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PERSONS WITH DISABILITIES 2024

PICCWED 19

**"EMPOWERMENT AND EMANCIPATION
OF WOMEN, CHILDREN, THE ELDERLY,
AND PERSONS WITH DISABILITIES
THROUGH INCLUSIVE ACTION"**



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TABLE OF CONTENTS

No.	Paper Ref.	Authors	Title	Page
1.	PICCWED19_001	Ikmal Hisham Md Tah	<u>ADVOCACY METHODS FOR PROTECTING THE RIGHTS OF PERSONS WITH DISABILITIES IN MALAYSIA</u>	1
2.	PICCWED19_002	Siti Nubailah Mohd Yusof & Anis Farhana Kamarol Zaman	<u>EXPLORING THE EXPERIENCES OF WORKING SINGLE MOTHERS AND FAMILY MANAGEMENT IN FELDA SUNGAI KOYAN</u>	2
3.	PICCWED19_005	Farah Wahida Zolkhifly & Dr Nur Azlina Mohamad Zahari	<u>GAME ON: BOOSTING SPORTS ACCESS FOR ALL ABILITIES IN MALAYSIA AND AUSTRALIA</u>	3
4.	PICCWED19_006	Mohd Shazwan Mohd Kamal; Dr. Mohd Shahril Bin Rusman; & Muhamad Fahmi Bin Ahmad	<u>ERGONOMIC CHAIR DESIGN TO FACILITATE RUKU' AND SUJUD: ENHANCING PRAYER ACCESSIBILITY FOR DISABLED WORSHIPPERS AT MASJID SIBU</u>	4-12
5.	PICCWED19_012	Assoc. Prof Dr Suhaiza binti Samsudin; Dr. Chitra A/P Muniandy; Asst Prof Dr Noor Artika binti Hassan & Asst Prof Dr Muhd Alwi bin Muhd Helmi	<u>DEVELOPMENT, VALIDATION, AND RELIABILITY TESTING OF A MENSTRUAL HEALTH AND HYGIENE QUESTIONNAIRE (MHHM-Q) FOR FEMALE SECONDARY SCHOOL STUDENT</u>	13
6.	PICCWED19_013	Nur Zafira Edwin Kurniawan & Nurazzura Mohamad Diah	<u>SENSITIVE CONVERSATION WITH CHILDREN: STRATEGIES FROM MOTHERS ON TALKING ABOUT MENTAL HEALTH</u>	14
7.	PICCWED19_015	Siti Nabila Ahmad Faizal; Susheel Joginder Singh & Shobha Sharma	<u>THE AVAILABILITY OF REHABILITATION SERVICES AND ITS IMPACT ON THE QUALITY OF LIFE OF CHILDREN WITH DEVELOPMENTAL DISABILITIES</u>	15

No.	Paper Ref.	Authors	Title	Page
8.	PICCWED19_016	Sarvarubini Nainee	FILIAL PIETY AND SOCIAL SUPPORT: IS IT STILL RELEVANT FOR OLDER ADULTS IN AGING NATION?	16
9.	PICCWED19_018	Wan Ying, Lee; Joanna Tjin Ai, Tan & Jin Kuan, Kok	PERSPECTIVES OF HEARING PARENTS AND THEIR DEAF CHILDREN: EXPLORING NEEDS AND SUPPORT SYSTEMS IN IPOH, MALAYSIA	17
10.	PICCWED19_019	Nalisha Mohamed Ramli; Nor Azura Ahmad Tarmidzi; Aqilah Salmi Abdul Salam & Raid Hamizan Mohd Zulkifle	THE ROLE OF DENTAL PROFESSIONALS IN IDENTIFYING HYPERTENSION AND DIABETES MELLITUS IN ELDERLY PATIENTS	18
11.	PICCWED19_020	Pamela Tony Naganathan & Professor Fatimah Binti Yunus	THE IMPACT OF DIVORCE ON ADOLESCENTS' SOCIAL DEVELOPMENT IN SELANGOR, MALAYSIA: A COMPREHENSIVE LITERATURE REVIEW	19
12.	PICCWED19_021	Dr Selman Zahid Ozdemir	PROTECTING CHILDREN FROM DOMESTIC VIOLENCE: A CRITICAL ANALYSIS OF CONTEMPORARY LEGAL FRAMEWORKS WITH A FOCUS ON MALAYSIA	20-25
13.	PICCWED19_024	Dianna Suzieanna Mohamad Shah; Fatin Fatinah Shamshul Bahrn; Mohd Nur Fitri Mohd Salim; Mohamad Safwat Ashahri Mohd Salim; Salwa Othman & Airil Haimi Mohd Adnan	EMPOWERING COMMUNITIES THROUGH DIALOGUE: HOW FORUMS FOSTER UNDERSTANDING AND INCLUSION OF PERSONS WITH DISABILITIES	26-34
14.	PICCWED19_025	Associate Professor Dr Mazni Saad & Ameen-Aqilah Goh	TOURISM EXPERIENCES OF PERSONS WITH DISABILITIES IN MALAYSIA – VOICES OF MOBILITY-IMPAIRED PEOPLE	35
15.	PICCWED19_026	Halima Sadia Hakim; Tanti Irawati Rosli; Haslina Rani & Atika Ashar	FACTORS INFLUENCING THE ADOPTION OF MHEALTH IN ORAL HEALTH CARE AMONG OLDER PEOPLE	36
16.	PICCWED19_027	Nor Shamimi Muhamad Ridza; Yarina Ahmad & Thenmolli Vadeveloo	EARLY CHILDHOOD CARE AND EDUCATION (ECCE) IN MALAYSIA: THE TALENT GAP	37

No.	Paper Ref.	Authors	Title	Page
17.	PICCWED19_029	Wahida Ana Sophia Mohd Dain; Professor Dr. Yarina Ahmad & Dr. Nurul Hidayana Mohd Noor	TOWARDS QUALITY EDUCATION FOR PRIVATE TAHFIZ SCHOOLS: A FINANCIAL MANAGEMENT DISCOURSE FOR FAITH-BASED NON-GOVERNMENTAL ORGANIZATION (FBNGO)	38
18.	PICCWED19_030	Wahida Ana Sophia Mohd Dain; Professor Dr. Yarina Ahmad & Dr. Nurul Hidayana Mohd Noor	THE INCEPTION OF PRIVATE TAHFIZ INSTITUTION BY FAITH BASED NON-GOVERNMENTAL ORGANIZATION IN MALAYSIA – THE HISTORY, EVOLUTION AND CONTEMPORARY DISCOURSE	39
19.	PICCWED19_031	Anna Kamelia Kamarudin & Prof. Dr Rahinah Ibrahim	DEVELOPING A FRAMEWORK TO NURTURE SUPPORTING ENVIRONMENTS THAT WILL ENCOURAGE GROWTH AMONGST IMPOVERISHED YOUTH	40
20.	PICCWED19_032	Yee Xing You; Muhamad Mustaqim M Zapawi; Suzana Shahar; Mohd Razif Shahril; Nurul Fatin Malek Rivan; Nik Nur Izzati Nik Mohd Fakhruddin & Anastasia Xin Wei Yap	NOURISHING THE BRAIN: IMPACT OF THE MALAYSIAN-MIND DIET ON COGNITIVE RESILIENCE	41
21.	PICCWED19_034	Rajwani Md Zain & Fatin Shuhaila Binti Mohd Thowila	PROBATION OFFICER INTERVENTION IN THE HANDLING OF SEXUAL CRIME CASES AMONG CHILD OFFENDERS	42
22.	PICCWED19_037	Dr. Naufal Nordin; Dr. Norlaila Mat Daud & Cindy Ho Mei Jin	TEAR FILM STABILITY AND DRY EYE SYMPTOMS ACROSS MENSTRUAL PHASES IN YOUNG PREMENOPAUSAL WOMEN	43
23.	PICCWED19_038	Dr Ida Rosnita Ismail; Dr Mohamad Sahizam Musa; Suria Fadhillah Md Pauzi; Shamsinar Rahman & Mohd Azim Zainal	UNDERSTANDING BULLYING AMONG PRIMARY SCHOOL CHILDREN: A PRELIMINARY STUDY USING A MODIFIED SOCIAL EXPERIMENT APPROACH	44

No.	Paper Ref.	Authors	Title	Page
24.	PICCWED19_040	Salina Nen; Chong Sheau Tsuey; Jamiah Manap; Norshaffika Izzaty Zaidey Nor; Abdul Latiff Ahmad; Kho Suet Nie & Shamsiah Abd Kadir	<u>AN EXPLORATION OF INDIVIDUAL ADAPTATION WITH DISABILITY IN THE WORKPLACE</u>	45
25.	PICCWED19_042	Nurhidayah Bahar; Syahanim Mohd Salleh; Fazlina Mohd Ali & Fadilla 'Atyka Nor Rashid	<u>DIGITAL MARKETING PRACTICES AMONG MALAYSIAN WOMEN ENTREPRENEURS OF MICRO, SMALL, AND MEDIUM ENTERPRISES</u>	46
26.	PICCWED19_043	Siti Zuhaida Hussein; Azera Hasra; Nurfatin Nazurah; Nurul Ainjelina & Nur Syafinas	<u>KNOWLEDGE LEVELS OF POLYCYSTIC OVARY SYNDROME (PCOS) AMONG FEMALE STUDENTS IN HIGHER EDUCATION</u>	47
27.	PICCWED19_044	Siti Salmiah Muhammad; Ismail Sheikh Ahmad & Sulaiman Hashim	<u>A COMPARATIVE EXPLORATION OF HARD-OF HEARING STUDENTS EXPERIENCE IN TRADITIONAL FACE-TO-FACE AND ONLINE CLASSROOMS</u>	48
28.	PICCWED19_045	Lee Wei TAN & Hasrul HOSSHAN	<u>A CONCEPTUAL OF PARENT-MEDIATED BEHAVIOURAL INTERVENTION TRAINING MODEL FOR PARENTS OF AUTISTIC CHILDREN IN LOW-RESOURCE AREAS</u>	49

TOURISM EXPERIENCES OF PERSONS WITH DISABILITIES IN MALAYSIA – VOICES OF MOBILITY-IMPAIRED PEOPLE

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ABSTRACT

Tourism is a universal right for everyone, including Persons with Disabilities (PwDs). However, tourism experiences of PwDs, especially individuals who have mobility impairments, are often hindered by barriers and obstacles in their paths. A huge part of the tourism destinations still has not been accessible for mobility impaired people to explore and experience nature and culture. This study brings up the topic of the tourism experiences of the mobility impaired people in Malaysia. Deploying qualitative methods of research, phenomenological approach is applied through four semi-structured online interviews with mobility impaired PwDs informants through purposive snowball sampling. This study is deployed to record the tourism experiences of PwDs and to investigate the challenges faced by PwDs in terms of facilities, services and support when taking part in tourism activities, additionally to identify the expectations of PwDs for their future participation in tourism activities. This study spotlights the participation experiences of mobility impaired individuals in events in Malaysia and, as a practical implication, this study recommends a future direction of accessibility guidelines for event organizers in Malaysia to implement accessibility in their events. The results of this study reflect the challenges of PwDs are mostly the concerns of inability to travel alone and lack of support from event organizers or hosts during their participation.

Keywords: Tourism Experiences, Persons with Disabilities, Mobility Impairment, Accessible Tourism.