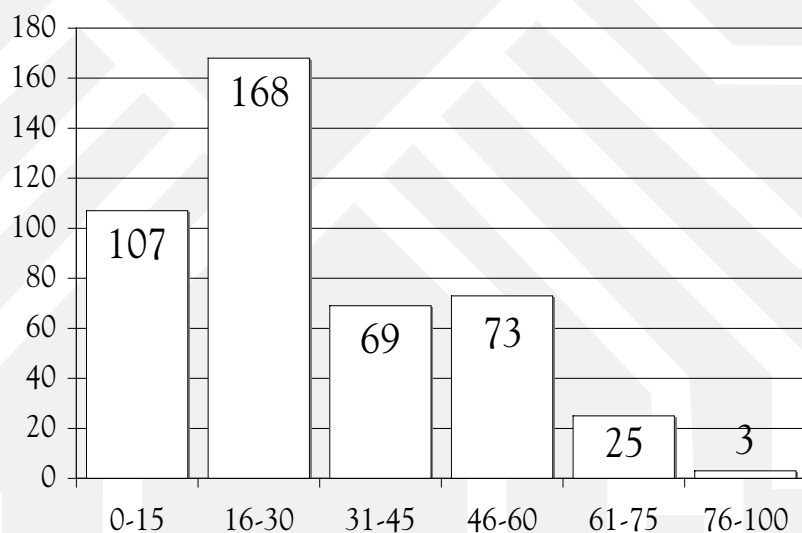
Age of respondents		
0-15 years	24%	107
16-30 years	38%	168
31-45 years	16%	69
46-60 years	16%	73
61-75 years	6%	25
76-100 years	1%	3
Total	*100%*	*445*

Tqassim skond il-lokalità

1 - Għawdex u Kemmuna

2 - Tramuntana

3 - Tramuntana tal-Port

4 - Xlokk

5- Nofsinhar tal-Port

6 - Punent
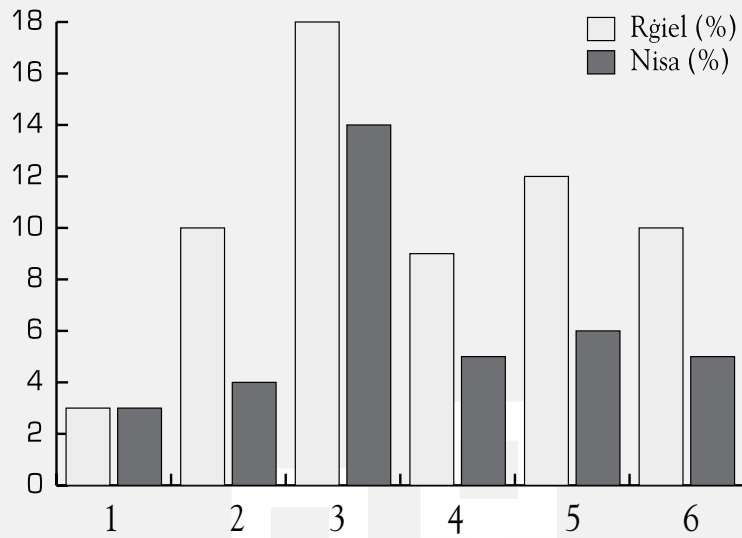
Locality of Respondents

	Males	(%)	Females	(%)	Total	(%)
Gozo and Comino	15	3	13	3	28	6
Northern	43	10	18	4	61	14
Northern Harbour	80	18	64	14	144	32
South Eastern	41	9	22	5	63	14
Southern Harbour	53	12	27	6	80	18
Western	46	10	23	5	69	16
Grand Total	*278*	*62*	*167*	*38*	*445*	*100*

Question1:Do you use a computer?

Gender	No	Yes	Total
Female	9	158	167
Male	18	260	278
Total	*27*	*418*	*445*

Mistoqsija1: Inti tuża kompjuter?
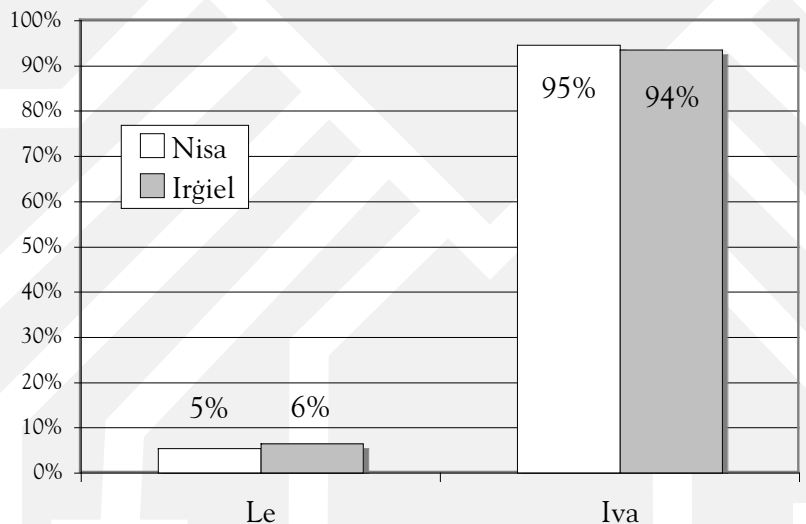
M2: Għandek kompjuter id-dar?

Legend: Nisa, Irġiel
Le: Nisa 22%, Irġiel 12%
Iva: Nisa 78%, Irġiel 88%
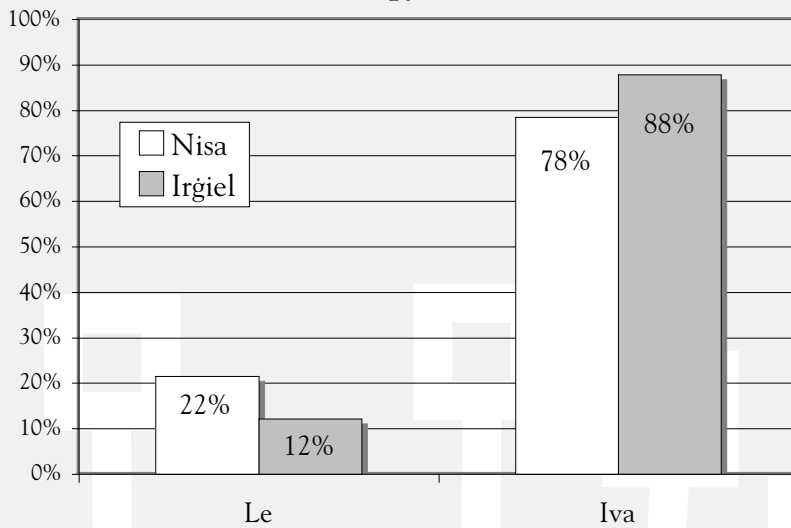
Q2:   Do you have a computer at home?

Gender	No	Yes	Total
Female	36	131	167
Male	34	244	278
Total	*340*	*105*	*445*

M3: Nuża kompjuter fuq ix-xogħol

Legend: Nisa, Irġiel
Le: Nisa 79%, Irġiel 75%
Iva: Nisa 21%, Irġiel 25%
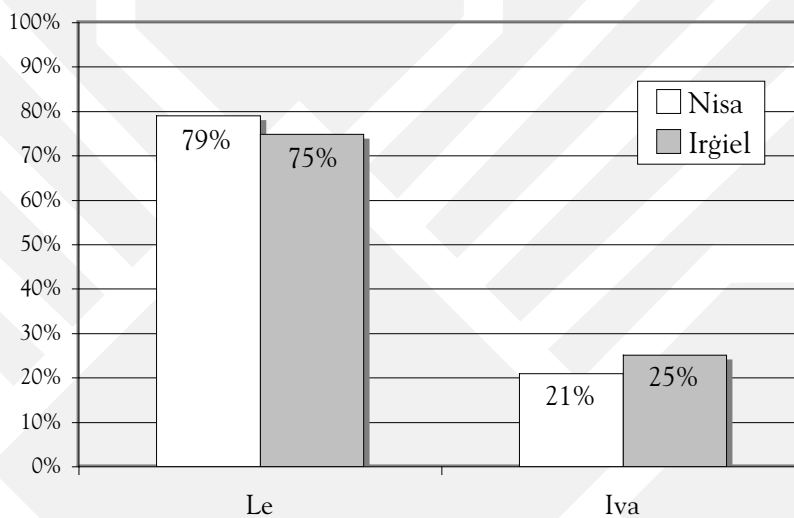
Q3: I use computers at work

Gender	No	Yes	Total
Female	132	35	167
Male	208	70	278
Total	*340*	*105*	*445*

M4: Nuża kompjuter ġo *Internet Café*

Legend: Nisa, Irġiel
Le: Nisa 95%, Irġiel 95%
Iva: Nisa 5%, Irġiel 5%
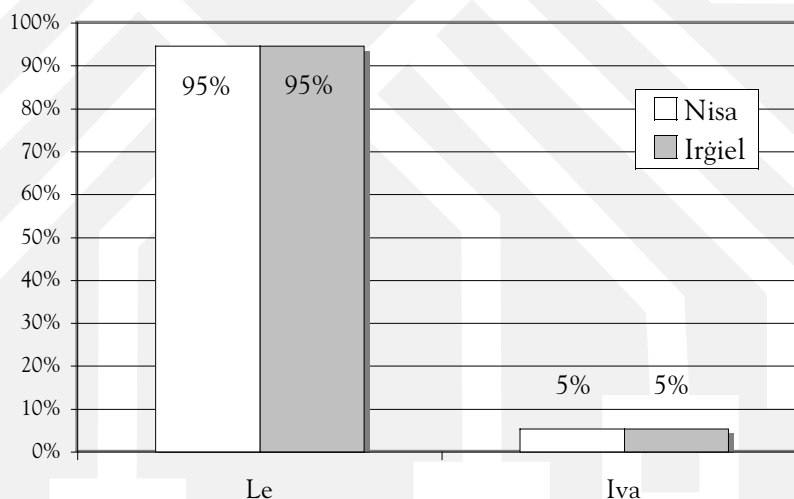
Q4: I use computers at an Internet Café

Gender	No	Yes	Total
Female	158	9	167
Male	263	15	278
Total	*421*	*24*	*445*

M5: Nuża kompjuter x'imkien ieħor

Q5: I use computers elsewhere			
Gender	*No*	*Yes*	*Total*
Female	44	123	167
Male	82	196	278
Total	*126*	*319*	*445*

M6: Ma nużax kompjuter
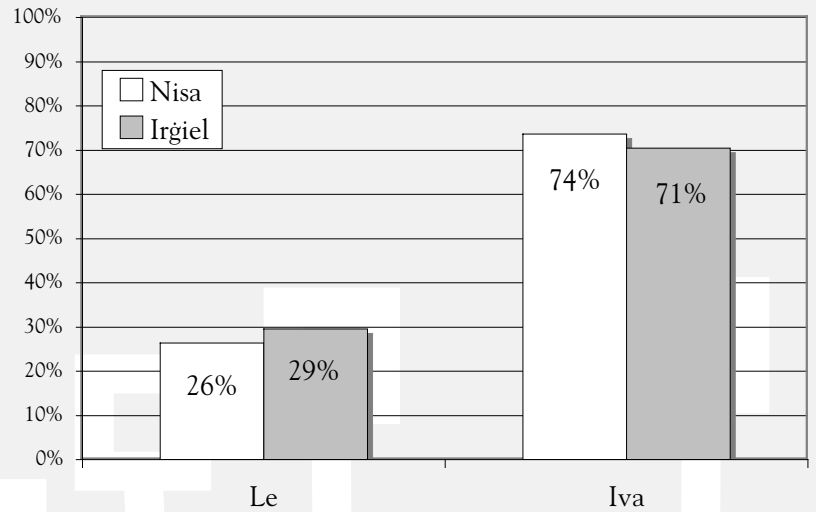
Q6: I do not use computers			
Gender	*No*	*Yes*	*Total*
Female	158	9	167
Male	260	18	278
Total	*418*	*27*	*445*

M7: Attendejt kors tal-kompjuter f'dawn l-aħħar ħames snin?
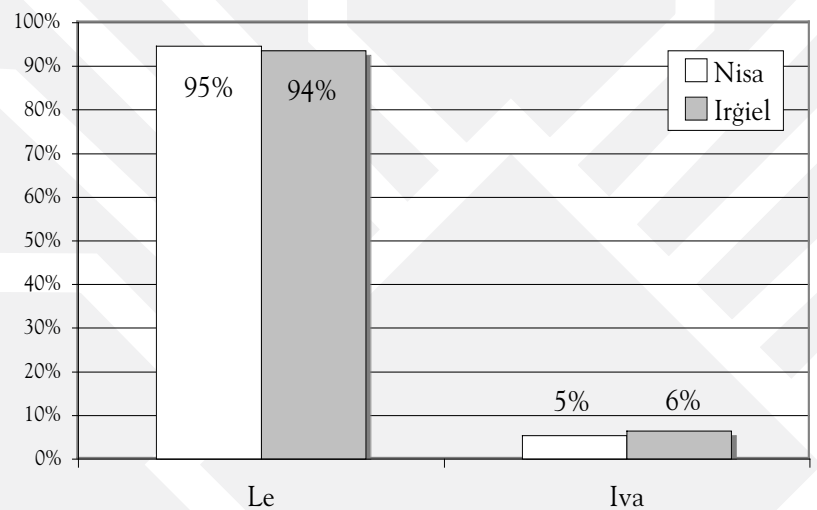
Q7: Did you attend a computer course in the past five years?			
Gender	*No*	*Yes*	*Total*
Female	85	82	167
Male	144	134	278
Total	*229*	*216*	*445*
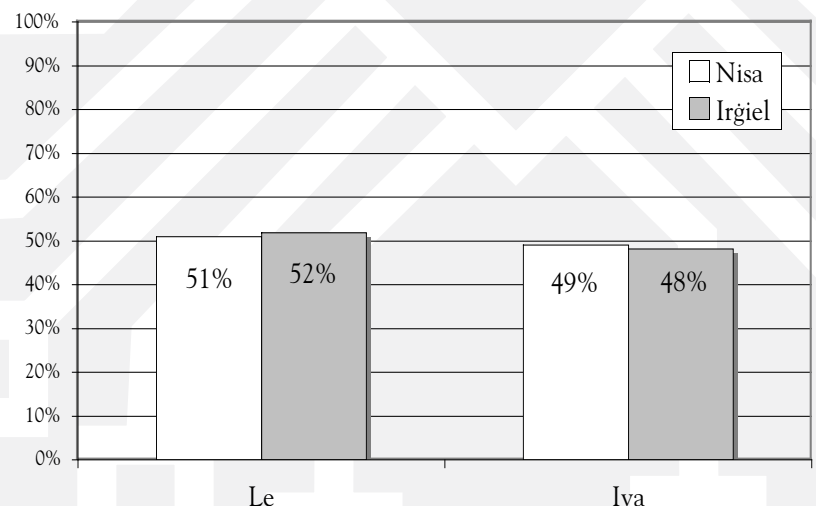
## M8:Jekk IVA, liema livell ta' għarfien kellu jilħaq?
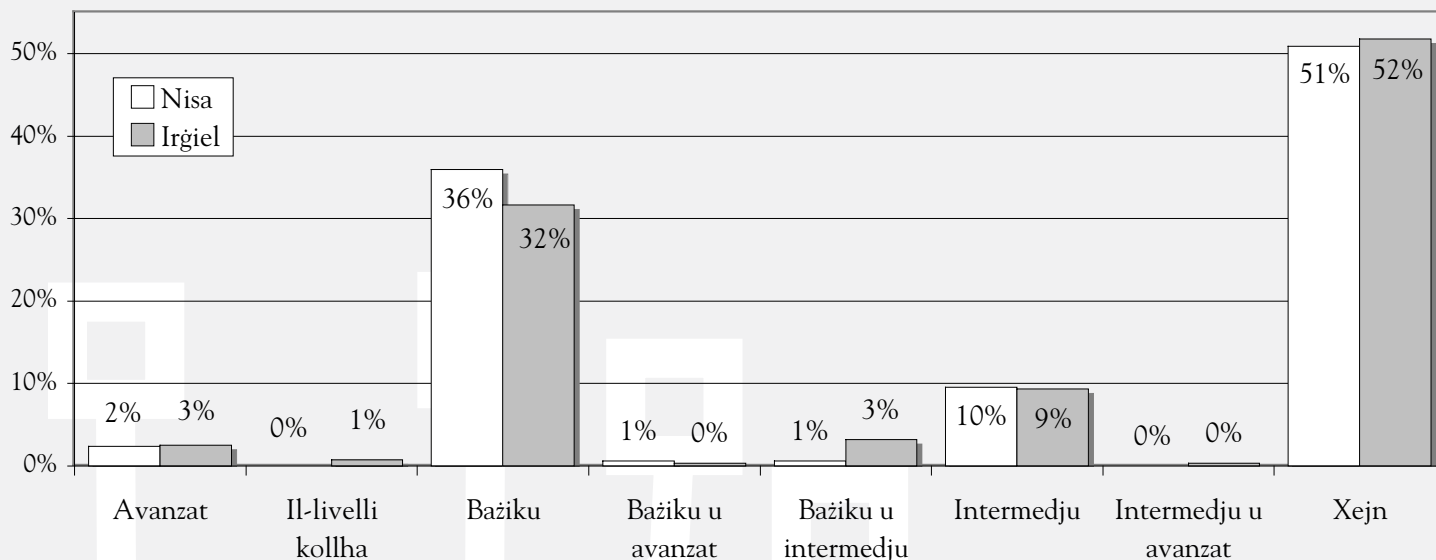
Q8:If yes, what level of computer education was it targeted at?

Gender	Advanced	All Levels	Basic	Basic & Advanced	Basic & Intermediate	Intermediate	Intermediate & Advanced	None	Total
Female	4		60	1	1	16		85	167
Male	7	2	88	1	9	26	1	144	278
Total	**11**	**2**	**148**	**2**	**10**	**42**	**1**	**229**	**445**

Użu tal-Microsoft Office

M9: Użu ta' *Personal information managers*
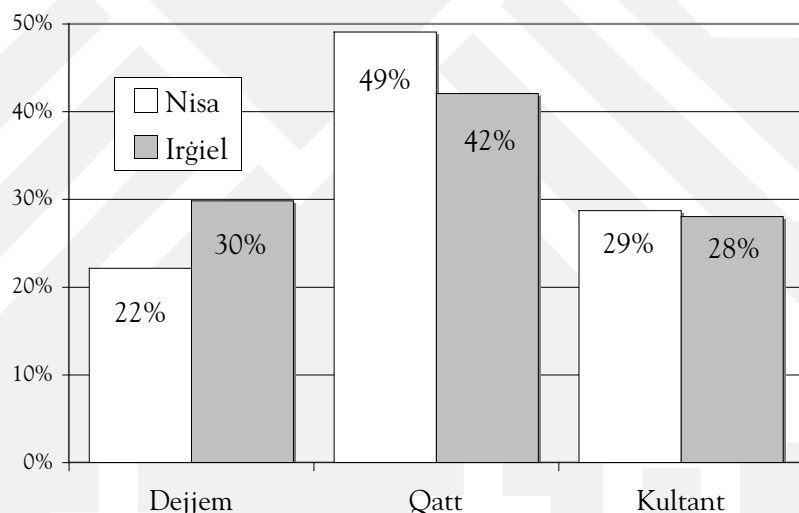
Office Applications

Q9: Use of personal information managers

Gender	Always	Never	Sometimes	Total
Female	37	82	48	167
Male	83	117	78	278
Total	**120**	**199**	**126**	**445**

Q10: Use of Spreadsheets

Gender	Always	Never	Sometimes	Total
Female	15	117	35	167
Male	35	172	71	278
Total	50	289	106	445

M10: Użu ta' *Spreadsheets*
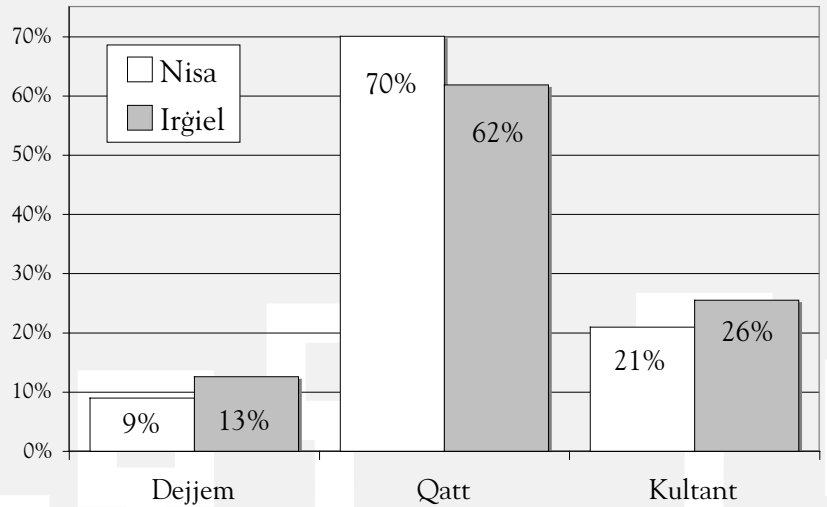
Q11: Use of Word Processing (Letters and Documents)

Gender	Always	Never	Sometimes	Total
Female	57	53	57	167
Male	107	100	71	278
Total	164	153	128	445

M11: Użu ta' *Word Processing* (Ittri u dokumenti)
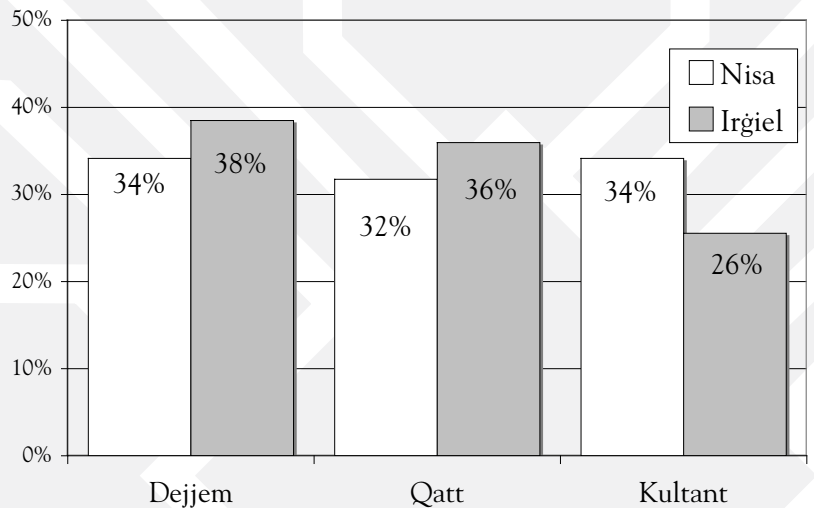
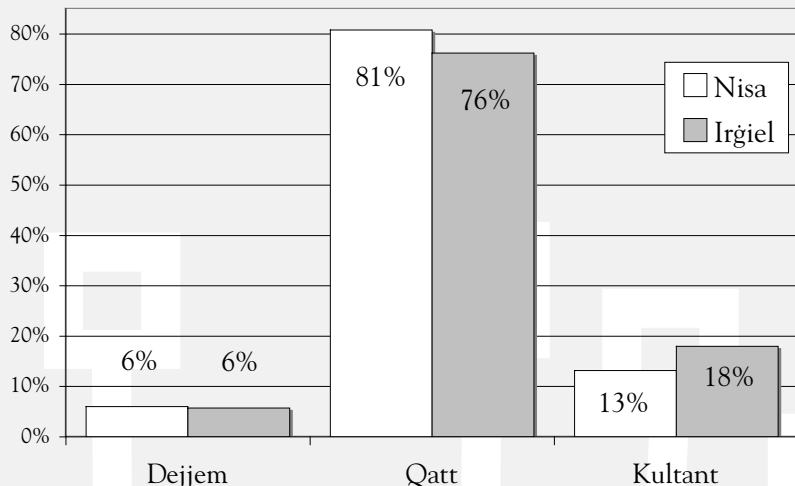## Q12: Use of Databases (Any organized store of information)

Gender	Always	Never	Sometimes	Total
Female	24	98	45	167
Male	66	143	69	278
Total	90	241	114	445

M12: Użu ta' *Databases* (Kwalunkwe ħażna ta' informazzjoni b'mod organizzat)
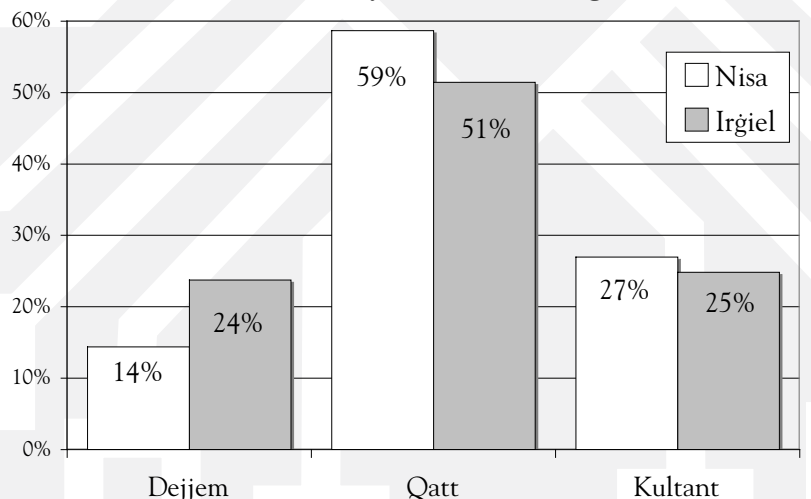
Komunikazzjoni

M13: Użu ta' IRC (Internet Relay Chat)

Communication

Q13: Use of IRC (Internet Relay Chat)

Gender	Always	Never	Sometimes	Total
Female	10	135	22	167
Male	16	212	50	278
Total	**26**	**347**	**72**	**445**

M14: Użu ta' ICQ (Community Chat)

Q14: Use of ICQ (Community Chat)

Gender	Always	Never	Sometimes	Total
Female	3	138	26	167
Male	16	214	48	278
Total	**19**	**352**	**74**	**445**
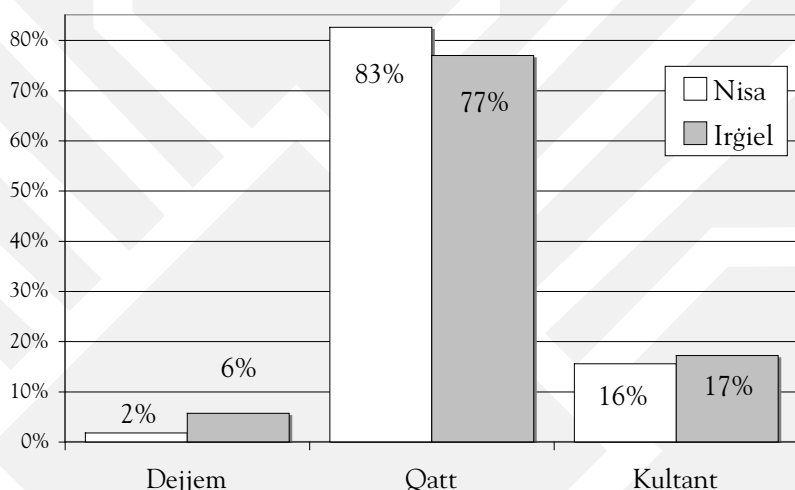
M15: Użu ta' MSN Messenger (Community Chat)

Q15: Use of MSN Messenger (Community Chat)

Gender	Always	Never	Sometimes	Total
Female	10	127	30	167
Male	25	202	51	278
Total	**35**	**329**	**81**	**445**

Q16: Use of Chatting (Other generic forums)

Gender	Always	Never	Sometimes	Total
Female	13	134	20	167
Male	15	215	48	278
Total	**28**	**349**	**68**	**445**

M16: Użu ta' *Chatting* (Other generic forums)
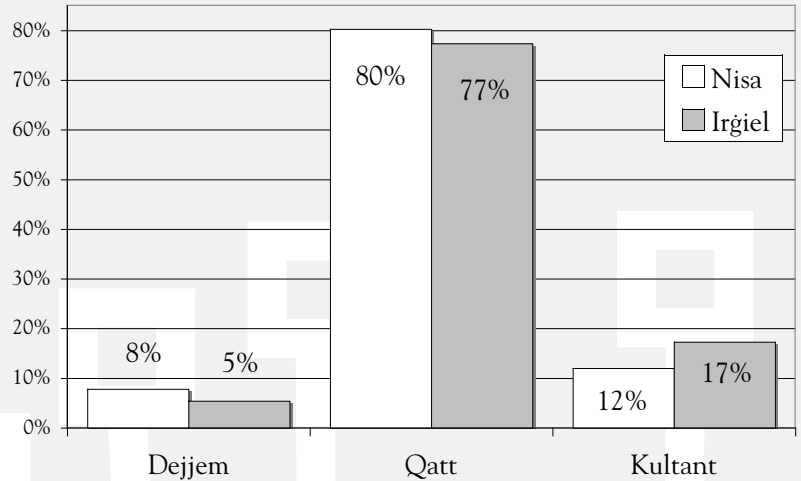
Q17: Use of Mailing Lists

Gender	Always	Never	Sometimes	Total
Female	22	110	35	167
Male	52	169	57	278
Total	**74**	**279**	**92**	**445**

M17: Użu ta' *Mailing Lists*
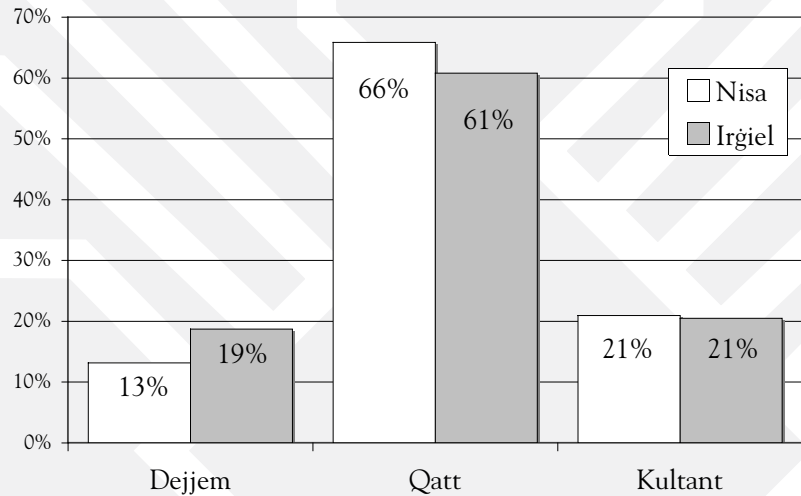
Q18: Use of Newsgroups

Gender	Always	Never	Sometimes	Total
Female	13	127	27	167
Male	32	194	52	278
Total	**45**	**321**	**79**	**445**

M18: Użu ta' *Newsgroups*
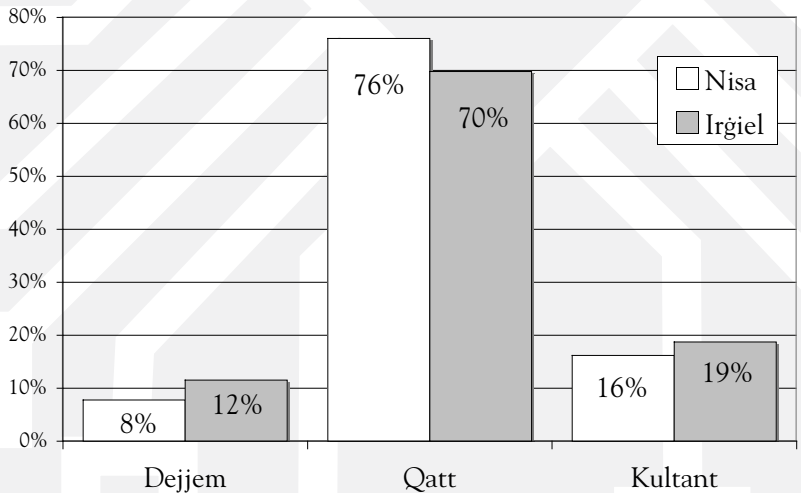
M19: Użu ta' *Email*
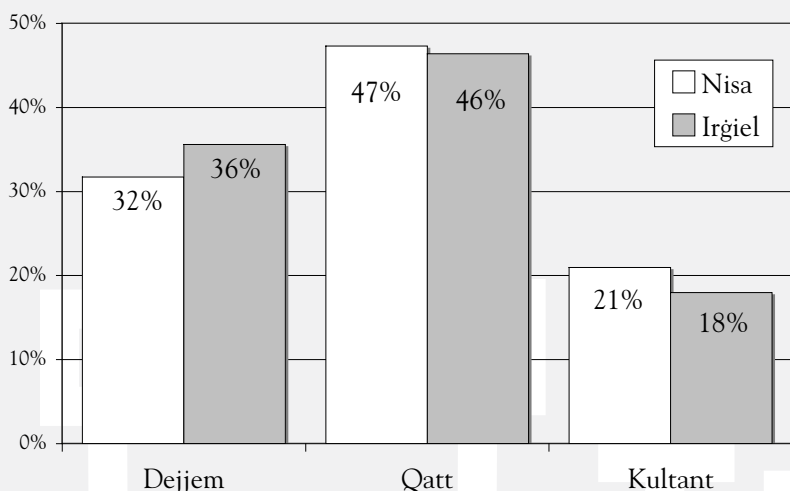
Q19: Use of Email				
Gender	*Always*	*Never*	*Sometimes*	*Total*
Female	53	79	35	167
Male	99	129	50	278
Total	*152*	*208*	*85*	*445*

Iddiżinjar u programmar

M20: Tuża l-kompjuter biex tipprogramma?
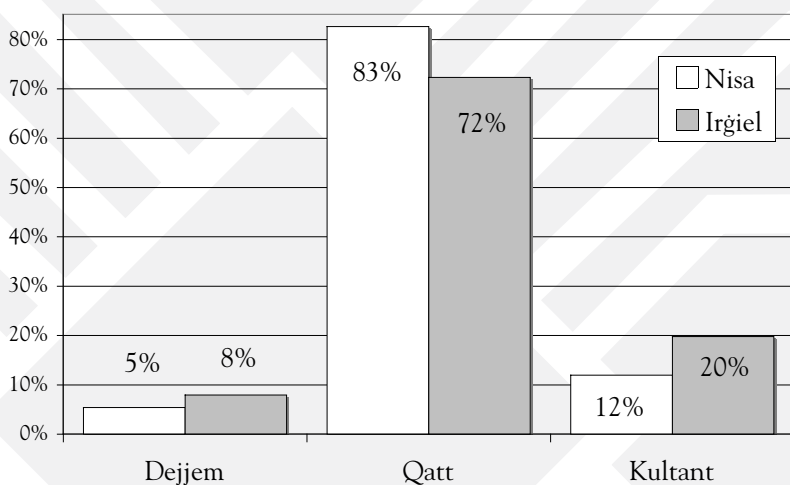
Design and Development

Q20: Do you use computers for programming?				
Gender	*Always*	*Never*	*Sometimes*	*Total*
Female	9	138	20	167
Male	22	201	55	278
Total	*31*	*339*	*75*	*445*

M21: Użu ta' *Graphical drawing* u *design*
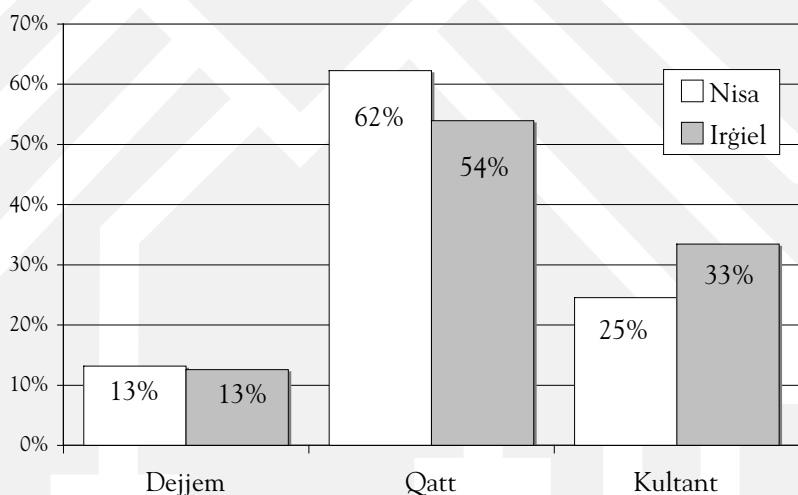
Q21: Use of Graphical drawing and design				
Gender	*Always*	*Never*	*Sometimes*	*Total*
Female	22	104	41	167
Male	35	150	93	278
Total	*57*	*254*	*134*	*445*

M22: Toħloq paġni għal web sites?
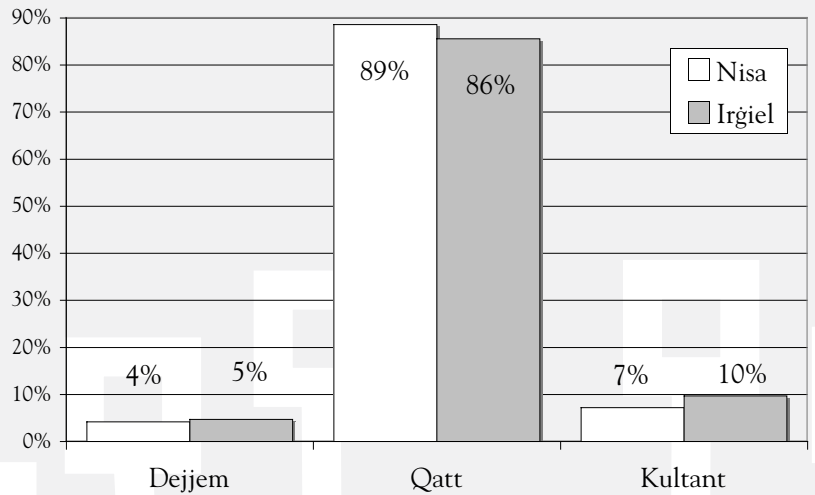
Q22: Do you carry out web design?				
Gender	Always	Never	Sometimes	Total
Female	7	148	12	167
Male	13	238	27	278
Total	20	386	39	445

M23: Użu ta' għodod għal *multimedia authoring*
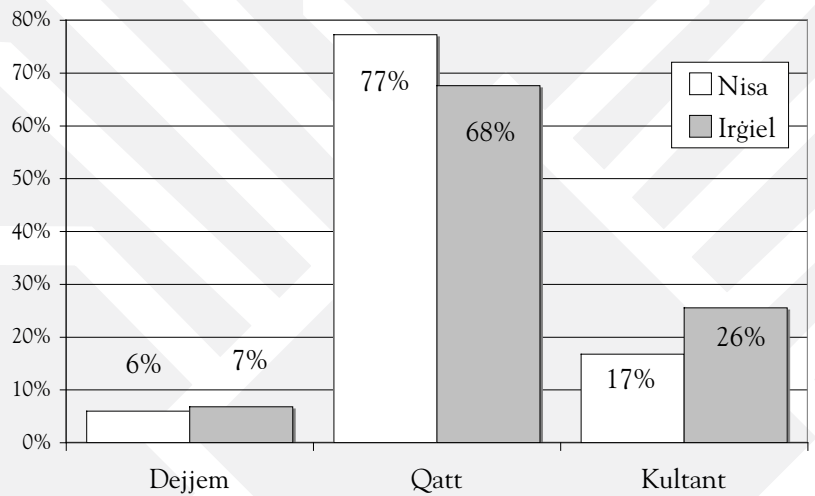
Q23: Use of Multimedia authoring tools				
Gender	Always	Never	Sometimes	Total
Female	10	129	28	167
Male	19	188	71	278
Total	29	317	99	445

Tuition and Information Retrieval

Tagħlim u tiftix ta' informazzjoni
M24: Użu ta' software edukattiv
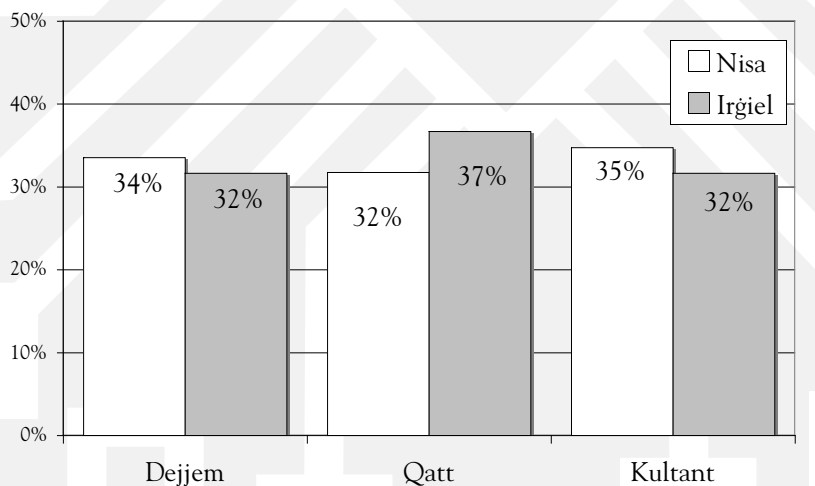
| Q24:		Use of Educational software		
Gender	Always	Never	Sometimes	Total
Female	56	53	58	167
Male	88	102	88	278
Total	144	155	146	445

M25: *Computer based learning (Training software* u *tutorials)*
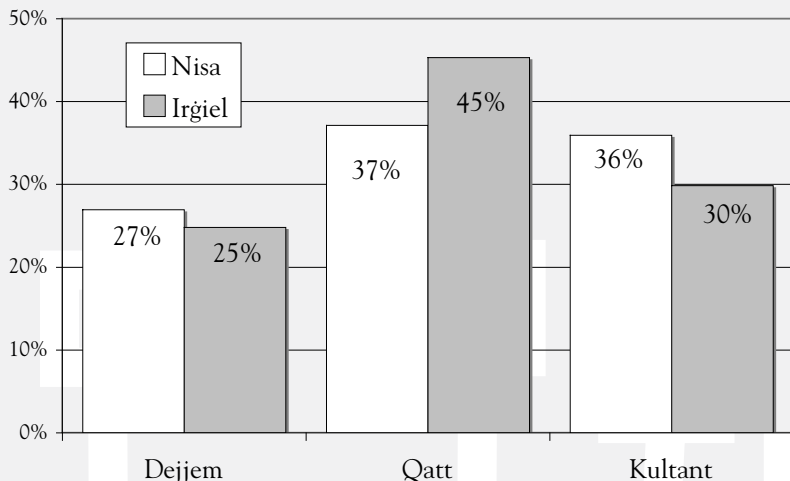
Q25: Computer based learning (Training software and tutorials)				
Gender	*Always*	*Never*	*Sometimes*	*Total*
Female	45	62	60	167
Male	69	126	83	278
Total	**114**	**188**	**143**	**445**

M26: Tagħmel xi riċerka fuq l-Internet?
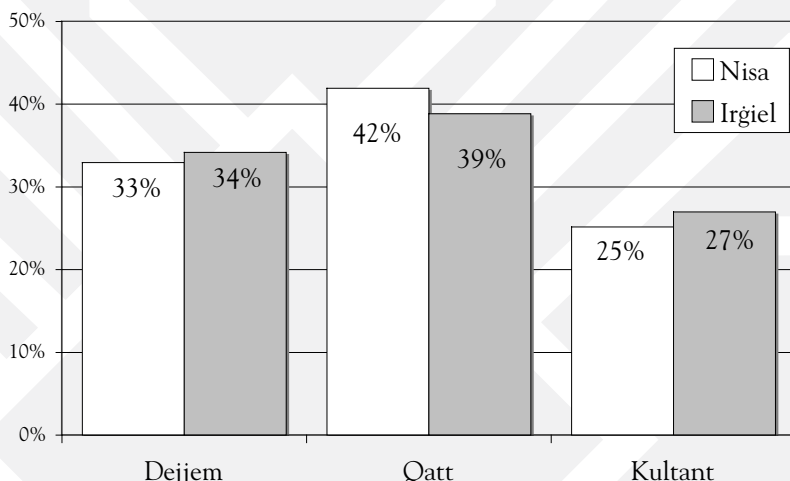
Q26: Do you carry out research on the internet?				
Gender	*Always*	*Never*	*Sometimes*	*Total*
Female	55	70	42	167
Male	95	108	75	278
Total	**150**	**178**	**117**	**445**

M27: Software ta' Referenza (per eżempju enċiklopediji)
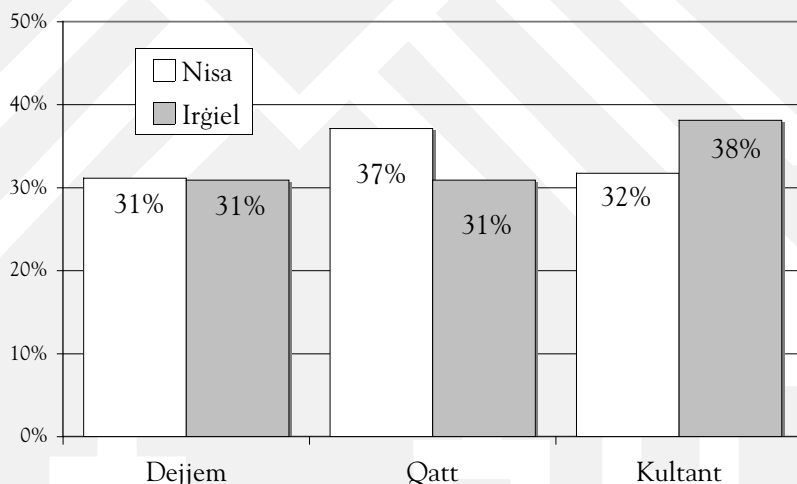
Q27: Reference software (Such as encyclopedias)				
Gender	*Always*	*Never*	*Sometimes*	*Total*
Female	52	62	53	167
Male	86	86	106	278
Total	**138**	**148**	**159**	**445**

Leisure

Q28: Do you play games on the computer?

Gender	Always	Never	Sometimes	Total
Female	52	45	70	167
Male	96	66	116	278
Total	**148**	**111**	**186**	**445**
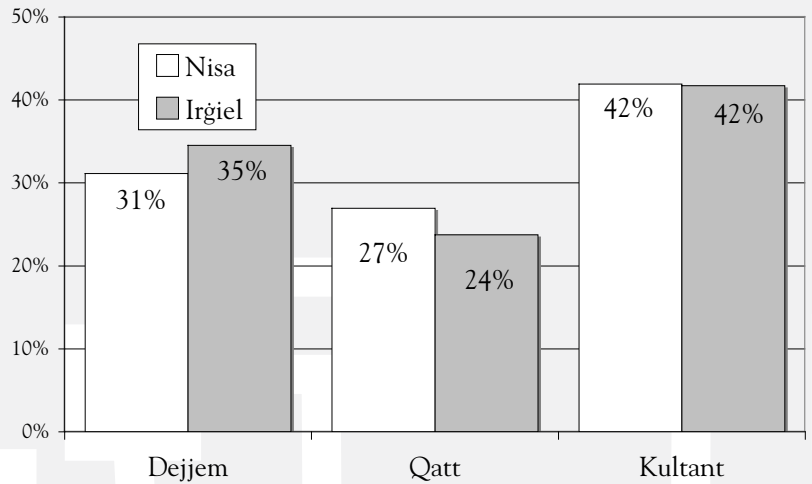
Q29: MP3 (Listening to music and audio books)

Gender	Always	Never	Sometimes	Total
Female	36	64	67	167
Male	79	94	105	278
Total	**115**	**158**	**172**	**445**
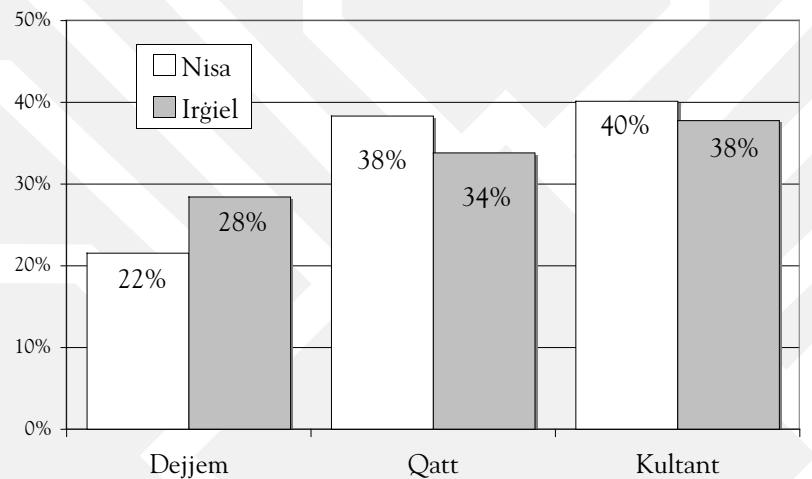
Q30: MPG/DIVX (Watching movies on your computer)

Gender	Always	Never	Sometimes	Total
Female	17	108	42	167
Male	33	164	81	278
Total	**50**	**272**	**123**	**445**

Passatemp

M28: Tilgħab logħob fuq il-kompjuter?

Nisa / Irġiel

	Dejjem	Qatt	Kultant
Nisa	31%	27%	42%
Irġiel	35%	24%	42%

M29: MP3 (Smiegħ ta' mużika u kotba)

Nisa / Irġiel

	Dejjem	Qatt	Kultant
Nisa	22%	38%	40%
Irġiel	28%	34%	38%

M30: MPG/DIVX (Wiri ta' films fuq il-kompjuter)

Nisa / Irġiel

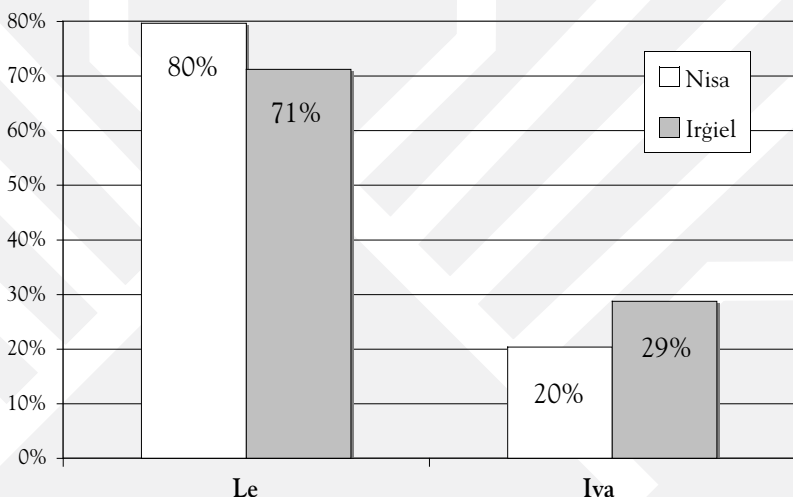|	Dejjem	Qatt	Kultant
Nisa	10%	65%	25%
Irġiel	12%	59%	29%
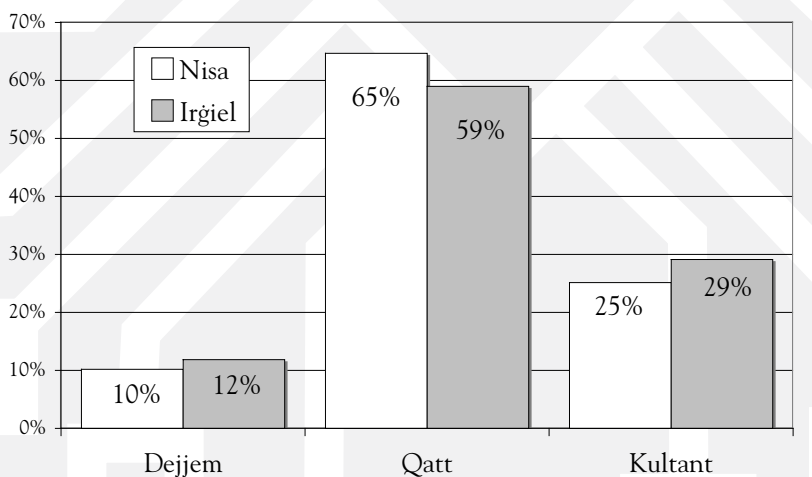
M31: Kemm-il siegħa tuża l-kompjuter kuljum?
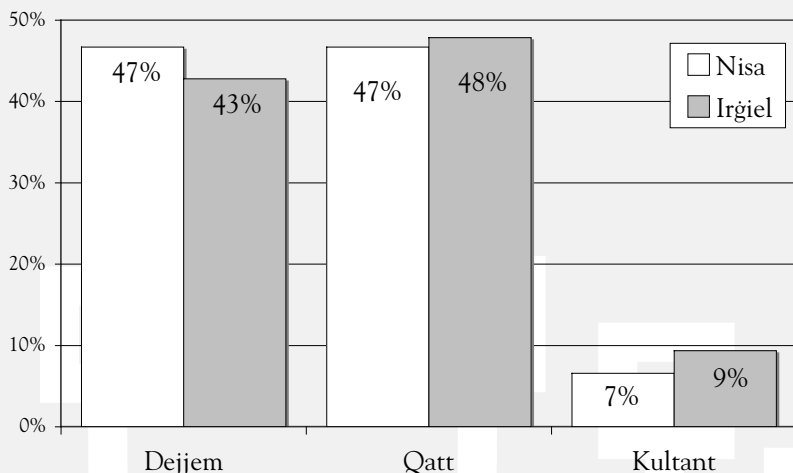
Q31: For how many hours do you use computers daily?

| Gender	<2hrs	2hrs-8hrs	>8hrs	Total
Female	78	78	11	167
Male	133	119	26	278
Total	211	197	37	445

M32: Għandek bżonn teknoloġija apposta

Q32: Do you need assistive technology required in order to use a computer?

Gender	No	Yes	Total
Female	133	34	167
Male	198	80	278
Total	331	114	445

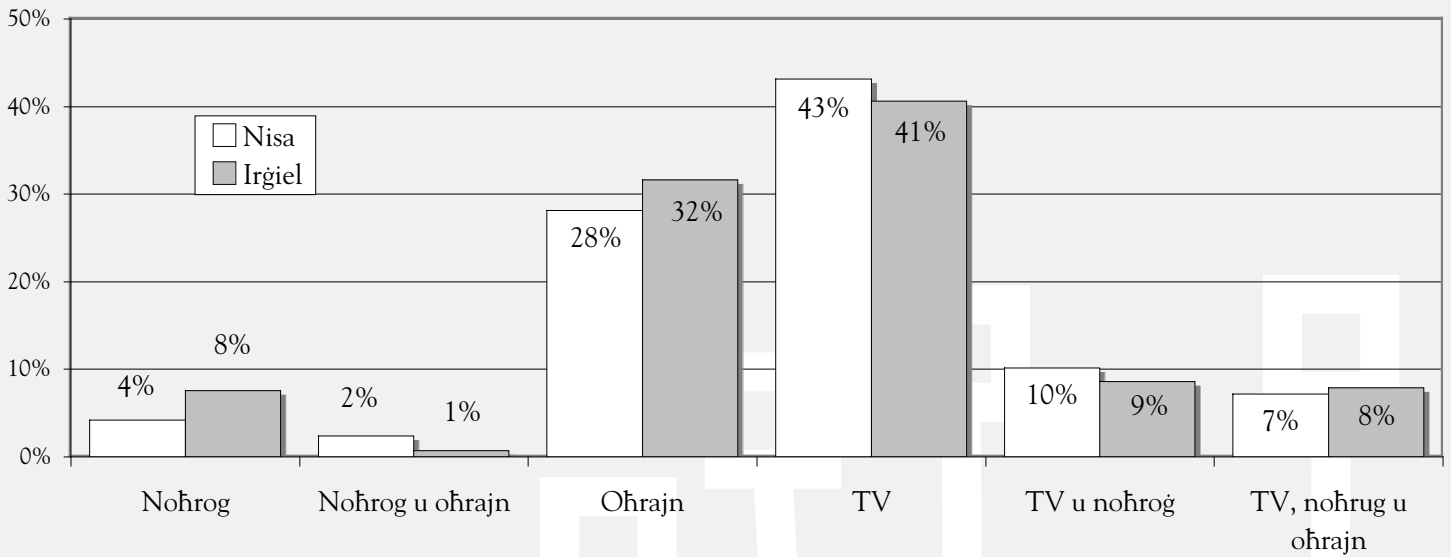## M33: Il-kompjuter għandek bżonnu biex taċċessa l-istess ammont ta' informazzjoni li għandek s'issa?
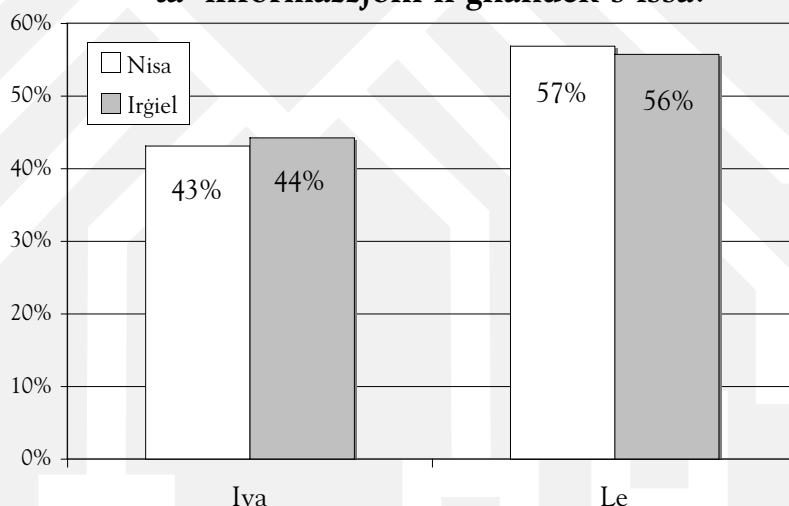
Q33: Is a computer needed to access same amount of information accessed now?

Gender	No	Yes	Total
Female	72	95	167
Male	123	155	278
Total	195	250	445

M34: Alternattivi għall-kompjuter

Legend: Nisa, Irġiel

	Noħrog	Noħrog u oħrajn	Oħrajn	TV	TV u noħroġ	TV, noħrug u oħrajn
Nisa	4%	2%	28%	43%	10%	7%
Irġiel	8%	1%	32%	41%	9%	8%

Q34: Primary alternatives to using a computer

Gender	Going out	Going out & Other	Other	TV	TV & Going out	TV & Other	TV, Going out & Other	Total
Female	7	4	47	72	17	12	8	167
Male	21	2	88	113	24	22	8	278
Total	28	6	135	185	41	34	16	445

Q35: Would a computer upgrade allow you to do more things with it?

Gender	No	Yes	Total
Female	44	123	167
Male	64	214	278
Total	108	337	445

M35: Jekk ittejjeb il-kompjuter, taħdem iktar bih?

Legend: Nisa, Irġiel

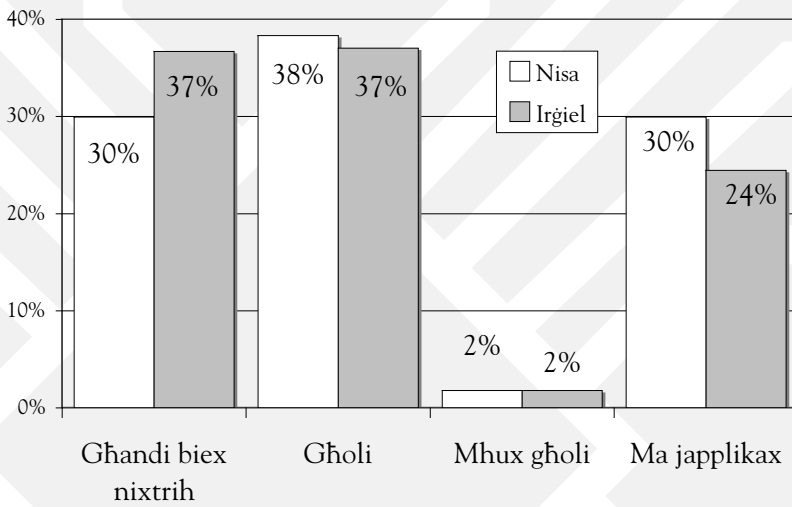|	Le	Iva
Nisa	26%	74%
Irġiel	23%	77%

Q36: Kemm huwa faċli li ttejjeb il-kompjuter?
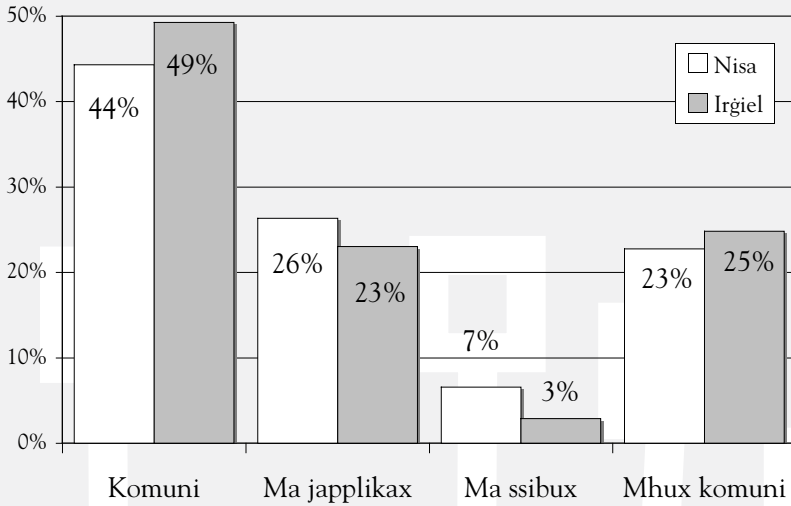
Q36: How easy is it for you to have this add-on tool or improvement?

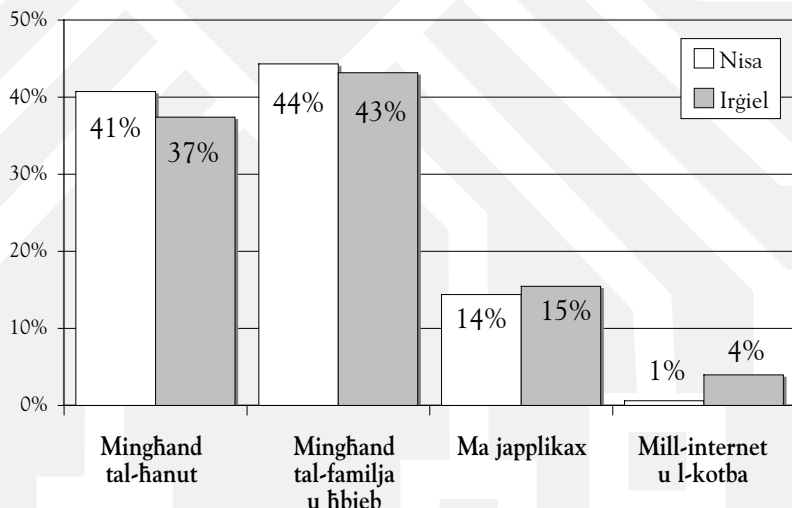| Gender	Common	n/a	Unavailable	Uncommon	Total
Female	74	44	11	38	167
Male	137	64	8	69	278
Total	*211*	*108*	*19*	*107*	*445*

M37: Dan it-titjib huwa irħis?

Q37: Is this add-on tool or improvement affordable?

Gender	Affordable	Expensive	Inexpensive	n/a	Total
Female	50	64	3	50	167
Male	102	103	5	68	278
Total	*152*	*167*	*8*	*118*	*445*

M38: Is-soltu minn fejn tikseb għajnuna dwar il-kompjuter?

Q38: From where do you usually get computer assistance?

Gender	Computer Supplier	Family or Friends	n/a	Web, books or manuals	Total
Female	68	74	24	1	167
Male	104	120	43	11	278
Total	*172*	*194*	*67*	*12*	*445*