

Foundation for Information Technology Accessibility ERDF114 - COMPANIES SURVEY

1. INTRODUCTION

The **FOUNDATION FOR INFORMATION TECHNOLOGY ACCESSIBILITY (FITa)** commissioned M.FSADNI & Associates to conduct a 'quantitative' Research Study among Local Commercial Entities to assess their perceptions on the use of a Maltese Speech Engine.

2. RESEARCH OBJECTIVES

- ✚ The overriding objective of this Research Project was to assess the perceptions, views, attitudes and opinions of Local Companies on the use of a Maltese Speech Engine

More specifically, the Research Project explored the Local Companies' perceptions, views and opinions on the following research areas:

- ✚ The IT Software currently used within the Company.
- ✚ The Potential use of Speech-Enabled software and perceptions on Speech-Enabled Software featuring in Maltese.
- ✚ The Current Employment of Persons with Disability within the Company and the issues which have to be taken into consideration when employing such persons.
- ✚ The ICT used by Persons with Disability employed within the Company.

3. THE RESEARCH PLAN - RESEARCH METHODOLOGY

In reaching the objectives and requirements set out above, the following **research methodology** was adopted:

- ❖ The quantitative research survey with Local Private Companies in Malta and Gozo was conducted by way of CATI, computer-assisted telephone interviews.
- ❖ A research instrument (structured CATI questionnaire) was specifically designed to address the data requirements of the quantitative teleresearch study. It comprised a series of items that capture and measure the respondents' views and opinions towards the objective of the research study.
- ❖ The field work was conducted with Local Private Companies between 10 – 21 November, 2009.
- ❖ 197 completed interviews were conducted with Local Private Companies. In order to obtain a good representation of local corporate entities hailing from the different industry sectors of business, 40 completed interviews were conducted with companies hailing from the following Business Sectors: ICT and Communications; Manufacturing; Banks, Financial Institutions, Insurance, Business Services; Tourism and Schools, Education and Training. These interviews were also proportionally distributed among Companies who employ, 0 – 10 employees, 11 – 50 employees and more than 51 employees. This sample frame adequately represents the views and opinions of the target population.

4. SALIENT RESEARCH FINDINGS

The salient findings of this research project include the following:

4.1 Respondent Profile - An Overview

Business Sector of Companies

- ✓ A total of 197 local private Companies participated in the survey. These Companies were equally distributed among five business sectors, these being: ICT & Communications, Manufacturing, Banks, Financial Institutions, Insurance & Business services, Tourism, and Schools, Education and Training.

Year of Establishment of Companies

- ✓ A total of 57 Company respondents [29%] pointed out that the business has been established since before 1980. Among these Companies, there were 47.5% [19 respondents] of those hailing from the Tourism sector and 46.2% [18 respondents] of those hailing from the Manufacturing sector.
- ✓ 28% [55 respondents] of the respondents indicated that their company was established between 1991 and 2000. This was stated by 35% [14 respondents] of those hailing from the Banks, Financial Institutions, Insurance and Business services sector and by more than 34% [13 respondents] of those hailing from the Schools, Education and Training sector.

Location of Business

- ✓ 97.5% [192 respondents] of the participating company respondents hailed from Malta while 2.5% [5 companies] hailed from the island of Gozo.
- ✓ The Malta based companies were evenly distributed among the five business sectors while the Gozo based companies hailed mainly from the Manufacturing, Tourism, and Schools, Education and Training sectors.

Number of Employees employed within the Company

- ✓ More than 39% [77 respondents] of the company respondents interviewed indicated that their company currently employs between 11 and 50 employees. Another 36.5% [72 respondents] indicated that their company employs up to 10 employees whilst 24.4% [48 respondents] specified that their company employs more than 51 employees.
- ✓ All the interviews conducted from each business sector were evenly distributed among companies with the above mentioned 'number of employees' on their staff list. On analysis, it is worth pointing out that a lesser amount of companies employing more than 51 employees were interviewed from the ICT and Communications sector and from the Banks, Financial Institutions, Insurance and Business services sector. This was due to the fact that a fewer number of companies employing such a high number of employees exist locally, besides the number of refusals which were encountered during the fieldwork.

Designation of Respondents

- ✓ 33.5% [66 respondents] of the respondents indicated other mentions which were not listed in the question's reply options. A good amount of these respondents specified that their designation within their company was that of ICT support officer or ICT administrator or Technician. This percentage includes 47.5% of both those employed in the Banks, Financial Institutions, Insurance and Business services sector and in the Schools, Education and Training sector.
- ✓ The designation of 33% (65 respondents), of the total of 197 company respondents interviewed, was that of Corporate Services Manager/ ICT Manager/ Admin Manager. This was indicated by 50% [20 respondents] of the respondents employed in the Tourism sector.
- ✓ Another 25.4% [50 respondents] of the company respondents indicated that their designation is that of Owner/ Co-owner & CEO/ Managing Director/ General Manager. This percentage includes 46.2% [18 respondents] of those employed in the Manufacturing sector.

Gender of Respondents

- ✓ 66% [130 respondents] of the survey interviewees were male while 34% [67 respondents] were female.
- ✓ 92.5% [37 respondents] of those hailing from the Banks, Financial Institutions, Insurance and Business services sector, together with 77.5% [31 respondents] of those hailing from the ICT and Communications sector, were male.
- ✓ On the other hand, more than 55% [21 respondents] of those hailing from the Schools, Education and Training sector and 51.3% [20 respondents] of those hailing from the Manufacturing sector, were female.

4.2 IT Software used within the Company - Salient Conclusions

Major Conclusions

- ❖ **A total of 184 responses [20.7%] were recorded of respondents stating that they use the Word Processing application within their company and another 183 company respondents [20.6% of the total responses] confirming the use of the Spreadsheet application within their company.**
- ❖ **A total of 193 survey interviewees [55.6% of the total responses] pointed out that 'email' is an application used within their company for Communication. 139 [57% of the total responses]**

show that, no web design and development software is used by the company being interviewed. 78.6% [176 responses] of the responses specify Research on the Internet as a means of Information Retrieval.

- ❖ 58.4% [115 respondents] indicated either Frequently or Very Frequently to their use of Maltese websites while another 36% [71 respondents] stated either Not so frequently or Sometimes. It results that a high 68.2% [127 respondents] perceive Maltese Government websites as either Easily accessible or Very easily accessible while another 22.6% [42 respondents] of the company respondents stated that Maltese Government websites are sometimes hard to access and at other times this difficulty is not encountered. Almost 84% [156 respondents] said that they perceive these Maltese e-Commerce websites as either Easily accessible or Very easily accessible while another 11.3% [21 respondents] agreed that they perceive Maltese e-Commerce websites as being Sometimes hard to access and at other times this difficulty is not encountered.

Salient Findings

Software applications used within the Company

- ✓ A total of 888 responses were registered from an aggregate of 197 respondents. 184 responses [20.7%] were recorded by the respondents stating that they use the Word Processing application in their company. These responses were indicated by respondents hailing from all the five business sectors.
- ✓ A similar result was registered for the use of the Spreadsheet applications. In fact, 183 company respondents [20.6% of the total responses] confirmed the use of this application within their company. Also, these respondents hailed from all the five business sectors. It is worth noting that almost all companies participating in this survey mentioned their use of the Word Processing and Spreadsheet applications.
- ✓ Almost 15% [132 responses] of the 888 responses confirmed the usage of Accounts software within the companies. This percentage includes 20.8% [35 respondents] of the total responses given by those hailing from the Manufacturing sector and also by 16.8% [27 responses] of the responses given by those hailing from the Schools, Education and Training sector.

Software applications used for Communication

- ✓ An aggregate of 347 responses were registered from the 197 respondents. A total of 193 survey interviewees [55.6% of the total responses] pointed out that 'email' is an application used within their company for Communication. This was mainly stated by 75.5% [40 responses] of the responses given by those hailing from the Banks, Financial Institutions, Insurance and Business services sector.
- ✓ The use of the fax machine also featured as a popular application among the companies for Communication purposes. In fact, 100 respondents [28.8% of the total responses] mentioned this application. Among these respondents, there were 36.5% [27 responses] of the responses provided by those hailing from the Tourism sector and 34.7% [25 responses] of the responses given by those hailing from the Schools, Education and Training sector.

Software applications used for Web Design and Development

- ✓ 139 [57%] of the 244 responses received to the question regarding software applications used for web design and development show that, no web design and development software is used by the company being interviewed. However, the other 105 responses indicate the specific software used for web design and development within the company.
- ✓ More than 13% [32 responses] of the 244 responses specified the use of Software Programming while another 11.5% [28 responses], of the same aggregate responses, indicated Web Design as an application used for web design and development. It is worth pointing out that these responses were mainly provided by those company respondents hailing from the ICT and Communications sector.

Software applications used for Information Retrieval

- ✓ A total of 224 responses were registered from the 197 company respondents. Among these responses there were 12 respondents who stated that no software is used to retrieve information within their respective companies.
- ✓ 78.6% [176 responses] of the 224 responses specify Research on the Internet as a means of Information Retrieval. This percentage includes 97.4% [38 responses] of the responses registered from those hailing from the Schools, Education and Training sector and 88.4% [38 responses] of the responses registered from those hailing from the Banks, Financial Institutions, Insurance and Business services sector.
- ✓ 14.7% [33 responses] of the same aggregate responses specified Computer based Learning as a means for Information Retrieval. This was mainly stated by 35.7% [20 responses] of the total responses provided by those hailing from the ICT and Communications sector.

Frequency of usage of Maltese websites

- ✓ When all company interviewees were asked whether their company makes use of Maltese websites, a high 58.4% [115 respondents] indicated either Frequently [44.2% - 87 respondents] or Very Frequently [14.2% - 28 respondents]. This was indicated by 82% [32 respondents] and 77.5% [31 respondents] of those hailing from the Manufacturing sector and from the Banks, Financial Institutions, Insurance and Business services sector, respectively.
- ✓ Another 36% [71 respondents] of the company respondents stated either Not so frequently [15.7% - 31 respondents] or Sometimes [20.3% - 40 respondents]. This percentage includes 55% [22 respondents] of those hailing from the Tourism sector and 47.3% [18 respondents] of those hailing from the Schools, Education and Training sector.
- ✓ 5.6% [11 respondents] pointed out that their company never makes use of Maltese websites. This was specified by 12.5% [5 respondents] of the company respondents hailing from the ICT and Communications sector and by 7.5% [3 respondents] of those hailing from the Tourism sector.

Perceptions on Maltese Government websites

- ✓ The 186 respondents who at Question 15 indicated that they make use of Maltese websites were then asked how they perceived Maltese Government websites. It results that a high 68.2% [127 respondents] perceive them as either Easily accessible [54.8% - 102 respondents] or Very easily accessible [13.4% - 25 respondents]. Among these interviewees there were 77% [30 respondents]

and 73% [27 respondents] of the interviewees hailing from the Manufacturing sector and from the Schools, Education and Training sector respectively.

- ✓ 22.6% [42 respondents] of the company respondents stated that Maltese Government websites are sometimes hard to access and at other times this difficulty is not encountered. This percentage includes 36.8% [14 respondents] of those hailing from the Banks, Financial Institutions, Insurance and Business services sector and 27% [10 respondents] of those hailing from the Tourism sector.
- ✓ A low 7% [13 respondents] of the respondents specified that they find Maltese Government websites either Rather hard to access [5.4% - 10 respondents] or Very hard to access [1.6% - 3 respondents]. This was mentioned by 10.8% [4 respondents] of those hailing from the Schools, Education and Training sector and by 8.6% [3 respondents] of those hailing from the ICT and Communications sector.

Perceptions on Maltese e-Commerce websites

- ✓ When the same 186 respondents were asked about Maltese e-Commerce websites, almost 84% [156 respondents] said that they perceive these websites as either Easily accessible [56.5% - 105 respondents] or Very easily accessible [27.4% - 51 respondents]. This was stated by 92% [34 respondents] of the company respondents employed in the Tourism sector and by 87% [33 respondents] of those employed in the Banks, Financial Institutions, Insurance and Business services sector.
- ✓ Another 11.3% [21 respondents] agreed that they perceive Maltese e-Commerce websites as being Sometimes hard to access and at other times this difficulty is not encountered. Among these respondents there were 13.5% [5 respondents] of those hailing from the Schools, Education and Training sector and 12.8% [5 respondents] of those employed in the Manufacturing sector.
- ✓ A low 3.8% [7 respondents] of the 186 company respondents claimed that they perceive Maltese e-Commerce websites as being either Rather hard to access [2.7% - 5 respondents] or Very hard to access [1.1% - 2 respondents]. This was stated by 7.7% [3 respondents] of those hailing from the Manufacturing sector and by 5.8% [2 respondents] of those hailing from the ICT and Communications sector.

4.3 Potential use of Speech-Enabled Software

Major Conclusions

- ❖ **95% [188 respondents] of the survey respondents replied either 'never' or 'rarely' as to the company's current use of speech-enabled software. Almost 82% indicated either 'definitely not' or 'probably not' to the need of using speech-enabled software within their company and to the usefulness of a Maltese speech-enabled software for the employees. Moreover, more than 58% [115 respondents] of the company interviewees pointed out the same replies to the need for the company's software to feature a Maltese language dictionary.**
- ❖ **An average of 73% of the survey respondents replied either 'probably not' or 'definitely not' to the question regarding a Maltese speech engine being beneficial: towards the company's Business Operations, towards the Delivery of a better service and, beneficial as an add-on to the company's existing product.**

Salient Findings

The current frequency of use of speech-enabled software

- ✓ When all 197 company respondents were asked whether they currently make use of speech-enabled software within their company, a low 1.5% [3 respondents] of the survey respondents indicated that their company either uses speech-enabled software often [0.5% - 1 respondent] or very frequently [1% - 2 respondents]. These responses were given by respondents hailing from the ICT and Communications business sector and from the Schools, Education and Training business sector.
- ✓ 3% [6 respondents] of the company interviewees pointed out that their company sometimes makes use of speech-enabled software. These responses were provided by respondents hailing from the ICT and Communications, from the Banks, Financial Institutions, Insurance and Business services, and from the Schools, Education and Training business sectors.
- ✓ 95.4% [188 respondents] replied in the negative. In fact, 93.4% [184 respondents] claimed that their company never makes use of such software while another 2% [4 respondents] indicated that their company rarely makes use of the same software. These responses were evenly distributed among all the five business sectors' companies.

The need of using speech-enabled software within the Company

- ✓ The 197 company respondents were then asked whether there is the need within their company to use speech-enabled software. 9.6% [19 respondents] of the aggregate respondents indicated either 'probably yes' [7.1% - 14 respondents] or 'definitely yes' [2.5% - 5 respondents] to the need of using speech-enabled software within the company. This was stated by 23.7% [9 respondents] and 12.5% [5 respondents] of those hailing from the Schools, Education and Training sector and from the Banks, Financial Institutions, Insurance and Business sector respectively.
- ✓ A low 6.6% [13 respondents] pointed out that they are 'not sure' whether there is the need to use speech-enabled software within their company. This percentage includes 10.3% [4 respondents] of those engaged in the Manufacturing sector and 8% [3 respondents] of those engaged in the Schools, Education and Training sector.
- ✓ Almost 82% [161 respondents] replied negatively with 53.8% [106 respondents] indicating 'definitely not' and another 27.9% [55 respondents] indicating 'probably not'. Among these respondents there were all respondents hailing from the Tourism sector and 84.7% [33 respondents] of those hailing from the Manufacturing sector.

The usefulness of Maltese speech-enabled software for the employees

- ✓ More than 11% [22 respondents] indicated either 'probably yes' [8.6% - 17 respondents] or 'definitely yes' [2.5% - 5 respondents] to the usefulness of Maltese speech-enabled software for the employees. This was mentioned by 18.4% [7 respondents] of those hailing from the Schools, Education and Training sector and by 12.8% [5 respondents] of those hailing from the Manufacturing sector.
- ✓ Another 7.6% [15 respondents] of the interviewees claimed that they are not sure whether Maltese speech-enabled software would be useful for the company's employees. Among these respondents there were 20.5% [8 respondents] of those hailing from the Manufacturing sector and 10% [4 respondents] of those hailing from the ICT and Communications sector.

- ✓ A high 81.2% [160 respondents] of the 197 survey respondents indicated either 'probably not' [22.8% - 45 respondents] or 'definitely not' [58.4% - 115 respondents] to the usefulness of a Maltese speech-enabled software for the employees. This was stated by 97.5% [39 respondents] of those engaged in the Tourism sector and by 82.5% [33 respondents] of those engaged in the Banks, Financial Institutions, Insurance and Business services sector.

The need for computer software to feature a Maltese language dictionary

- ✓ A total of 71 respondents [36.1%] pointed out either 'probably yes' [23.4% - 46 respondents] or 'definitely yes' [12.7% - 25 respondents] to the need for the company's software to feature a Maltese language dictionary. 55% [22 respondents] and 42.5% [17 respondents] of those engaged in the Tourism sector and in the Banks, Financial Institutions, Insurance and Business services sector stated this respectively.
- ✓ A low 5.6% [11 respondents] indicated that they are not sure whether there is the need for the company's software to feature a Maltese language dictionary. Among these respondents there were 18% [7 respondents] of those hailing from the Manufacturing sector and 7.5% [3 respondents] of those hailing from the ICT and Communications sector.
- ✓ More than 58% [115 respondents] of the company interviewees pointed out either 'probably not' [15.7% - 31 respondents] or 'definitely not' [42.6% - 84 respondents] to the need for the company's software to feature a Maltese language dictionary. This was claimed by 77.5% [31 respondents] of the respondents engaged in the ICT and Communication sector and also by 73.7% [28 respondents] of those engaged in the Schools, Education and Training sector.

The benefits of a Maltese speech-engine towards the improvement of Business Operations

- ✓ 17.3% [34 respondents] of the interviewees indicated either 'probably yes' [11.2% - 22 respondents] or 'definitely yes' [6.1% - 12 respondents] to the question regarding a Maltese speech engine being beneficial towards the company's Business Operations. This includes 25% [10 respondents] of the respondents hailing from the Banks, Financial Institutions, Insurance and Business services sector and 15.8% [6 respondents] of those hailing from the Schools, Education and Training sector.
- ✓ Another 8% [16 respondents] of the participating interviewees indicated that they are not sure whether a Maltese speech engine would be beneficial towards the company's Business Operations. This was stated by 41% [16 respondents] of those engaged in the Manufacturing sector and by 7.5% [3 respondents] of those engaged in the Banks, Financial Institutions, Insurance and Business services sector.
- ✓ More than 74% [146 respondents] of the survey respondents replied either 'probably not' [24.4% - 48 respondents] or 'definitely not' [49.7% - 98 respondents] to the question regarding a Maltese speech engine being beneficial towards the company's Business Operations. This response was provided by 95% [38 respondents] of those hailing from the Tourism sector and also by 85% [34 respondents] of those hailing from the ICT and Communications sector.

The benefits of a Maltese speech-engine towards the Delivering of a better Service

- ✓ Almost 20% [39 respondents] of the survey respondents indicated either 'probably yes' [14.2% - 28 respondents] or 'definitely yes' [5.6% - 11 respondents] to the question regarding a Maltese speech engine being beneficial towards the Delivering of a better service by the companies. This percentage includes 47.5% [19 respondents] of those hailing from the Banks, Financial Institutions, Insurance

and Business services sector and 21% [8 respondents] of those hailing from the Schools, Education and Training sector.

- ✓ A low 8% [16 respondents] indicated that they are not sure whether a Maltese speech engine would be beneficial towards the Delivery of a better service by the company. This percentage includes 36% [14 respondents] of the respondents engaged in the Manufacturing sector.
- ✓ A high 71.5% [141 respondents] of the interviewees specified either 'probably not' [22.8% - 45 respondents] or 'definitely not' [48.7% - 96 respondents] to a Maltese speech engine being beneficial towards the Delivery of a better service. This reply was provided by 95% [38 respondents] of those hailing from the Tourism sector and by 82.5% [33 respondents] of those hailing from the ICT and Communications sector.

The benefits of a Maltese speech-engine as an add-on to the Company's existing product

- ✓ When respondents were asked whether they perceive a Maltese speech engine as an add-on to the company's existing product, 17.3% [34 respondents] replied positively. In fact, 11.2% [22 respondents] indicated 'probably yes' while 6.1% [12 respondents] indicated 'definitely yes'. This was indicated by 35% [14 respondents] of those hailing from the Banks, Financial Institutions, Insurance and Business services sector and also by 18.4% [7 respondents] of those hailing from the Schools, Education and Training sector.
- ✓ Another 8.1% [16 respondents] pointed out that they are not sure whether a Maltese speech engine would be beneficial as an add-on to the company's existing product. This was claimed by 36% [14 respondents] of those engaged in the Manufacturing sector.
- ✓ 74% [146 respondents] of the participating respondents indicated either 'probably not' [24.4% - 48 respondents] or 'definitely not' [49.7% - 98 respondents] to the question regarding a Maltese speech engine being beneficial as an add-on to the company's existing product. This was stated by 92.5% [37 respondents] and 82.5% [33 respondents] of those hailing from the Tourism sector and from the ICT and Communication sector respectively.

4.4 Employment of Persons with Disability

Major Conclusions

- ❖ **88% [174 respondents] of the 197 interviewees specified that their company currently does not employ any persons with disability. 81% of these respondents pointed out that their company has never employed such persons.**
- ❖ **31.5% of the 143 company interviewees who indicated that their company has never employed any persons with disability explained that their company has never employed these persons because no such person has ever applied for any open vacancies within the company. Other respondents also specified that their company has never had any open vacancies. 27% [39 respondents] pointed out that it is due to the small size of the company that the business has never employed any persons with disability.**
- ❖ **Almost 17% [33 respondents] of the participating respondents claimed that Physical Accommodation is a primary issue which has to be considered before a person with disability is employed. Another 16% [32 respondents] specified that the satisfaction of the job requirements and the qualifications needed for the particular vacancy are the main issues which have to be considered while 16% [31 respondents] mentioned Physical Assistance as the primary issue.**

Salient Findings

Current employment of Persons with Disability

- ✓ 88.3% [174 respondents] of the aggregate of 197 interviewees indicated that their company currently does not employ any persons with disability. The highest number of respondents who provided this answer hailed from the Manufacturing sector and from the Schools, Education and Training sector with 95% [37 respondents] and 92% [35 respondents] of them stating this respectively.
- ✓ On the other hand, almost 11% [21 respondents] of the company respondents stated that their company currently employs one or more persons with disability. This percentage includes 22.5% [9 respondents] of those engaged in the Manufacturing sector and 12.5% [5 respondents] of those engaged in the Banks, Financial Institutions, Insurance and Business services sector.

Employment of Persons with Disability in the past

- ✓ Those 176 respondents who at Question 25 indicated that their company currently does not employ any persons with disability were then asked to indicate whether their company ever employed persons with disability in the past. It results that 81.3% [143 respondents] pointed out that their company has never employed such persons. Among these respondents there were 91.7% [33 respondents] of those employed in the ICT and Communications sector and 83.8% [31 respondents] of those employed in the Manufacturing sector.
- ✓ 13.1% [23 respondents] indicated that their company employed persons with disability in the past. This percentage includes 22.6% [7 respondents] of those engaged in the Tourism sector and 13.5% [5 respondents] of those engaged in the Schools, Education and Training sector.

The reasons why Companies have never employed any Persons with Disability

- ✓ The 143 company interviewees, who at Question 26 indicated that their company has never employed any persons with disability, were then asked to state the reasons why. It results that 31.5% [45 respondents] indicated other reasons not specified in the question reply options. The majority of these respondents explained that their company has never employed any persons with disability because no such person has ever applied for any open vacancies within the company. Other respondents also specified that their company has never had any open vacancies. These replies were provided by half [13 respondents] of those engaged in the Banks, Financial Institutions, Insurance and Business services and 43.5% of those employed in the Tourism sector and in the Schools, Education and Training sector.
- ✓ 27.3% [39 respondents] of the 143 respondents who replied to this question pointed out that it is due to the small size of the company that the business has never employed any persons with disability. This was claimed by 47.8% [11 respondents] of those employed in the Tourism sector and 27.3% [9 respondents] of those employed in the ICT and Communications sector.
- ✓ It is worth observing that 19.6% [28 respondents] indicated that they do not know the reasons behind the lack of employment of persons with disability within their company. This was stated by 42.4% [14 respondents] of those hailing from the ICT and Communications sector and also by 23% of those hailing from the Banks, Financial Institutions, Insurance and Business service sector and from the Schools, Education and Training sector.

- ✓ A total of 111 responses were registered as other reasons mentioned by the respondents. More than 16% [18 responses] of the responses pointed out that the companies have never employed any persons with disability because of the physical work involved in the line of business, another 15.3% [17 responses] indicated the precision work required at the place of work, while 14.4% [16 responses] indicated the complex coordination involved in the company's work as the reason behind the lack of employment of persons with disability.

Issues that have to be taken into consideration before employing Persons with Disability

- ✓ All 197 participating respondents were then asked to state the issues which, in their opinion, have to be taken into consideration before a person with a disability is employed within a company. It results that 16.8% [33 respondents] claimed that Physical Accommodation is a primary issue which has to be considered. This was indicated by 26.3% [10 respondents] of those hailing from the Schools, Education and Training sector and by 17.5% of those employed in the ICT and Communications sector and in the Banks, Financial Institutions, Insurance and Business services sector.
- ✓ 16.2% [32 respondents] specified Other reasons not included in the question reply options. The majority of these respondents specified the satisfaction of the job requirements and the qualifications needed for the particular vacancy as the main issues which have to be considered before employing a person with disability. Among these respondents there were 32.5% [13 respondents] of those engaged in the Banks, Financial Institutions, Insurance and Business services sector and 23.7% [9 respondents] of those engaged in the Schools, Education and Training sector.
- ✓ 15.7% [31 respondents] of the aggregate respondents mentioned Physical Assistance as the primary issue. This was specified by 36% [14 respondents] of those employed in the Manufacturing sector and by 30% [12 respondents] of those employed in the Tourism sector.
- ✓ A total of 221 responses were recorded as Other mentioned issues to be taken into consideration before employing persons with disability. Physical Assistance and Physical Accommodation were options both indicated by 14.5% [32 responses] respectively. Likewise, Health and Safety, and Security and Privacy were options both indicated by 10% [22 responses] respectively.

4.5 ICT and Persons with Disability at the Place of Work

Major Conclusions

- ❖ **57% [12 respondents], of those 21 respondents who indicated that their company currently employs persons with disability, pointed out that these employees do not make use of the computer or any other ICT equipment at the place of work. More than 38% [8 respondents] claimed that they do. 86% [18 respondents] of the same respondents pointed out that persons with disability employed within their company do not need to use adaptive equipment in order to make use of the computer.**
- ❖ **More than 57% [12 respondents] of the respondents specified that persons with disability employed within their company have not attended any computer courses in the past five years while 24% [5 respondents] stated that they do not know or do not remember.**
- ❖ **A total of 5 responses were given by 4 respondents who indicated that persons with disability employed within their company have attended a computer course in the past five years. Tertiary computer education was indicated by 40% [2 responses] of the responses. Another 40% [2 responses] of the responses indicated that the respondent did not know or did not remember the level of education the course targeted, while 20% [1 response] of the responses**

indicated Other ICT professional certificate as the level of education of the computer course attended.

Salient Findings

Usage of the computer or other ICT equipment by persons with disability

- ✓ 57% [12 respondents], of those 21 respondents who indicated that their company currently employs persons with disability, pointed out that these employees do not make use of the computer or any other ICT equipment at the place of work. This was stated by all the respondents hailing from the Tourism and from the Schools, Education and Training sectors.
- ✓ More than 38% [8 respondents] of the same 21 interviewees claimed that persons with disability employed within the company do make use of the computer or ICT equipment at the place of work. Among these respondents there were all those employed in the ICT and Communications sector and 80% [4 respondents] of those employed in the Banks, Financial Institutions, Insurance and Business services sector.
- ✓ 4.8% [1 respondent] indicated that the persons with disability employed within the company do make use of the computer or ICT equipment but not on a daily basis. These respondents hailed from the Manufacturing business sector.

The need for persons with disability to make use of adaptive equipment

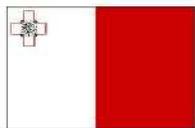
- ✓ 85.7% [18 respondents] of the 21 respondents who were asked this question pointed out that persons with disability employed within their company do not need to use adaptive equipment in order to make use of the computer. This was indicated by all respondents hailing from the Tourism sector and from the Schools, Education and Training sector.
- ✓ 9.5% [2 respondents], on the other hand, indicated that persons with disability employed within their company need adaptive equipment to make use of the computer. These two respondents hailed from the ICT and Communications sector and from the Banks, Financial Institutions, Insurance and Business services sector.

The attendance of computer courses by persons with disability

- ✓ More than 57% [12 respondents] of the respondents specified that persons with disability employed within their company have not attended any computer courses in the past five years. This was stated by all the respondents [9 respondents] hailing from the Tourism sector and by half [2 respondents] of those employed in the ICT and Communications sector.
- ✓ 23.8% [5 respondents] stated that they do not know or do not remember whether persons with disability within their company have attended any computer courses in the past five years. This percentage includes all the respondents [2 respondents] employed in the Manufacturing sector and 60% [3 respondents] of those employed in the Banks, Financial Institutions, Insurance and Business services sector.
- ✓ 19% [4 respondents] indicated that persons with disability within their company have attended a computer course recently. These four respondents hailed from the ICT and Communications sector, from the Schools, Education and Training sector and from the Banks, Financial Institutions, Insurance and Business services sector.

Education level of computer courses attended

- ✓ The four respondents who mentioned that persons with disability employed within their company have attended a computer course in the last five years were then asked to specify the level of computer education the course targeted. A total of 5 responses were given by these respondents. It results that Tertiary computer education was indicated by 40% [2 responses] of the responses. The responses hailed from respondents engaged in the ICT and Communications sector.
- ✓ Another 40% [2 responses] of the responses indicated that the respondent did not know or did not remember the level of education the course targeted. These responses were given by respondents employed in the Banks, Financial Institutions, Insurance and Business services sector and in the Schools, Education and Training sector.
- ✓ 20% [1 response] of the responses indicated Other ICT professional certificate as the level of education of the computer course attended by persons with disability within the company. This response was provided by a respondent hailing from the ICT and Communications sector.



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