

Career Resilience of Workers with Hearing Impairment in the East Coast States of Peninsular Malaysia

Norhafisah Abd Rahman¹, Mohamad Hashim Othman², Siti Suhaila Arsad³, Noradila Mohamed Faudzi¹, Nor Hamizah Ab Razak¹

Faculty of Leadership and Management, Universiti Sains Islam Malaysia¹, School of Educational Studies, Universiti Sains Malaysia², Penang Islamic Religious Affairs Department³
Email: fisa_rahman@yahoo.com

Abstract

This study was aimed to study the factor of career resilience among people with hearing impairments who work in the East Coast States of Peninsular Malaysia. There were 166 samples (101 male, 65 female) involved in this study. The selection of the study's sample used purposeful sampling technique. The set of questionnaires that was distributed was Career Resilience for Adults with Disabilities Scale (CRADS). The data collected were analysed using SPSS Version 23.0 (*Statistical Package for Social Science*) and the findings of the study were analysed using the descriptive statistic which includes frequency tabulation, percentages, mean and standard deviation, as well as inferential analysis using t-test and ANOVA to observe the differences of the career resilience among workers with hearing impairment by gender and marital status. The t-test analysis showed a significant difference between the career resilience factor among the workers with hearing impairment by gender with the t-value= -1.198 and the significance level $p=.042$. While, the value of $F(165) = .170, p>.05$ indicated there was no significant differences between the group of marital status.

Keywords: Career Resilience, Worker, People With Hearing Impairment, Gender, Marital Status

Introduction

Career is one of the essentials in our life as human. Yet, people with disability often confronted with various challenges related to career such as high rate of unemployability, jobless, and lack of basic amenities to work (Schley et al., 2011). Therefore, this study focused on the workers with hearing impairment and their career resilience. Resilience occurs when an individual confronts with difficulties or bad experiences and try to bounce back without interfering with mental health, behaviours or performances (Luthar & Zigler, 1991). There are groups of people with hearing impairment has low self-resilience since small due to the way of their family's up-bringing which is less helpful for them to form their identity and self-confidence such as, lack of teaching or two ways of communication in the family which is no sign language (Listman et al., 2011) which causes the individual to continuously feel isolated

and exist in their very own world (Steinberg, 2000). The feeling of insecure has obstruct themselves until it affects them negatively in their ambition, career and job (Hendey & Pascall, 2001).

In current era of technology, career resilience is essential in each of the worker to help them developing their career regardless of normal individual or individual with disability. Thus, people with disabilities need to be given attentions and assistances so they can contribute to the development of the nation and has the equal functionality as the other normal people (Drucker, 1942; Jaafar et al., 2017).

Literature Study

Career Resilience

Career resilience is the ability to adapt with changing circumstances (London, 1993), psychological characteristic which assist an individual in confronting risk and enhances career development (Kodama, 2015), the ability to sustain work balance in difficult and challenging periods (Jackson et al., 2007) and the combination of self-belief with ignorance trait as the source of career success (Fourie & Van Vuuren, 1998).

An individual's biology is not a label that indicates a weak or strong individual. Yet, the culture and society has viewed the disabled people as a person with disease, difficult and need to be treated (Conyers, 2003; Hartley, 2012; Longmore & Umansky, 2001; Smart, 2009) which often causes this group of people to be suppressed. Due to this, people with disabilities confront challenges in terms of learning, jobs, medicals, social, attitudes and surroundings. These conditions become the main obstacle for them to fully participate in life (Hartley, 2012; Hartley & Tarvydas, 2013; Smart, 2009).

Therefore, resilience is a suitable and needed construct for everyone with disabilities (Hartley, 2010; Miller, 2003; White et al., 2008, 2010). This is due to various changes existed based on their experiences. For example, they need to learn and adapt, as well as overcoming matters such as (a) their disabilities; (b) changes in self-functions; (c) negative thoughts and feelings are parts of self-adaptation process; (d) social and attitude challenges; (e) feelings related to sense of loss and deficiency; (f) injustice and discrimination experiences; and (g) lack of access and facilities in better services, housings or jobs (Marini et al., 2012; Smart, 2009).

Previous studies found that people with disabilities face difficulties to sustain existence and stability in jobs (Khor, 2002). The atmosphere at workplace and current changes have caused employers to set stricter conditions to the candidates such as the balance of academic certificates with skills which causes difficulties for the applicants among the people with disabilities for job opportunities (Melissa et al., 2011). At the workplace, resilience is associated with positive outcomes (Jackson et al., 2007; Youssef & Luthans, 2007), employee-employer relations (Luthans et al., 2007; Luthans et al., 2005) and cooperation among colleagues (Jung & Yoon, 2015).

People with Hearing Impairment

People with disabilities refers to the prolonged disabilities in terms of physical, mental, intellectual or senses in which when interacted with various challenges can obstruct their full and effective participation in the society (Persons with Disabilities Act, 2008). While people with hearing impairment are among those who cannot hear with clarity on both ears without hearing aids or not able to hear at all even though using hearing aids (Dash, 2000). There are four levels of people with hearing impairments (Dash, 2000; Department of Social Welfare,

2022), which are: i) minimum, ii) moderate, iii) severe and iv) profound. Table 1 below indicated the level of hearing for people with hearing impairment.

Table 1

Hearing Levels Category for People with Hearing Impairment

Level	dB	Group
Minimum	15 - < 30 dB	(Children)
	20 - < 30 dB	(Adult)
Moderate	30 - < 60 dB	
Severe	60 - < 90 dB	
Profound	> 90 dB	

Source: Department of Social Welfare for Persons with Disabilities 2022

In the context of this study, all samples used Malaysian Sign Language (MSL). MSL is a form of communication used by persons with hearing impairment in translating the meaning of phrases conveyed and an official communication for persons with hearing impairment in Malaysia (Lim, 2006) and becomes the identity symbol for persons with hearing impairment in Malaysia (Shaari, 2004).

This research was aimed to study the career resilience factor of workers with hearing impairment who work in the east coast states in Peninsular Malaysia. Based on this aim, the questions and hypothesis of the study are as follows:

Research Question

1. What is the demographic profile of workers with hearing impairment in terms of career resilience by gender?
2. Are there any significant differences of career resilience factor among persons with hearing impairment by gender?
3. Are there any significant differences of career resilience factor among persons with hearing impairments by marital status?

Hypothesis

Ha₁= There is a significant differences of career resilience factor among persons with hearing impairment by gender.

Ha₂= There is a significant differences of career resilience factor among persons with hearing impairment by marital status

Research Method

The study population were 166 workers with hearing impairment who work in the East Coast States of Peninsular Malaysia: Terengganu, Pahang, and Kelantan. Quantitative approach and survey design were used in this study. Purposive sampling technique was chosen based on the criteria set before the data collection in which samples present during the meetings, works in any of these three East Coast states, and able to use sign language.

Career Resilience for Adults with Disabilities Scale (CRADS) has been used as a questionnaire in this study. This questionnaire developed by Masten (2001); Luthan et al (2006) consist of

13 items with five Likert Scales. Scale 0 means Strongly Disagree, and Scale 4 means Strongly Agree. The scoring of the questionnaire instruments was conducted by totaling all items. Score that was more than 30 is regarded as having high level of career resilience. During the questionnaire answering session, Sign Language interpreter was used to ease the process of data collection process.

Research Findings and Discussion

Demographic Profile of Workers with Hearing Impairment in East Coast States

The discussed demographic profile of workers with hearing impairment were the numbers of samples by state, gender, race, age, and marital status.

Table 2

Demographic Profile of Workers with Hearing Impairment

Criteria of Sample	Frequency (n)	Percentage (%)
Gender		
Male	101	60.8
Female	65	39.2
State		
Terengganu	35	21.1
Pahang	30	18.1
Kelantan	101	60.8
Age		
20-30 years old	24	14.5
31-40 years old	65	39.2
41-50 years old	52	31.3
51 years old and above	25	15.1
Marital Status		
Single	36	21.7
Married	115	69.3
Divorcee/Widow	15	9.0
Grand Total	166	100.0

Based on Table 2, the total of the whole samples who took part in this study were 166 respondents. 60.8% (n=101) were male and 39.2% (n=65) were female. Kelantan has the most participants with 101 people (60.8%), followed by Terengganu with 35 people (21.1%) and Pahang with 30 people (18.1%). The largest group for age was those aged of 31 until 40 years old, 65 people (39.2%), followed by those aged between 41 until 50 years old with 52 people (31.3%). The age group of 51 years old and above was the third highest level of participation with 25 people (15.1%) and the least participation was the group age of 20 to 30 years old with 24 people (14.5%). Next, the sample with status of Married was the largest participants with 115 people (69.3%), followed by the group of Single with 36 people (21.7%) and lastly the group sample of Divorcee/Widow with 15 people (9.0%).

Results of t-test analysis of independent samples of career resilience by gender of employees with hearing impairment

Table 3

Career Resilience Level among Employees with Hearing Impairment by Gender

	Gender	Total (N)	Mean	Standard Deviation	t-value	Significance Level
Career Resilience	Male	101	49.6	7.87	-1.198	.042
	Female	65	50.9	6.44		

Based on Table 3, it was found that t-value for the comparison of career resilience level between male and female was $t=-1.198$ and level of significance was $p=.042$. The significance level was smaller than 0.05. Thus, H_{a1} : There is a significant differences of career resilience factor among persons with hearing impairment by gender is accepted.

Various previous study had found that female employees are gaining more support from the employers and colleagues of same gender at workplace. Social support and quality interpersonal relationship are more showed towards the female employees such as advice consultation, teaching, and protection (Flach, 1997; Jackson et al., 2007; Kossek & Perrigino, 2016; Powley 2009; Stephens et al., 2013; Tugade & Fredrickson, 2004). Other than that, the positive thinking habits also helps in sustaining the sense of well-being (Aked et al., 2008) and contributes to the resilience consolidation (Cooper et al., 2013).

Results of Analysis of Variance (ANOVA) of Career Resilience among Employees with Hearing Impairment by Marital Status

Table 4 portrayed the score for career resilience of three groups and Analysis of Variants (ANOVA) of career resilience of employees with hearing impairment by marital status.

Table 4

Score of Career Resilience for Three Groups

Marital Status	Total(N)	Mean	Standard Diviation
Single	36	49.9	1.47
Married	115	50.1	.65
Divorcee/Widow	15	51.2	1.69

Table 5

ANOVA Test Score of Career Resilience for Three Groups of Marital Status

Score of career resilience of employees with hearing impairment	Sum of Squares	Degree of Independence	Mean of Squares	F- Value	Significance
Among Groups	18.597	2	9.298	.170	.844
Within Groups	8908.680	163	54.654		
Total	8927.277	165			

Table of Analysis of Variance (ANOVA) indicated there was no significant differences between groups of marital status; Single, Married and Divorcee/Widow with $F(165) = .170, p > .05$. This means there was no significant differences for the score of career resilience for Single, Married, and Divorcee/Widow groups, in which each group has parallel career resilience level among each other. Thus, H_{a2} There is a significant differences of career resilience factor among persons with hearing impairment by marital status is rejected.

In this study, it has been shown that employees with hearing impairment have career resilience regardless their marital status of single, married or divorcee/widow. Marital status is associated with longer age and better health on men and women (Waite, 1995). Marriage connects an individual with other individuals and other social institutions (Stolzenberg et al., 1995).

The capability of employees with hearing impairment in adapting and experiencing their self-functions at the workplace has caused their resilience increased regardless of their marital status. The implication of this study is beneficial for employers and employees to cooperate better in an organisation. Unmarried employees will not be burden with marriage issue at early stage of their career. Similarly, with those who plans to have children will not have to think of the negative effects on their career once they have children. The employers as well will be fairer on their employees regardless of their marital status.

Conclusion

As a conclusion, this study explains on the gender of an individual influence their career resilience due to the moral supports from the colleagues. However, as for marital status, there is no significant differences of the career resilience among the employees with hearing impairment by marital status. Therefore, to increase further the career resilience of the employees with hearing impairment, various parties play their roles such as counsellor, employers, parents, associations, and colleagues. If all parties work together to rebuild their resilience within themselves, the career of the employees with disabilities will be at par with the other normal groups.

Nevertheless, this study should not be a generalisation for all population of persons with hearing impairment in the whole Malaysia as the samples of this study involved those who work and registered with the society in the East Coast states of Peninsular Malaysia only. Therefore, it is recommended for the future studies to widen the scope within the whole Malaysia. Other than that, it is also recommended to involve individuals with different disabilities. This study gives implication towards the employers specifically to believe in the ability of persons with disabilities by providing equal job opportunities to both persons with hearing impairment and other group of disabilities.

Acknowledgement

Thanks are to all people who were directly or indirectly involved especially Malaysian Deaf Association and Sign Language's Expert always provided excellent cooperation in this study.

Corresponding Author

Norhafisah Abd Rahman

Faculty of Leadership and Management, Universiti Sains Islam Malaysia

Email: fisa_rahman@yahoo.com

References

- Aked, J., Marks, N., Cordon, C., & Thompson, S. (2008). *Five ways to wellbeing*. A report presented to the Foresight Project on communicating the evidence base for improve people's well-being. New Economics Foundation.
- Cooper, C. L., Flint-Taylor, J., & Pearn, M. (2013). *Building resilience for success: A resource for managers and organizations*. New York: Palgrave Macmillan.
- Conyers, L. M. (2003). Disability culture. *Rehabilitation Education, 3*, 139-154.
- Dash, M. (2000). *Education of exceptional children*. New Delhi: Atlantic Publishers and distributors.
- Department of Social Welfare. (2022) Persons with Disabilities, Retrieved from <https://www.jkm.gov.my/jkm/index.php?r=portal/left&id=UnN2U3dtUHhacVN4aHNPbUIPayt2QT09>
- Drucker, P. (1942). *The Future of Industrial Man*. New York: John Day Co.
- Flach, F. (1997). *Resilience: Discovering a new strength at times of stress*. NY: Fawcett Columbine.
- Fourie, C., & Van Vuuren, L. J. (1998). Defining and measuring career resilience. *Journal of Industrial Psychology, 24*(3), 57-59. doi:10.4102/sajip.v24i3.662
- Hartley, M. T. (2012). Disability rights community. Dalam D. Maki & V. Tarvydas (Pnyt.), *The professional practice of rehabilitation counseling* (ms. 147-164). New York: Springer. doi:10.1177/0034355208323646
- Hartley, M. T. (2010). Increasing resilience: Strategies for reducing dropout rates for college students with psychiatric disabilities. *American Journal of Psychiatric Rehabilitation, 13*, 295-315. doi:10.1080/15487768.2010.523372
- Hartley, M. T., & Tarvydas, V. M. (2013). Rehabilitation issues, social class and counseling. In W. Liu (Pnyt.), *Oxford handbook of social class in counseling psychology*, 218-228. New York: Oxford University Press. doi:10.1093/oxfordhb/9780195398250.013.001
- Hendey, N., & Pascall, G. (2001). *Disability and transition to adulthood: Achieving independent living*. Pavilion Publishing: Nottingham.
- Jaafar, H. J., Wahab, H. A., & Yaacob, N. (2017). Amalan Pengurusan Pekerja Kurang Upaya dalam Sesebuah Organisasi Berdasarkan Undang-Undang di Malaysia, *Jurnal Pengurusan 51*, 135-146. doi.org/10.17576
- Jackson, D., Firtko, A., & Edenborough, M. (2007). Personal resilience as a strategy for surviving and thriving in the face of workplace adversity: a literature review. *Journal of Advanced Nursing, 60*, 1-9.
- Jung, H. S., & Yoon, H. H. (2015). The impact of employees' positive psychological capital on job satisfaction and organizational citizenship behaviors in the hotel. *International Journal of Contemporary Hospitality Management, 27*(6), 1135-1156. doi:10.1108/IJCHM-01-2014-0019
- Khor, H. T. (2002). Employment of persons with disabilities in the Northern States of Peninsular Malaysia: Employers' Perspective. *Social-Economic & Environmental Research Institute, 4*(3), 4-7. doi: 10.5463/dcid.v22i2.28
- Kodama, M. (2015). Constructs of career resilience and development of a scale for their assessment. *Japanese Journal of Psychology, 86*(2), 150-159. doi:10.4992/jjpsy.86.14204
- Kossek, E. E., & Perrigino, M. B. (2016). Resilience: A review using a grounded integrated occupational approach. *The Academy of Management Annals, 10*(1), 729-797.

- Lim, L. (2006). *Understanding deaf culture Malaysian Perspectives*. Kuala Lumpur: Majudiri Y Foundation for the Deaf.
- Listman, J. D., Rogers, K. D., & Hauser, P. C. (2011). Rethinking deaf adolescents' resilience: Why cultural capital matters. In D. Zand & K. Pierce (Eds.), *Risk and resilience: Adaptation in the context of being deaf* (pp. 279-298). New York, NY: Springer.
- London, M. (1993). Relationships between career motivation, empowerment and support for career development. *Journal of Occupational and Organizational Psychology*, 66(1), 55–69. doi:10.1111/j.2044-8325.1993.tb00516.x
- Luthans, F., Avolio, B. J., Walumbwa, F. O., & Li, W. (2005). The psychological capital of Chinese workers: Exploring the relationship with performance. *Management and Organization Review*, 1(2), 249-271. doi: doi:10.1111/j.1740-8784.2005.00011.x
- Luthans, F., Vogelgesang, G. R., & Lester, P. B. (2006). Developing the psychological capital of resiliency. *Human Resource Development Review*, 5, 25-44. doi:10.1177/1534484305285335
- Luthans, F., Avolio, B. J., Avey, J. B., & Norman, S. M. (2007). Positive psychological capital: Measurement and relationship with performance and satisfaction. *Personnel Psychology*, 60(3), 541-572. doi:org/10.1111/j.1744-6570.2007.00083.x
- Luthar, S. S., & Zigler, E. (1991). Vulnerability and competence: A review of research on resilience in childhood. *American Journal of Orthopsychiatry*, 61, 6 – 22.
- Longmore, P., & Umansky, L. (Eds.). (2001). *The new disability history*. New York, NY: The New York University Press.
- Marini, I., Glover-Graf, N. M., & Millington, M. J. (2012). *Psychosocial aspects of disability: Insider perspectives and counseling strategies*. New York: Springer Publishing.
- Masten, A. S. (2001). Ordinary magic: Resilience processes in development. *American Psychologist*, 56(3), 227–238.
- Melissa, N. L., Yen, A., & See Ching, M. (2011). Employment of People with Disabilities in Malaysia: Drivers and Inhibitors. *International Journal of Special Education*, 26(1), 112-124.
- Miller, E. D. (2003). Reconceptualizing the role of resilience in coping and therapy. *Journal of Loss & Trauma*, 8, 239-246.
- Persons with Disabilities Act. (2008). Percetakan Nasional Malaysia Berhad. Kuala Lumpur.
- Powley, E. H. (2009). Reclaiming resilience and safety: Resilience activation in the critical period of crisis. *Human Relations*, 62(9): 1289–1326.
- Schley, S., Walter, G. G., Weathers, R. R., Hemmeter, J., Hennessey, J. C., & Burkhauser, R. V. (2011). Effect of postsecondary education on the economic status of persons who are deaf or hard of hearing. *The Journal of Deaf Studies and Deaf Education*, 16, 524–536.
- Shaari, M. S. (2004). Budaya orang kurang upaya pendengaran. *Kertas Persidangan Keluarga Kurang Upaya Pendengaran Bahagia*. Hotel Crown Princess. Kuala Lumpur.
- Smart, J. (2009). *Disability, society, and the individual* (ed. ke-2). Austin, TX: PRO-ED.
- Steinberg, A. (2000). Autobiographical narrative on growing up deaf. In P. E. Spencer, C. J. Erting, & M. Marschark (Eds.), *The deaf child in the family and at school: Essays in honor of Kathryn P. Meadow-Orlans* (pp. 93–108). Mahwah, NJ: Lawrence Erlbaum Associates Publishers.
- Stephens, J. P., Heaphy, E. D., Carmeli, A., Spreitzer, G. M., & Dutton, J. E. (2013). Relationship quality and virtuousness: emotional carrying capacity as a source of individual and team resilience. *The Journal of Applied Behavioral Science*, 49, 13–41.

- Stolzenberg, R. M., Blair-Loy, M., & Waite, L. J. (1995). Religious participation in early adulthood: Age and family life cycle effects on church membership. *American Sociological Review*, *60*, 84-103.
- Tugade, M. M., Fredrickson, B. L., & Barrett, L. F. (2004). Psychological resilience and positive emotional granularity: Examining the benefits of positive emotions on coping and health. *Journal of Personality*, *72*(6), 1161-1190.
- Waite, L. J. (1995). Does marriage matter?. *Demography*, *32*(4), 483-507.
- White, B., Driver, S., & Warren, A. M. (2008). Considering resilience in the rehabilitation of people with traumatic disabilities. *Rehabilitation Psychology*, *53*(1), 9-17.
- White, B., Driver, S., & Warren, A. M. (2010). Resilience and indicators of adjustment from a spinal cord injury. *Rehabilitation Psychology*, *55*(1), 23-32. doi:10.1037/a0018451
- Youssef, C. M., & Luthans, F. (2007). Positive organizational behavior in the workplace: The impact of hope, optimism, and resilience. *Journal of Management*, *33*, 774-800.