

The Research on Measurement of Disability Discrimination



REPUBLIC OF TURKEY
PRIME MINISTRY
ADMINISTRATION
FOR DISABLED PEOPLE

PRIME MINISTRY OF
REPUBLIC OF TURKEY



Human Rights Presidency

The Research on Measurement of Disability Discrimination

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PREAMBLE

The right of all Turkish citizens to equally benefit from public services without being exposed to any discrimination is recognized and guaranteed by the constitution. However, sometimes the prejudices of those who provide public services, sometimes the inadequacy of physical arrangements in public institutions can constitute a barrier for some social groups to equally and efficiently benefit from public services. The results of this research demonstrate that there are some barriers in front of the 8,5 million disabled people in our country to benefit from public services on an equal basis with other citizens.

Along with the Administration for Disabled People, associations that conduct their activities for disabled people, specialists and scholars who are working in the field, have examined various cases of discrimination towards disabled people and brought these cases to the attention of the public opinion. Determining the cases of discrimination towards disabled people has a tremendous importance in terms of creating awareness and agenda in public opinion. Still, there is a need for policy makers to have information about disabled persons' perception and experience about discrimination and the methods of combat that they use when they are subject to discrimination so they can create accurate and efficient policies in combating with discrimination.

The Research on Measurement of Disability Discrimination in Turkey determines the perception and experiences of the disabled people about discrimination. The questionnaire which is prepared within the context of the Convention on the Rights of Persons with Disabilities seeks to gather information from disabled people who are active in associations in eight areas of social life including education, employment, health, politics, justice, etc. On the basis of questionnaires which are conducted in twenty nine provinces with 1507 disabled persons who involved in associations dealing with disability issues, crucial data about discrimination towards disabled people has been collected. In the light of data acquired about the areas in which disabled people are more frequently exposed to discrimination, their level of knowledge about combating discrimination, and the methods that they use in combating discrimination fundamental problem areas have been determined and possible solutions for these problems are recommended. The results of this study, shows the extent of discrimination that the disabled people are exposed to when they participate to social life, access information, get training and education, get employment and work. In this context, the improvement of legal regulations which can give the feeling to the disabled people that they are the equal members of the society and their effective implementation has crucial importance. The improvement of the Rights of disabled people, the increase the level of awareness of disabled people on discrimination and to increase their knowledge level about what they can do when they face with such discriminatory instances seems to be the leading themes in combating with discrimination towards disabled people.

The participation of disabled people to social life on an equal basis with other members of the society can be assured by paying attention to the perceptions, experiences, thoughts and recommendations of the disabled people related to this issue. The aim of this research is to create an opportunity to think and act together in order to eliminate barriers in front of the disabled people to participate to all dimensions of life on equal terms. Every contribution that this report may have on the development of new policies and improvement of current policies reducing the discrimination that disabled people experience in various fields of social life will be an indicator that this research reached its goal.

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Bekir KÖKSAL

President of the Administration for Disabled People

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ABBREVIATIONS

<i>EU</i>	European Union
<i>USA</i>	United States of America
<i>ECtHR</i>	European Court of Human Rights
<i>ECHR</i>	European Convention on Human Rights (Convention for the Protection of Human Rights and Fundamental Freedoms)
<i>UN</i>	United Nations
<i>CEDAW</i>	Convention on the Elimination of all Forms of Discrimination against Women
<i>CERD</i>	International Convention on the Elimination of All Forms of Racial Discrimination
<i>CRDP</i>	The Convention on the Rights of Persons with Disabilities
<i>ICCPR</i>	International Covenant on Civil and Political Rights
<i>EU-MIDIS</i>	European Union Minorities and Discrimination Research
<i>OPCAT</i>	Optional Protocol to the Convention against Torture
<i>ÖSS</i>	Student Selection Examination
<i>ÖSYM</i>	Student Selection and Placement Center
<i>ADP</i>	Administration for Disabled People
<i>SPSS</i>	Statistical Package for the Social Sciences
<i>TBMM</i>	Turkish Grand National Assembly
<i>TCK</i>	Turkish Penal Code
<i>TODAİE</i>	Public Administration Institute for Turkey and the Middle East
<i>TÜİK</i>	Turkish Statistical Institute
<i>WAI</i>	Web Accessibility Initiative
<i>WHO</i>	World Health Organization

1. INTRODUCTION

Disability discrimination has been observed in many countries throughout history. Since disabled people are accepted as one of the most important groups facing with the risk of being discriminated, the aim of eliminating the discrimination based on disability has become one of the privileged social policy aims in the academic, national and international levels. In order to eliminate disability discrimination, it is necessary to change the social perception which accepts being disabled people equal to being marginal and dependent because of individual inadequacy. Besides, it is a requisite to change and improve the implementation of social policies which accompany this perception.

Awareness and knowledge levels regarding to disability discrimination are very low in many countries. However, for disabled people, it is easier to cope with the physical difficulties of being disabled than to cope with the discrimination and pressure that they get because of it.¹ In this sense, the disabled people's continuing to live their lives socially excluded and isolated is evaluated as discrimination. In recent years, with the aim of protecting the rights of disabled people and eliminating the discrimination against them, there have been some legal regulations in national and international areas. In the studies leaded by the United Nations, basic responsibility to eliminate the disability discrimination and harmonize these regulations with the human rights framework belongs to the governments. Transposition of the United Nations human rights framework to the municipal law, their effective implementation and imposing the sanctions can only be performed with the legal and institutional power of the governments. To fulfil the anti-discrimination and concrete policy objectives which are basically aims of these legal regulations, it is required to determine in which areas and to what extent disabled people experience discrimination. After determining the disability discrimination in social life, it will be easier to determine in which areas of the social life should be subject to more improvement. Non-discrimination and disabled people's exercising human rights effectively have formed the main theme of recent studies about disabilities. Today, from the national and international perspectives, the barriers preventing the disabled people's adequate social inclusion and civil rights usage are accepted to stem from social barriers, not from individual ones.² According to this thought, a disabled person's life is limited by the social, economical, cultural and political barriers and thus s/he lives a dependent life. Under the framework of the UN (United Nations), the objective of eliminating disability discrimination bears the aim of eliminating and resolving the negative perceptions, approaches and attitudes which might be resulted from the social prejudices towards the otherness among the society. As a part of the objective to eliminate the negative discrimination, this stated definition also includes the aim of eliminating and removing the barriers for individuals who, because of their disabilities, face with various barriers on the subjects of being treated equally and participating in every area of social life.

This approach accepts disabled people not as problems but as individuals who have the same rights with the individuals. More importantly, this approach aims to eliminate the problems of the disabled people that they face in social life. From this perspective, it examines different economical and social processes and their effects on disability discrimination. Like the human rights approach, social model approach defines disability as a restriction experience resulting from the social effects. In this context, it requires huge effort to eliminate the discrimination based on disability in its various forms and different dimensions. In order to reach the demanded benefit, together with the legal regulations, there should also be an integrated approach in which the

¹ Fine, M. and Asch, A. (1988) "Disability Beyond Stigma: Social Interaction, Discrimination and Activism", *Journal of Social Issues*, (44) 1, 3–21.

² Colin Barnes, Geof Mercer, Tom Shakespeare (1999), *Exploring Disability: A Sociological Introduction*, Polity Press, Cambridge.

knowledge, awareness and inclusion dimensions are included. Within this framework, there has been a disability culture to eliminate disability discrimination.³ As an important part of the effort of creating the disability culture, the ways that disabled people chose to struggle with the perceptions and the experiences related with the discrimination should be revealed. As a result, inclusion of the disabled people who are the actual subject of the issue into the process will be ensured. By giving place the thoughts and perspectives of the disabled people, this research aims to create awareness among big masses of the society and make the public institutions be aware of the issue. Undoubtedly, the disabled people who gave their own experiences and ideas are the real and actual subjects of this issue.

1.1. OBJECTIVE

It is highly crucial to reveal the perceptions and experiences of the disabled people in order to find out to what extent the legal regulations and institutional structures fulfil their aim to prevent discrimination and protect the rights of the disabled people. Determining the discrimination areas in social life and to what extent disabled people face with discrimination will also reveal what kind improvements should be made in the current legal regulation and institutional structures.

However, there is no doubt that the problem of eliminating disability discrimination can not be solved only by means of legal and institutional regulations. It is also necessary to increase the awareness concerning the disabled people in Turkey, to change the negative and inappropriate approaches towards disabled people and to make some efforts to integrate the disabled people with the society. The research “How Society Perceives Persons with Disabilities” carried out by the Administration for Disabled People in 2008, draw attention to this issue by making important observations with regards to increasing social awareness and sensitivity. In this research, it was examined whether disabled people were exposed to discrimination of certain social groups after the introduction of certain legal and institutional regulations and if they were so, in which frequency they faced the concerned discrimination. With the analysis of the responses to those questions, it was targeted to determine disability discrimination and to introduce certain policy recommendations to eliminate this discrimination. One of the objectives of this research is to make a report which can be a reference for the persons who take responsibility for making and implementing of public policies concerning discrimination and disabled people in politics and bureaucracy.

In this research, it is aimed to develop a technique to determine the areas and levels of disability discrimination; evaluate and assess the legal measures about the eliminating the discrimination; identify the areas where new measures are necessary and support policies and approaches which can help eliminate disability discrimination.

The frame of this study was prepared according to the “United Nations Convention on the Rights of Persons with Disabilities” which was adopted with the Law no 5825 in 2008. Under the framework of the Convention, it is aimed to determine the perceptions and experiences of the disabled people in the areas of education, employment, political rights, accession to justice, leisure time activities, participation in social life and access to information. As the Convention encumbers responsibilities especially to governments, this study aims to measure to what extent the governments implement their responsibilities in the legal and institutional levels.

In this study, it is aimed to determine the perceptions of the disabled people about discrimination and discrimination areas, legislation about the discrimination, level of knowledge about applications and support mechanism and their own individual struggling techniques against

³ Esra Burcu, *Being a Disabled Person in Turkey, A Research on Basic Sociological Characteristics and Problems*, Hacettepe Üniversitesi Publications, Ankara, 2007 quoted from Panol and McBride 2001.

discrimination. Discrimination perceptions and level of experiences of disabled people from the associations have been determined and they have been explained with certain variants such as age, gender, education etc.

It is aimed to find out the cognition level of the disabled people about the national and international regulations against discrimination and how they will respond when they are exposed to discrimination. The questions about the perceptions and experiences of disabled people in the areas of education, employment, political rights, access to justice, leisure time activities, participation to social life and access to information take place in this research.

Within this framework, the questions below were asked to the sample group. Titles of the questions and research problems are listed in the findings and result sections respectively.

Research Problems Concerning the Legislation Knowledge Level

1. What is the legislation knowledge level of the sample group?
2. Does the legislation knowledge level of the sample group differ according to:
 - 2a. Age,
 - 2b. Economic condition,
 - 2c. Place of residence,
 - 2d. Education level,
 - 2e. Rate of Disability
 - 2f. Gender,
 - 2g. Being unemployed or employed?
3. Does the legislation knowledge of the sample group differ according to the situation of applying and not applying the struggling ways against discrimination?
4. Does the legislation knowledge level concerning the discrimination differ according to
 - 4a. Level of perception regarding general discrimination
 - 4b. Level of individual perception of discrimination?

Research Problems Concerning the Area of Education

1. Are disabled people exposed to discrimination in the area of education?
2. Does discrimination differ depending on the perception level, age, education level, gender, economic situation, being employed or unemployed or having or not having social security?
3. Does the discrimination experience level differ in those who have a general perception of discrimination and in those who have the knowledge about the regulation and the Convention?
4. Does the discrimination perception differ depending on the disability type and severity?
5. What kind of discrimination do the disabled people face in the area of education more often?
 - a. In which frequency did the disabled people face with the direct discriminatory applications which restrict them benefiting from the education opportunities?
 - b. In which frequency did the disabled people face with discrimination because of the inconvenience of the educational institutions?
 - c. In which frequency did the disabled people face with the discrimination because of the absence of supportive services or technologies for them?
 - d. In which frequency did the disabled people face with the discrimination because of the fact that educational service providers do not have awareness?

6. Does the discrimination experience resulting from the physical inconvenience of the education area differ depending on the type and degree of the impairment and education level?
7. Does the discrimination experience resulting from the direct, unjust discriminatory behaviours and ill treatments differ depending on the type of disability?

Research Problems Concerning the Area of Employment

1. Are the disabled people exposed to discrimination in the area of employment?
2. What kind of discrimination are the disabled people more exposed to in the area of employment?
 - a. The frequency of the discrimination during the employment process,
 - b. The frequency of the discrimination during working life,
 - c. The frequency of the discrimination resulting from the physical inconvenience of the workplace
 - i. Does the discrimination resulting from the physical inconvenience of the workplace differ depending on the severity of disability?
 - ii. Does the discrimination perception resulting from the physical inconvenience of the workplace differ depending on the level of perception for general discrimination in the employment area?
3. Does the discrimination in the area of employment differ depending on the various demographical parameters such as age, gender, economic situation, education level or personal income?
4. Does the discrimination perception level differ between the people who have the perception of general discrimination and who do not have?
5. Does the discrimination in the area of employment differ depending on the type of disability?
6. Is there a relationship between disability and poverty?
7. Do the parameters having social security, personal income level, economic situation and education level make the relationship between disability and poverty differs from each other?

Research Problems Concerning the Area of Healthcare Services

1. What is the level of perception of general discrimination of the disabled people in the area of healthcare services?
2. Does the level of perception of general discrimination of the disabled people differ depending on the
 - 2a. Gender,
 - 2b. Social Security,
 - 2c. Type of disability,
 - 2d. Perception of general discrimination,
 - 2e. Individual perception of discrimination?
3. What is the level of discrimination experience of the disabled people resulting from their personal experiences in the area of healthcare?
4. Does the level of discrimination experience of the disabled people in the area of healthcare differ depending on any one of the following;
 - 4a. Social Security,

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- 4b. Type of disability,
 - 4c. Economic situation,
 - 4d. Level of perception for general discrimination,
 - 4e. Level of individual perception of discrimination,
 - 4f. Level of general discrimination perception in the area of healthcare?
 5. Does the discrimination experience of the disabled people resulting from the structural reasons differ depending on:
 - 5a. Level of perception for general discrimination,
 - 5b. Level of Individual perception of discrimination,
 - 5c. Level of perception of general discrimination in the area of healthcare,
 - 5.d. Economic situation ?
 6. Does the discrimination experience of the disabled people resulting from the social reasons in the area of healthcare differ depending on:
 - 6a. Perception of general discrimination,
 - 6b. Individual perception of discrimination,
 - 6c. Perception of general discrimination in the area of healthcare,
 - 6d. Place of residence,
 - 6e. Economic situation?
 7. What is the level of discrimination experience of the disabled people resulting from the service quality in the area of healthcare?
 8. Does the level of discrimination experience of the disabled people resulting from the service quality in the area of healthcare differ depending on the
 - 8a. Type of disability,
 - 8b. Type of social security?
 9. What is the level of discrimination experience of the disabled people resulting from the physical regulations in the area of healthcare?
 10. Does the level of discrimination experience of the disabled people resulting from the physical regulations in the area of healthcare differ depending on the
 - 10a. Type of disability
 - 10b. Severity of impairment ?
 11. What is the level of discrimination experience of the disabled people resulting from the scope of healthcare insurance?
 12. Does the level of discrimination experience of the disabled people resulting from the scope of healthcare insurance differ depending on the
 - 13a. Type of disability
 - 13b. Type of social security?
 13. What is the level of discrimination experience of the disabled people resulting from the undelivery of the necessary service required because of the Impairment?
 14. Does the level of discrimination perception of the disabled people resulting from the undelivery of the necessary service required because of the Impairment differ depending on social security owning situation?
 15. What is level of discrimination experience of the disabled people resulting from the negative approach of the healthcare personnel?

16. Does the discrimination experience of the disabled people resulting from the negative approach of the healthcare personnel differ depending on the
 - 16a. Severity of impairment,
 - 16b. Type of disability?

Research Problems Concerning the Political Rights

1. What is the voting frequency of the disabled people?
2. Does the voting frequency of the disabled people differ depending on the
 - 2a. Gender,
 - 2b. Social security,
 - 2c. Being employed or unemployed,
 - 2d. Age,
 - 2e. Type of disability,
 - 2f. Being congenitally disabled or not,
 - 2g. Education level?
3. What is the percentage of the disabled people attempting to be a member of a political party?
4. Is the perception of the disabled people concerning the policies of the political parties towards disabled people positive?
5. Does the perception of the of the disabled people concerning the policies of the political parties towards disabled people differ depending on
 - 5a. Being employed or unemployed,
 - 5b. Perception of general discrimination,
 - 5c. Individual perception of discrimination,
 - 5d. Age,
 - 5e. Type of disability,
 - 5f. Education level?
6. What is the level of perception of general discrimination of the disabled people concerning the political participation?
7. Does the perception of general discrimination of the disabled people concerning the political participation differ depending on the
 - 7a. Gender,
 - 7b. Perception of general discrimination in the area,
 - 7c. Perception of general discrimination,
 - 7d. Individual perception of discrimination,
 - 7e. Type of disability,
 - 7f. Economic situation,
 - 7g. Severity of impairment,
 - 7h. Education level?
8. What is the level of the discrimination experience of the disabled people in the political area?
9. Does the level of the discrimination experience of the disabled people in the political area differ depending on the

- 9a. General perception of discrimination in the area,
 - 9b. General perception of discrimination,
 - 9c. Individual perception of discrimination,
 - 9d. Type of disability?
10. What is the level of the discrimination experience of the disabled people in the voting sub-area?
11. Does the experience of discrimination of the disabled people in the voting sub-area differ depending on the
- 11a. Perception of general discrimination in the area,
 - 11b. Perception of general discrimination,
 - 11c. Individual perception of discrimination,
 - 11d. Age,
 - 11e. Type of disability,
 - 11f. Severity of impairment?

Research Problems Concerning the Access to Justice

- 1. What is the level of perception of general discrimination of the disabled people in the area of access to justice?
- 2. Does the perception of general discrimination of the disabled people in the area of Access to justice differ depending on the
 - 2a. Gender,
 - 2b. Social security,
 - 2c. Perception of general discrimination,
 - 2d. Individual perception of discrimination,
 - 2e. Place of residence,
 - 2f. Severity of impairment?
- 3. What is the level of discrimination experience of the disabled people in the area of access to justice?
- 4. How does the discrimination perception of the disabled people in the area of Access to justice resulting from their personal experiences differ depending on the
 - 4a. Perception of general discrimination in the area,
 - 4b. Perception of general discrimination,
 - 4c. Individual perception of discrimination,
 - 4d. Economical situation?
- 5. What is the level of discrimination experience of the disabled people in the area of access to justice?
- 6. Does the discrimination experience of the disabled people arising from people in the area of access to justice differ depending on the
 - 6a. Type of disability,
 - 6b. Severity of impairment,
- 7. What is the level of discrimination experience of the disabled people arising from people in the area of access to justice?

8. How does the discrimination experience of the disabled people arising from people in the area of access to justice differ depending on the
 - 8a. Perception of general discrimination in the area,
 - 8b. Perception of general discrimination,
 - 8c. Individual perception of discrimination,
 - 8d. Type of disability,
 - 8e. Economical situation?

Research Problems Concerning the Resting and Leisure Time Activities

1. What is the level of perception of general discrimination of the disabled people concerning the participation in the resting and leisure time activities?
2. What is the participation level of disabled people in spare time activities such as cinema, theatre and fairs?
3. What is the level of discrimination experience of disabled people concerning the individual discrimination articles in the area of resting and leisure time activities?
4. Does the level of individual discrimination experience of the disabled people differ depending on:
 - 4a. Gender,
 - 4b. Degrees (high vs. low) of perceived general discrimination concerning resting and leisure time activities,
 - 4c. Age,
 - 4d. Marital status
 - 4e. Type of disability
 - 4f. Place of residence in which the disabled spend most of their lives,
 - 4g. Economical situation of the family,
 - 4h. Severity of impairment,
 - 4i. Education level?

Research Problems Concerning the Inclusion in Social Life

1. What are the perceptions and experiences of disabled people about disability discrimination in terms of the inclusion in social life?
 - 1a. How often do disabled people feel that they are discriminated in terms of inclusion in social life on the basis of disability?
 - 1b. How often do disabled people experience discrimination in terms of inclusion in social life as a result of inaccessibility of the physical environment?
 - 1bi. How often do disabled people experience discrimination in terms of inclusion in social life as a result of the inaccessibility of the physical environment?
 - 1bii. How often do disabled people experience discrimination in terms of inclusion in social life as a result of discriminatory actions of individuals?
 - 1c. Is there a significant differentiation related with certain demographic variables such as age, gender, level of income, place of residence, severity and type of disability, in the perceptions and experiences of disabled people about the disability discrimination in terms of inclusion in social life?

Research Problems Concerning the Access to Information

1. What are the perceptions and experiences of disabled people about disability discrimination in terms of the access to information?
 - 1a. How often do the disabled people think that they are discriminated against in terms of access to information?
 - 1b. How often do disabled people experience discrimination in terms of access to information?
 - 1c. Is there a significant differentiation related with certain demographic variables such as age, gender, level of income, place of residence, degree and type of disability, in the perceptions and experiences of disabled people about the disability discrimination in terms of access to information?

Research Problems Concerning the Ways to Combat Discrimination

1. What is the distribution rate of disabled people to seek their rights in the fight against discrimination?
2. Is there a differentiation related with age, economic conditions, residential area, level of education, employment situation, severity and type of disability in fighting against discrimination?
3. What is the distribution rate of the ways the disabled people benefit from in fighting against discrimination?
4. What is the distribution rate of the reasons for not applying to the ways in fighting against discrimination?
5. What is the distribution rate about the awareness of recourse in disabled people in terms of fighting against discrimination?
6. What is the distribution rate of outcomes gained by persons who sought their rights by applying to any ways in fighting against discrimination?
7. What is the distribution rate related with receiving support from a source while seeking rights?

1.2. IMPORTANCE

Developments about protection of human rights of disabled people became more concrete with the efforts which began in the 1970s. The most significant among those efforts is the 2006 United Nations Convention on the Rights of Persons with Disabilities.⁴ The Convention which is the fundamental reference point in this research, gives the responsibility of preventing discrimination and protecting rights and freedom to the government.⁵ In that respect, the Convention has a form

⁴ Frédéric Mégret, "The Disabilities Convention: Towards a Holistic Concept of Rights", *The International Journal of Human Rights*, 12(2), 2008, p. 261; Erem İter, "İnsan Hakları Açısından Özürlü Kişilerin Hakları Sözleşmesine Genel Bir Bakış", *Öz-Veri* 4(1), 2007, p. 965; İdil Işıl Gül, "Bir Hak Mücadelesi Alanı Olarak Engellilik ve Engellilerin Haklarına İlişkin Birleşmiş Milletler Sözleşmesi", *Öz-Veri* 5(2), 2008a; İdil Işıl Gül, "Engelliliğe Dayalı Ayrımcılık", *Birikim*, 229, 2008b, p.45.

⁵ Aart Hendriks, UN Convention on the Rights of Persons with Disabilities, *European Journal of Health Law*, Nov, 2007, Vol. 14 Issue 3, p. 273-298.

in which the responsibilities of the government are listed, not the individual rights,⁶ and the control mechanism of the practice is defined.⁷ Economical, social and cultural rights are defined as an area where measures should be taken within the limits of the sources of the government and where improvements can be gradually developed. The Convention is the first and only international tool that provides a complete protection for the rights of disabled and that is binding.

Turkey signed the Convention in 30 March 2007 which became effective in 3 May 2008 after being adopted by twenty countries. The contract was ratified in the Grand National Assembly of Turkey and transposed into the domestic law with Law No 5825 of 31.12.2008. Besides this legal arrangement which is directly related to the disabled, 14th Article of European Convention on Human Rights, which Turkey accepted and accord its citizens the right of individual communication in case of violation of rights, and the protocol numbered Appendix 12, which was signed by the State of the Republic of Turkey in 4.11.2000, prohibit discrimination.⁸ Besides, Turkey's legal statute is in the process of alignment with the *acquis* of European Union (EU). European Charter of Fundamental Rights which was accepted in 2000 prohibits discrimination. Within the same framework, it is a legal arrangement for Turkey to be considered that "Council Directive 2000/78 EC of 27 November 2000 establishing a general framework for Equal Treatment in Employment and Occupation" gives the responsibility of the burden of proof to the employer in order to prevent discrimination in employment in case of complaints by the employee and anticipates making "reasonable accommodation" for the disabled.

In the legislation of the Republic of Turkey, there are articles related to preventing disability discrimination in various laws and legislations. These studies for preventing discrimination against the disabled are not only legal texts, but also institutional mechanisms which can be used by the disabled for both claiming their rights and also consultancy. Prime Ministry Human Rights Office, Provincial and District Human Rights Committees and Disabled Service Units of metropolitan municipalities are some of these mechanisms.

Harmonising with the international agreements that organise the rights of disabled rapidly, transposing the *acquis* of EU related with the subject and making the related institutional arrangements, The State of the Republic of Turkey prohibits discrimination based on disabled and provides them with legal support and institutional mechanisms which enable them to fight against discrimination. Law texts, which constitute the ground for public policy, are texts which make the people who see this power on their side more powerful as they are the basic references of the compulsive power of the state. Even though the assertive one does not directly resort to the jurisdiction, knowing that he is right in terms of laws supports his struggle. For that reason, it is very important that law texts support the disabled in terms of recognizing and fighting the discrimination against the disabled.⁹ International conventions which are accepted to remove the barriers preventing the disabled benefit from their rights as citizens and enable them to use their rights, and the laws, legislations and arranging processes of the administration which are the tools used to put these conventions into practice become effective only if they are known and adopted by the organisations of the disabled; it is possible to decrease the discrimination against the disabled and to make them more visible by decreasing the barriers which prevent the disabled to participate to social life. For that reason, it is important that the disabled have some opinion about

⁶ The Convention on the Rights of Persons with Disabilities , Article 4.

⁷ The Convention on the Rights of Persons with Disabilities , Article 34.

⁸ Naci Munci Cakmak, Legal Status of Disabled People In Terms of Turkish Public Law, Ankara University Institute of Social Sciences Department of Public Law (Administrative Law) Ph. D. Thesis Ankara-2006, p. 60, 61.

⁹ Robert F. Kilbury, John J. Benshoff ve Stanford E. Rubin, "The Interaction of Legislation, Public Attitudes and Access to Opportunities for Persons with Disabilities", *Journal of Rehabilitation*, October, November, December 1992.

the legal arrangements concerning the discrimination in terms of calling in and using the state power for fighting discrimination against the disabled.

Studies on the discrimination against the disabled are considerably limited not only in our country, but also in EU countries. In other words, there are not enough data considering in which areas the disabled people encounter discrimination. Searching the relation between discrimination and disability is regarded as necessary to make progress in the rights of the disabled. The result of these studies is expected to contribute in creating and utilizing public policies which will be used in fighting discrimination.

1.3. LIMITATIONS

The findings of this research are obtained from people who have a disability in five basic disability groups, are older than 18 years and a member of non-governmental organisations which carry out activities on disability. For that reason, the results obtained in this research belong to the disabled who are active in the organisations and should not be generalized for all disabled people. The results do not contain the disabled who have chronic, psychological and sensual disorders, who are younger than 18 years and who do not take place in organisational activities. A different survey has been prepared in order that the relatives of people with mental disabilities could answer considering that they may have difficulties in expressing their thoughts and emotions. In this survey which has been prepared for the relatives of the people with mental disabilities, the same questions which are asked to disabled are involved in the same manner. It is assumed that the responses of the relatives represent the people with mental disabilities. The framework of the survey which has been carried out within this research was prepared with reference to rights guaranteed under the United Nations Convention on the Rights of Persons with Disabilities. In the Convention, the rights of the disabled are tackled under twenty-six titles. Since collecting data concerning all these areas via surveys will take a considerable time, the research has been carried out under the frame of eight titles which are namely; education, employment, healthcare, politics, justice, spare time activities, participation to social life and access to information.

1.4. DEFINITIONS

Discrimination: It is defined as every kind of segregation, exclusion and limitation which hinder a group of people using their basic rights and freedoms under equal conditions with other people because of their language, religion, sex and physical differences.

Disabled: People who have difficulties in adopting communal life and meeting daily needs as a result of a congenital or acquired loss in physical, mental, sensual or social abilities at various degrees and who need protection, treatment, rehabilitation, consultancy and/or support services.

Mentally disabled: A person who has mental impairments at various degrees. In this group are; hypophrenia (mental retardation), Down syndrome, Phenylketonuria (if it caused mental retardation).

Hearing disabled: People who have partial or complete hearing loss in one or both of their ears. People who use a hearing aid are also included in this group.

Visually disabled: People who have partial or total loss of vision or Impairment in one or both of their eyes. People who use eye prostheses with visual loss, colour blindness and night blindness (nyctalopia) are also included in this group.

Orthopedically disabled: People who have inadequacy, deficiency and loss of function in their musculoskeletal system. Shortness, deficiency, overgrowth, exclamation, movement restriction, deformity, muscle weakness in arms, legs, feet, fingers and backbones; people who have bone

diseases, paralytics, cerebral palsy, spastics and who have spina bifida are also included in this group.

Speaking disabled: People who can not speak because of any reason or who have impairments in the speed, fluency and expression of speech or who have voice disorder. People who cannot speak even though they can hear, whose gullet has been removed, who use speaking aids, stutterers, people who have aphasia and disorders in their tongue-lip-palate-chin structure are included in this group.

People with psychological or mental illnesses: People who have difficulties in fulfilling daily life activities and maintaining interpersonal relations because of deviant patterns in emotions, thoughts and attitudes. Illnesses such as depression and schizophrenia are included in this group.

Chronic Diseases: Diseases which prevent people's working capacity and functions, and which require constant care and treatment (blood diseases, cardiovascular diseases, respiratory diseases, digestive system diseases, urinary tract disorders, dermatologic disorders, cancers endocrine and metabolic diseases, nervous system diseases, HIV)

2. THEORETICAL FRAMEWORK

In this research on disability; theoretical framework is tackled in line with the dimensions of human rights, legislation knowledge and sociology. The survey frame used within this research is based on United Nations Convention on the Rights of Persons with Disabilities which was adopted in December 3, 2008 by Decision no. 61/106 of the General Council of United Nations held in December 13, 2010 and was transferred to internal law with Law no. 5825, Thus, in the second part of theoretical frame, national and international literature in the respect of the convention was scanned and the findings on education, employment, healthcare, politics, justice, leisure time activities, participation to social life and access to information were discussed.

2.1.DISCRIMINATION BASED ON DISABILITY IN FOUR ACADEMIC AREAS

In the first part of theoretic national and international literature in the areas of human rights, legislation knowledge, sociology, psychology have been scanned related with disability discrimination.

2.1.1. Discrimination Based on Disability: Human Rights Dimension

The idea of universal human rights has been subject to political principles having a global identity and effect and legal norms after Second World War. More concrete developments about protection of rights of disabled people started in 1970's and 1980' and from 1980's, by gaining momentum, it produced many conclusion effective in a global dimension. The most important one of these conclusions is the 2006 UN Convention on the Rights of Persons with Disabilities.¹⁰ In this section, the progress of development of human rights of disabled people will be shortly summed up,¹¹ and the process of the Convention on the Rights of Persons with Disabilities will be focused on.

In universal human rights, there is an ever growing development including the struggle against discrimination based on race, belief, gender, disability, age and sexual orientation. It is evident that this development is directly within a connection of pressures of rights based social movements; the development of freedom is closely related with the pressure West democracy has been producing since 1970's about increasing rights of disabled people.¹²

The 1948 Universal Declaration of Human Rights establishing the general frame of human rights of agreement after 1945 determines the equality of being human and grounds of of dignity and while forbidding discrimination, states the forms of discriminations based on features as race, religion but a direct statement is not given about disabled people. It counted the grounds of discrimination within prohibition of discrimination with the statement "and so on" as an explicit list but it gave opportunity for the other discrimination forms which can emerge in different grounds such as disability to be included on the list. The same is also valid for the 1950 Convention on the Protection of Human Rights and Fundamental Freedoms (ECHR) concretizing Universal Declaration principles through Europe and the 1966 Twin Conventions of United Nations the International Covenant on Civil and Political Rights (ICCPR); and the International Covenant on Economic, Social and Cultural Rights (ICESCR). Since discrimination grounds are not counted in a

¹⁰ Mégret, 2008, p. 261; İltis, 2007, p. 965; Gül, 2008a; Gül, 2008b, p.45.

¹¹ The Turkish translations of international human rights instruments related to disability rights by the United Nations, European Council and European Union may be seen at this volume: Hakan Ataman and Hasan Sayim Vural, International Human Rights Legislation Against Discrimination, Human Rights Agenda, Ankara, 2007, p. 259-297.

¹² Mike Oliver, "The Politics of Disability", the declaration presented in Disability Alliance annual general meeting, 15 April 1983. <http://www.leedp.ac.uk/disability-studies/archiveuk/Oliver/dis%20alliance.pdf> (Access date:3.9.2010).

consumer way but regarded as open ended, the letter of these conventions is open for comments due to the fact that disability is one of the grounds of discrimination forbidden within conventions. Thus, interpretative opinion of organs of these conventions is also in this direction. But, this development is only seen recently and in limited cases¹³ and this situation has concretized the need for a human rights document defining and explicitly forbidding discrimination.¹⁴

Defining disability as a human rights issue and making a direct discrimination arrangement because of disability were made with 1975 Convention on the Rights of People with Disabilities (1975 DRDP). The 1975 DRDP underlined that disabled people have the same rights as non-disabled people, by doing so forbade direct discrimination and required arrangements over care and rehabilitation services for disabled people and necessary measures in order to prevent positive discrimination by creating equal treatment in education, job and jurisdiction.

In 1980s, this movement arose in developed countries mainly UK (United Kingdom) and USA (United States of America) and gained some power. 1980s were also an era when disability concept was analyzed both in the perspective of human rights and development within United Nations system. 1981 was declared to be International Disabled people Years; later 1983-1992 periods were declared to be United Nations Disabled People Decade and the activities of this decade were conducted under the guidance of World Action Plan accepted in 1982.¹⁵ In this period, expert organizations within United Nations also developed arrangements. Finally, Standard Rules of Creating Equality of Opportunity for Disabled people, 1993 was the most comprehensive regulation before 2006 Convention. The first international legal document where disability was explained as a ground of discrimination is United Nations Convention on the Rights of Children. As a part of these studies, United Nations Human Rights Commission assigned two reporters in order to analyze and report the violation of human rights of mentally disabled people. And in 1991, General Assembly made Protecting and Curing Mentally Disabled people principles.¹⁶ The first international convention whose aim is to struggle against discrimination especially for disability is Removing All Kind of Disability discrimination, which is accepted by American States Organization. The human rights of disabled people were developed within the participation of United Nations. In 2001 General Assembly constituted a committee of rights of disabled people.

After five years of study, this committee prepared the Convention on the Rights of Persons with Disabilities. The Convention was opened for signature in March 2007 and entered into force in May 3, 2008.¹⁷

The UN Convention on the Rights of Persons with Disabilities¹⁸ is the most advanced step under universal human rights law until now because it fulfils freedom within universal human

¹³ İdil İsil Gül, Protecting Physically Disabled people in Internal Law and Reflecting International Standards to Internal Law, Marmara University, Institute of Social Sciences, *Unpublished PHD thesis*, Istanbul, 2006. It was concluded in 5 numbered General Comment of Interpretative organ of Economic, Social Rights Committee of United Nations that the prohibition of discrimination as stated in Article 2 of the Convention includes discrimination because of "or any other reason" statement. CESCR General Comment No 5, Persons with Disabilities, 9.12.1994, E/1995. For Turkish: Ataman ve Vural, 2007, p. 285-292.

¹⁴ Gerard Quinn, Theresia Degener et. al. *Human Rights and Disability: The current use and future potential of United Nations human rights instruments in the context of disability*, OHCHR, United Nations Publication, New York and Cenevre, 2002.

¹⁵ Michael L. Perlin ve Henry A. Dlugacz, "'It's Doom Alone That Counts': Can International Human Rights Law Be an Effective Source of Rights in Correctional Conditions Litigation?" *Behavioral Sciences and the Law*, 27: 675–694 (2009) Published online in Wiley InterScience (www.interscience.wiley.com) DOI: 10.1002/bsl.895, p.687.

¹⁶ Perlin and Dlugacz, 2009, p. 688.

¹⁷ Perlin and Dlugacz, 2009, p. 691.

¹⁸ Convention entered into force in December 13, 2006. UN Treaty Collection, http://treatie.un.org/Pages/ViewDetail.aspx?src=TREATY&mtdsg_no=IV-15&chapter=4&lang=en (access date:

rights and it removes discrimination.¹⁹ The Convention which has a significant leading function not only from the aspect of searching rights of disabled people, but also for understanding universal human rights²⁰ is consistent with 1993 Creating Equality of Opportunity for Disabled people and World Action Plan which were accepted earlier by UN before in disability area. Convention was developed to answer a need which emerged from two observations. First one is that disabled people approximately makes 10% of world population and the problem of those people 80% of which live in developing countries is both a development problem and human rights problem. Secondly, current human rights documents have the potential which can be functional to protect rights of disabled people but with the help of proper comment, they stayed limited in fulfilling this potential. Just for this reason, convention does not create new rights for disabled people²¹ but it aims to make them benefit from their current rights completely and equally and it charges responsibilities for related states for this subject.²²

Looking at the general approach dominant in the convention, one can see that it gives opportunity for surpassing some dualisms subject to important debates in disability area. Firstly, it is seen that there is a right-based approach which gives opportunity to exceed individual (medical) model- social model dualism. Instead of seeing disabled people as objects of charity, medical-care or social protection practices, considering them subjects having rights make the basis of this approach. As subjects who can claim those rights and take decisions about their lives, disabled people are regarded as active members of society and members of family having equal dignity. Secondly, there is an integral approach which gives opportunity to surpass classical rights and social rights dualism²³ for rights of disabled people.²⁴ The Convention is not a text only acknowledging personal rights; it also has a structure which redefines citizen-state relation in order to benefit from rights. It was interpreted that the convention has an integral perspective which surpasses many dualisms in means of human rights.²⁵

According to the Convention on the Rights of Persons with Disabilities, the concept of “disabled” includes individuals who have long term physical, mental, intellectual or perceptual impairments which hinders them from participating fully and actively to social life under the same conditions with the other individuals.²⁶ With this aspect, it adopted a definition which merges social and physical definitions.²⁷ In the introduction part of convention, it is emphasized that “disability is a developing concept” and “disability situation is sourced from attitudes and environmental interaction which hinders equal and full participation of disabled people into society”.

3.9.2010). Also 27.5.2009 date and 2009/15137 numbered Decision of Assembly of Ministers, *official Newspaper*, 14 June 2009, 27288.

¹⁹ A detailed bibliography study by Mark Silverman <http://www.ucip.pitt.edu/euce/events/conferences/Accessability/-Biblio.pdf> (access date: 3.9.2010). Also, disability studies under United Nations may be viewed UN ENABLE web site: www.un.org/disabilities (access date:: 3.9.2010).

²⁰ Mégret, 2008, p. 262.

²¹ Camilla Parker and Luke Clements, “The UN Convention on the Rights of Persons with Disabilities: a New Right to Independent Living”, *European Human Rights Law Review*, 508, 2008.

²² Rosemary Kayess and Phillip French, “Out of Darkness into Light? Introducing the Convention on the rights of Persons with Disabilities”, *Human Rights Law Review*, (8)1, 2008; Mégret, 2008.

²³ Kathryn Ellis, “Disability rights in practice: the relationship between human rights and social rights in contemporary social care”, *Disability & Society*, 20 (7), 2005, p.691–704.

²⁴ Anna Lawson, “The United Nations Convention on the Rights of Persons with Disabilities: New Era or False Dawn?”, *Syracuse Journal of International Law and Commerce*, (34), 2007, p.563; Arlene S. Kanter, “The Promise and Challenge of the United Nations Convention on the Rights of Persons with Disabilities,

²⁵ Mégret, 2008, p. 261-278.

²⁶ First Article of Convention on the Rights of Persons with Disabilities

²⁷ Hendriks, 2007, p.273-298.

In the Convention, “discrimination based on disability” is defined within the context of “using political, economic, social, cultural, civil or any other human rights and basic freedoms fully and in equal conditions with others or benefiting from these in order to remove barriers which fulfills every kind of discrimination, exclusion or limitation” and fulfilling “reasonable accommodations”.

There are eight basic principles of the Convention: “Making his own choices, respecting human dignity and individual autonomy of people in order to cover making his/her own choices and independencies”; “non-discrimination”; “providing full and equal participation”, “ respecting diversities and accepting human diversities of disabled people as a part of humanity”; “equality of opportunities” ; “accessibility”; “gender equality”; “respecting development capacity and own identity of disabled children” (Article 3). Among these principles, full and equal participation in the society is arranged as a general responsibility for states (Article 4) and a right for individuals (Article 19, 29, 30). Non-discrimination principle which also includes fulfilling reasonable accommodations is also arranged as a general responsibility for related states (Article 4 and 5). Thus, non-discrimination principle which is taken as a basis in convention will cover direct and indirect discrimination forms.

Accessibility principle which may correspond to the aim of reasonable accommodation, is related with environmental accessibility for giving society as an integrating quality together with information and communication universe and it gives a general responsibility for related states (Article 9). Considering that human communities immensely lack accessibility for different disabled groups, it is seen that there is a need for a broad reasonable accommodation.²⁸ Undoubtedly, accessibility is both related with autonomy and full and equal participation and it is a critical component in means of many guarantees brought with Convention: Access to Justice (Article 13); participation in independent life and society (Article 19); access to information and communication services (Article 21); education (Article 24); health (Article 25) and habilitation and rehabilitation (Article 26) services; participation in political and social life (Article 29) and cultural life (Article 30).

Under the guidance of these basic principles, there are some regulations in Convention for guaranteeing the current rights of disabled people and their benefiting from those rights where they face with some barriers. Some parts of these are related with classical rights as equality in law (Articles 5, 12) right to life (Article 10) and individual freedom and security (Article 14). The other guarantees are related with social rights such as the rights to education (Article 24, health (Article 25) and employment (Article 27).

Besides being a binding legal instrument, the Convention also brings a guarantee which is enhanced with some mechanisms in order to audit application. It provides “focal points” necessary for state organization at national level, “a coordination mechanism” and as an attachment to these two building independent structures which will be subject to independency and participation principles of national organizations of human rights (Articles 33/1, 33/2). Within independent structures, participation of disabled people and non-governmental organizations representing them is basic (Article 33/3). The key point of International audit is Committee of Rights of Persons with Disabilities which has a semi-judicial function as agreements of protecting human rights under United Nations system (Article 34). Contracting Countries will present regular reports to Committee about applying Convention. The individual communication procedure which is brought to Convention with Optional Protocol²⁹ direct both violation of personal rights and responsibilities arising from Convention to contracting countries and is expected to be functional

²⁸ Anna Lawson, “People with Disabilities Impairments or Conditions, Reasonable Accommodation and the Convention on the Rights of Persons with Disabilities”, *Law in Context*, (26) 2008, p.62.

²⁹ UN Treaty Collection, http://treaties.un.org/Pages/ViewDetail.aspx?src=TREATY&mtmsg_no=IV-15-a&chapter=4&lang=en

adaptation the normative content of Convention with an interpretive way.³⁰ Especially for subjects such as contents of concepts as accessibility and reasonable accommodation and concretizing the responsibilities of States Parties under the frame of these concepts, Committee opinion will be informatively functional and bindingly valuable.³¹

2.1.2. Discrimination Based on Disability: Legal Dimension

The concept of discrimination against the disabled entered into law texts by the help of interpreting the articles of certain human rights documents, which defines discrimination in general, for the cases of discrimination based on disability, and then of United Nations Convention on the Rights of Persons with Disabilities which will solve the problem of regarding the disabled people as equal citizens and interpreting the discrimination prohibition from the disabled people's point of view, not by the texts directly prepared regarding this subject. The most important improvement around the World and also in Turkey in terms of legal supports related to discrimination about the disabled is "Convention on the Rights of Persons with Disabilities" which was opened for signature in 2007 by United Nations and signed by Turkey and accepted by Act numbered 5825. According to the 90th article of the Constitution of the Republic of Turkey,

"International agreements duly put into effect bear the force of law. No appeal to the Constitutional Court shall be made with regard to these agreements, on the grounds that they are unconstitutional. (Additional sentence: 7.5.2004-5170/7 clause) In the case of a conflict between international agreements in the area of fundamental rights and freedoms duly put into effect and the domestic laws due to differences in provisions on the same matter, the provisions of international agreements shall prevail."

For this reason, the place of Convention on the Rights of Persons with Disabilities and the other contracts in the hierarchy of norms are at the same level with the Constitutional text and the responsibilities of the state in fighting discrimination against the disabled are shaped with the Contract Relating to the Rights of Disabled.

In that sense, direct discrimination for any reason in enforcing the laws is prohibited in the Constitution of the Republic of Turkey if we reconsider to what extent legal basis on which The Republic of Turkey is based supports the disabled people's rights and freedoms as equal citizens. The 10th article of the Constitution regulates equality under the law:

"Article 10 - All individuals are equal without any discrimination before the law, irrespective of language, race, colour, sex, political opinion, philosophical belief, religion and sect, or any such considerations.

...

State organs and administrative authorities shall act in compliance with the principle of equality before the law in all their proceedings and in utilization of all forms of public services."

The scope of the 10th article of the Constitution is broadened with the Act Related to Making Changes in Some Articles of The Constitution of the Republic of Turkey numbered 5982 which was accepted in 7 March 2010 and on which a referendum was hold in 12 September 2010, and the expression "Measures ensuring equality between men and women, and protecting children, the elderly, disabled people, widows and orphans of martyrs as well as for invalid and veterans would not be considered a violation of the principle of equality" was added. Thus, not only the principle of equality in enforcing the law which prohibits discrimination, but also the principle of positive discrimination towards the disabled which will enable the disadvantaged people in taking the advantage of the law to be supported was added to the Constitution.

³⁰ Kanter, 2007; Lawson, 2007.

³¹ Lawson, 2008.

Another fundamental article in the Constitution is the article which regulates the right to education. In the 42nd article of the Constitution which defines the right to education, the disabled people's right to education is assured by assuring all citizens' right to education. In addition to that, indirect discrimination in education is prevented by pointing out that necessary measures will be taken for the ones who need special education:

"Article 42 - No one shall be deprived of the right of learning and education.

....

The state shall take necessary measures to rehabilitate those in need of special training so as to render such people useful to society."

Even though we see that this article focuses into society, not the disabled people, it is assured that the people who need special education will be provided with proper education.

Besides, the 14th article of the European Convention on Human Rights (ECHR) which the Republic of Turkey has accepted and accords its citizens the right of petition in case of violation; and the protocol numbered Appendix 12 which Turkey has signed in 4 November 2000 prohibit discrimination.³² The 14th article of the convention is as follows:

"The enjoyment of the rights and freedoms set forth in this Convention shall be secured without discrimination on any ground such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth or other status."

Discrimination for other reasons is also included in the definition with the expression "other status".³³ Even though discrimination based on disability is not included in article 14 and protocol numbered 12, there are precedents in which this article and protocol are defined as including disability.³⁴ European Court of Human Rights (ECtHR) which is responsible for controlling the Convention, has recognized the claim of a disabled person's being in trouble because of staying in a police station and jail in an environment without proper conditions; and regarded this situation as ill treatment and as the violation of the 3rd article of the Convention.³⁵ In this situation, it is obvious that the court takes a definition which includes indirect discrimination as a base. Since the State of the Republic of Turkey accords its citizens the right of individual communication to ECtHR, the court functions as a superior judicial body for citizens of Turkish Republic. In case of violation of the rights in the Convention because of discrimination against the disabled, it is possible to take discriminatory laws and practices to ECtHR after getting through all the ways of domestic laws.

Besides, considering that the Republic of Turkey is in the process of harmonizing its statute with the European Union, it is necessary to remind that there are expressions such as "Everybody is equal before the law" in the 20th article titled 'Equality Before the Law' and "1- Any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation shall be prohibited." in the 21st article titled 'Non-Discrimination' of the Charter of Fundamental Rights of the European Union which was accepted in 2000.³⁶ Within the same frame, it is a reference that Turkey should consider that "the Council Directive 2000/78 EC of 27 November 2000 Establishing a General Framework for Equal Treatment in Employment and Occupation" gives the responsibility of the burden of proof to the employer in order to prevent discrimination in employment in case of

³² Çakmak, 2006, p.60, 61.

³³ Çakmak, 2006, p. 141, 142.

³⁴ Çakmak, 2006, p.141, 142.

³⁵ Çakmak, 2006, p.199.

³⁶ Ahmet Demir, Discrimination Law in European Convention on Human Rights and Turkish Law, Post-graduate Thesis, Selcuk University Institute of Social Sciences Department of Public Law, 2007.

complaints by the employee and anticipates making “reasonable accommodations” for the disabled.

When we look at the projections of international contracts on the laws which are the means of implementing a policy directly, we encounter Act Related to the Disabled and Making Changes on some Laws and Legislative Decrees dated 1 July 2005 and Turkish Criminal Law which is dated 7 July 2005 and numbered 5237.

In the 3rd article of the Law Relating to The Disabled and Making Changes in Some Laws and Statutory Decrees, ‘rehabilitation’ is described as protective, medical, occupational, educational, recreational and psychosocial services provided for disabled people in order for “being sufficient for themselves and society” at home, work or in society, “becoming integrated with the society”, “taking all measures against discrimination”. In the 4th article, it is stated that discrimination against the disabled cannot be done and “fighting discrimination” is the “basis for policies towards disabled people.” In the 14th article which is related with employment, there is this expression; “in employment, no discriminatory practices against the disabled can be executed in any stages including choice of employment, application forms, choice process, technical evaluation, recommended working hours and conditions.”

With the article 37, 4th article of the Law Relating to Foundation and Broadcast of Radio and Televisions, which is dated 13 April 1994 and numbered 3984 that regulates the broadcasting principles to be followed in radio, television and data broadcasting, has been changed as not to promote violence and discrimination against the disabled.

Discrimination in property relations and public service is regulated under the title “Discrimination” in the Article 122 of Turkish Criminal Law numbered 5237 which came into force in 7 July 2005. The Article is:

“Any person who makes discrimination between individuals because of their racial, lingual, religious, sexual, political, philosophical belief or opinion, or for being supporters of different sects and therefore;

- a) Prevents sale, transfer of movable or immovable property, or performance of a service, or benefiting from a service, or bounds employment or unemployment of a person to above listed reasons,
- b) Refuses to deliver nutriment or to render a public service,
- c) Prevents a person to perform an ordinary economical activity,

shall be sentenced to imprisonment from six months to one year or imposed punitive fine.”

Although the developments about this subject provides legal support at the constitutional level against direct and indirect discrimination based on disability, indirect discrimination is not defined at the legal level. However, United Nations Convention on the Rights of Persons with Disabilities which has equal validity with the articles of the Constitution in the legal order of the State of the Turkish Republic defines the basis on which laws, regulations and practices should be based. In fighting discrimination, putting the opportunities provided by legal frame into practice is only possible with legal struggle. In that sense, creating institutional mechanisms where people can directly make an application for claiming their rights or for consultancy is very important. This institutionalisation in Turkey has been carried out in Prime Ministry Human Rights Office, Provincial and District Human Rights Committees and Disabled Service Units of metropolitan municipalities.

United Nations General Assembly has published a decree which emphasizes the importance of national institutions for protecting human rights and convokes the member countries to found such institution with the decision numbered 48/134 which was accepted in 20 December 1993. In Turkey, Human Rights Coordination Supreme Board was established with the notice of the Prime Minister according to this decision in 1997. Later on, Human Rights Directorate of the Prime Ministry whose organisation law was published in the Official Journal and put into force in 21 April

2001 was established in order that this board is legalised and institutionalised, and organised as to evaluate human rights violations. Among the tasks of the Human Rights Directorate are “investigating and searching the claims and petitions about the violation of human rights, evaluating the results of investigations and searches and coordinating studies about the measures”³⁷, and it is also stated that committees will be established which will “investigate and search the human rights violation claims on site and will be subject to a state minister appointed by the Prime Minister”³⁸. As a part of the process of securing the human rights, provincial and district human rights committees were established according to “Regulation concerning Task, Organisation and Working Principles of Human Rights Committees” which was published in the Official Journal in 2 November 2000. According to “Regulation concerning Task, Organisation and Working Principles of Provincial and District Human Rights Committees” which was published in the Official Journal in 23 November 2003 in order to change this regulation, among the tasks of provincial and district human rights committees are “investigating and searching human rights violation claims”, “investigating and searching barriers in protecting human rights and using human rights and freedoms; social, political, juridical and administrative reasons that cause violation of rights and making Recommendations about the solution to these problems to Governor’s Office and district governorate”, “carrying out necessary studies to prevent all kind of discrimination”.³⁹

Application to these committees are regulated as follows; “Application and help desks are established in the offices of chief clerks in governor and district governorates’ offices which will be easily accessed by everyone. A fulltime officer who will evaluate the applications is appointed by the governor or district governor.”⁴⁰ “Investigating and searching” these applications, “evaluating the results of investigations and searches”, “transmitting the results to Public Prosecution Office or related administrative authorities according to its subject” and “pursuing the result” are included among the tasks of provincial and district human rights committees.⁴¹

“Statistical data about number of the human rights violation claims made to 81 provincial and 892 district human rights committees has been published in every 6 months since 2004” by the Human Rights Directorate of the Prime Ministry.⁴² When this data for 2009 till August are examined, it can be seen that 84 applications were made which are directly related to the rights of disabled and these applications are grouped under the titles “job demands of disabled university students, demands for disability pension, complaints of disabled citizens who have disability pension about not being able to use their salaries, demands for increasing employment for the disabled, information request on how the disabled will be excluded from military service, violence against the disabled, problems about daily life encountered at work and public

³⁷ The Law on making changes in the additional tables of the decree in the force of law of general cadres and procedures and in the decree in the force of law about changing primer minister’s organization, article 2, <http://www.ihb.gov.tr/Hakkimizda.aspx#Kurulus> (06.09. 2009).

³⁸ “at least five people according to the investigation and research site chosen by a Minister of State who is appointed by the Prime Minister among the representatives of Prime Ministry, Ministry of Justice, Ministry of Internal Affairs, Ministry of Foreign Affairs, Ministry of National Education and Ministry of Health and people and occupational institutions that make studies about human rights”

³⁹ Regulation on the Task and Operation Principles of Provincial and District Human Rights Committees Article 9.

⁴⁰ Regulation on the Task and Operation Principles of Provincial and District Human Rights Committees Article 7. <http://www.ihb.gov.tr/KYonetmelik.aspx> (date of access: 06.09.2009). It is also stated that the appointed officer should have legislative formation.

⁴¹ Regulation on the Task and Operation Principles of Provincial and District Human Rights Committees Article 13.

⁴² Human Rights Directorate of the Prime Ministry; *Human Rights Bulletin*; Statistical Data about the number of the applications on human rights violation claims , August 2010, Issue: 2010/3 , <http://www.ihb.gov.tr/dosyagoster.ashx?id=142> (date of access: 07.09.2009).

transportation” and in terms of right to labour “employment demand of disabled and university graduate disabled citizens”.

It is stated in the regulation that these application desks in the committees are also carrying out the task of consultancy. Institutionalisation efforts in the area of human rights are going on. Draft law of “Turkey Human Rights Institution” which was prepared according to UN Paris Principles was forwarded to the Grand National Assembly of Turkey by the cabinet. As a result of the constitutional amendments which were accepted with the referendum held in 12 September 2010, it is anticipated that “Government Audition Board” should be established by the provisions added to the article 74 of the Constitution. Within the EU Harmonisation Process, the efforts to establish “Anti-Discrimination and Equality Institutions” and approve Optional Protocol of the Convention Against Torture (OPCAT) and constitute it as the national prevention mechanism are continuing.

Besides, metropolitan municipalities are directly responsible for “support and consultancy”. According to “Regulation of Disabled Service Units of Metropolitan Municipalities”⁴³ which came into force in 16 August 2006 after being published in the Official Journal, it is anticipated that:

“disabled service units which will provide briefing, awareness raising, direction, consultancy caring, social and occupational rehabilitation services in metropolitan municipalities for the disabled who live in metropolitan municipalities and adjacent areas in order to make it easy for them to be integrated in the society and to benefit from social opportunities equally as the non-disabled should be established. “Consultancy” function described in this regulation is expressed as “the studies to produce realistic solutions to the personal, familial, social and juridical problems of the disabled people who benefit from the unit caused by their disability and the problems of the disabled people and their families”.

Briefly it can be said that the State of the Republic of Turkey is aware of direct and indirect discrimination in terms of laws, prohibits discrimination and provides the disabled with social support and institutional mechanisms to fight against discrimination.

It is important to provide legal and institutional mechanisms to fight against discrimination, but it may not result if the people are not aware of these supports. For instance a disabled child’s benefiting from educational opportunities and fighting against discrimination in education depends mostly on whether his family is conscious about this issue. For that reason, the knowledge of the disabled people’s families about the rights of the disabled is very important. Since in this research the relatives of mentally disabled people who can not fill the survey form on their own are taken into consideration, the literature on this issue is also important. In a study about education which was carried out among a group of parents in the USA who have mentally disabled children, the awareness of the parents concerning their children’s educational rights and whether they are aware of the content of the form which was sent to them to subscribe their children to school is researched.⁴⁴ In this study it is found out that most of the parents do not know anything about this and various policies are suggested to solve this problem.⁴⁵ A study has been made in Turkey in which whether the parents of the children who need special education know the statute about this subject and it is determined that the educational level of mothers and whether they work or not, and the age of the fathers create a significant difference while the status of the child does not.⁴⁶ Considering that most of the studies in this area are researching the statute knowledge of public servants and parents with disabled children, finding out to what

⁴³ Regulation of Disabled Service Units of Metropolitan Municipalities, <http://www.ozida.gov.tr/yenimevzuat/4-6.htm>, (date of access: 07.09.2009).

⁴⁴ Boone Posalie and Patricia Smith, “How Much Do Black Parents with Exceptional Children Really Know About P.L. 94-142 and It’s Significance for Them: A Survey”, 1981.

⁴⁵ Posalie and Smith, 1981.

⁴⁶ Sibel Jusuf, Analyzing the Views of the Families Having an Individual with Special Requirements on the Information and Importance Level in terms of the Rights Laid Down by the Laws, *Post-graduate Thesis*, Ankara University, 2007.

extent the disabled people know about the statute and how this is related to discrimination perception and fighting methods will enable us to find out the importance of their participating in the control of the implementation of the contract and the briefing towards the groups which are expected to force the state when they need to fight against discrimination against the disabled.

In a study aimed at finding out whether The Disability Discrimination Act is known or not in UK, it is determined that the act is only known by the people who benefited from it.⁴⁷ Therefore it can be thought that these two process support each other. In a study on working disabled people, it is found out that the awareness level of people who were disabled when they get the job or who work with disabled people about the statute related to the rights of disabled are high.⁴⁸ Studies relating to the statute about special education are studies about the knowledge of statute concerning the disabled. In the study of John Kessell, Gary J. Wingenbach and David Lawyer, it is determined that female special education teachers know more about the statute when compared to male teachers and old teachers know more than the young ones.⁴⁹ In a research carried out in Isparta, it is found out that most of the relatives of disabled people (47.9%) know nothing about the statute concerning the disabled and with the addition of the relatives who say "I have no idea", this figure goes up to 64.3%.⁵⁰

Among a few studies that interrelate between discrimination and the disabled people's knowledge of statute is the study of Robert Kilbury, John Benshoff and Stanford Rubin.⁵¹ They have stated that accessibility and participation in social life increased with the formulation of public policy towards disabled people and that encountering between the disabled people and people who are not disabled as the participation increases and that it became possible to fight against discrimination and they have expressed that these processes support each other.⁵² In respect of enforcing Americans with Disabilities Act which prohibits disability discrimination in various areas, it is stated that it became possible for people who fight for rights of disabled with legal support to fight prejudices and discrimination in the society.⁵³

2.1.3. Discrimination Based on Disability: Sociological Dimension

Throughout the history, disability discrimination appeared in various forms.⁵⁴ In western industrial societies, disability has been perceived mostly as a personal tragedy.⁵⁵ This situation doubtlessly is closely related with type of production forms, norms and values which are dominant in the industrial societies.⁵⁶ Medical approaches towards disability have the quality of strengthening this notion. Infinite interferences to physical and mental entities of the disabled by social service and health experts and negative attitudes towards the disabled in the society from

⁴⁷ Deborah Foster, "Legal obligation or personal lottery?: Employee experiences of disability and the negotiation of adjustments in the public sector workplace", *Work Employment Society*, 2007; 21; 67.

⁴⁸ Foster, 2007, p.72.

⁴⁹ John Kessell, Gary J. Wingenbach ve David Lawyer, "Relationships between Special Education Confidence, Knowledge, and Selected Demographics for Agricultural Education Student Teachers", *Journal of Agricultural Education*, 2009, v50, n2 p.53-63.

⁵⁰ R. Saim Dalbay, Information, Expectation and Satisfaction Degrees of Disabled Relatives Related to the Social Policies for Disabled People (Isparta Sample), Unpublished Post-graduate Thesis, Suleyman Demirel University Institute of Social Sciences Department of Sociology, Isparta, 2009, p. 95

⁵¹ Kilbury, Benshoff and Rubin, 1992.

⁵² Kilbury, Benshoff and Rubin, 1992.

⁵³ Kilbury, Benshoff and Rubin, 1992.

⁵⁴ Safilios-Rothschild, transferred from 1970 by, Michael Oliver, *The Politics of Disablement: A Sociological Approach*, St. Martin's Press, New York, 1990.

⁵⁵ Barnes, Mercer, Shakespeare, 1999.

⁵⁶ Oliver, 1990.

neglecting to pity are the results of that kind of view. Sociological theory concerning disability has been developed within this frame.⁵⁷ Attempts of sociological approach to conceptualize disability emerged from the normality theory of American sociologist Talcott Parson in 1940s. According to Parsons, being normal is being healthy; therefore illness and disability are seen as deviation from normal.⁵⁸ However, we see that attempts began to change this approach in North America, Scandinavian countries and Western Europe from the 1960s on. The basic aim of this understanding can be defined as changing social perception which considers disability equal with marginalisation and dependence resulting from personal inadequacy, and social policy practices which accompany this perception. According to that, the disabled people lead a life which is limited and subordinated by social, economical, cultural and political barriers. Barriers that prevent a disabled person to participate in social life and use his civil rights are not personal, but social.⁵⁹ This new definition of disability requires a distinction between disability and impairment. The concept of impairment is more convenient for expressing a personal physical or mental deficiency or reservation; on the other hand, disability means the situation of being prevented or limited by modern social life which the disabled people face when participating in social life.⁶⁰

Distinction between disabled and nondisabled appears on the base of the perception towards people's lives and identities.⁶¹ For that reason, according to social model, perceptions, approaches and attitudes towards the "normal" are important in terms of determining perceptions, approaches and attitudes towards the different and also for determining the conditions of social existence of the people who are regarded as different. From this point of view, if the physical or bodily deficiency of the individual causes him to be regarded as different from the "normal" population and creates barriers preventing him from participation in social life, we need to mention about social disability. Social perception, approach and attitude towards the disabled makes the people socially disadvantaged who are already disadvantaged because of their physical deficiency. The aim of the social model is "to make disabled people perceived as individuals who can do everything that the "normal" members of the society can do and to prevent seeing the disabled as half-people. The most critical result of the opposite perspective is discrimination."⁶² When considered theoretically, discrimination operates on the differences of the individuals. Attributing negative values to certain kind of differences and developing attitudes from these differences by using social and economical power cause discrimination.⁶³

Perceiving disability socially and conceptualising discrimination against the disabled through the social model do not mean rejecting the importance of disability or proper medical intervention. On the contrary, it provides a means to create social policy targets required for converting the living conditions of the disabled.⁶⁴

On the other hand, the social model provides a perspective including other kind of social inequality and discrimination situations which the disabled people encountered in participating social life and benefiting from the civil rights, which result from gender, class, ethnicity and racial differences.

⁵⁷ Barnes, et. al. 1999.

⁵⁸ Colin Barnes, "The Social Model of Disability: A Sociological Phenomenon Ignored by Sociologists?", *The Disability Reader: Social Science Perspectives*, Tom Shakespeare (ed.), Continuum International Publishing Group, London, 1998.

⁵⁹ Barnes, et. al. 1999.

⁶⁰ Barnes, 1998; Esra Burcu, 2007.

⁶¹ John Swain, Sally French, "Towards an Affirmation Model of Disability", *Disability & Society*, 15(4), 2000: 569–582.

⁶² Burcu, 2007, p. 10 quoted from Morris 2001

⁶³ Liz Sayce, "Beyond Good Intentions: Making Anti-discrimination Strategies Work", *Disability & Society*, 18 (5), 2003.

⁶⁴ Barnes, 1998.

Today, social policy approaches are basically shaped on the social model frame. Social model asserts its international validity with the definitions and regulations of United Nations (UN) and World Health Organisation (WHO), and establishes the common and dominant frame in the European Union (EU) countries. The approach of the Republic of Turkey towards disability and persons with disabilities is shaped within the frame of the social model.⁶⁵ The target of UN to prevent discrimination based on disability contains the aim of removing the barriers before the disabled who encounter problems with equal treatment and participation in social life.

The target of preventing discrimination against the disabled became one of the primary social policy targets both at theoretical level and at the level of national and international institutions. Perceiving disability as an experience of constraint encountered because of social effects, in other words dealing with disability within the social model caused the emergence of such kind of an understanding. On the other hand, suppressing various kinds of discrimination based on disability at different dimensions requires a multidimensional understanding and effort. Making legal and administrative regulations is not sufficient alone, it is necessary to deal with the dimensions of knowledge, awareness and participation together in order to gain the expected advantage. Within this frame an idea to create a disability culture is emerged in order to suppress discrimination based on disability. The emergence of the social model is required to be assessed as a result of the interference of such kind of a disability culture.⁶⁶ A considerable part of creating a disability culture should be composed of revealing the ways to cope with perception of discrimination experience and discrimination. By the help of this, disabled people who are the addressees of the regulations to remove discrimination will be integrated into the process.

2.1.4. Discrimination Based on Disability: Psychological Dimension

It can be said that prejudice and stereotypes are effective in the basis of discrimination against the disabled individuals. Stereotypes are defined as “cognitive frameworks consisting of information and beliefs about certain social groups or typical features that are thought to be gained by individuals by being a part of these groups”.⁶⁷ Stereotypical jurisdictions have an impact on our perceptions and comments relating to other people.⁶⁸ Holland states that prejudice “consists of a combination of trivialization and overgeneralization.”⁶⁹

Negative attitude or prejudice towards the disabled people is a concept which has been propounded in many studies.⁷⁰ Bowman states that attitudes towards the disabled are not unidimensional.⁷¹ For example; according to a study which he carried out, attitudes towards the disabled may change according to the individual’s perceived features. For instance, as the severity of disability increases, evaluation about the ability of the disabled people to perform job activities become more negative.⁷² Another relevant factor is the effect of interpersonal environment, in other words attitudes may vary according to the degree of social distance. For example, when

⁶⁵ Burcu, 2007.

⁶⁶ Panol ve McBride transferred from 2001 by Burcu, 2007.

⁶⁷ Judd, Ryan ve Parke, quoted from 1991 by, Robert A. Baron and Donn R. Byrne, *Social Psychology*, Allyn & Bacon, Boston, 2000, p. 226.

⁶⁸ Susan A. Basow, *Gender stereotypes and rolep*. Pacific Groves CA: Brooks/Cole, 1992.

⁶⁹ Morris K. Holland, *Psychology: An introduction to human behavior*, D. L. Heath Company, Los Angeles, 1974, p. 308.

⁷⁰ Phyllis A. Gordon, Jennifer Chiriboga Tantillo, David Feldman, Kristin Perrone, “Attitudes regarding interpersonal relationships with persons with mental illness and mental retardation” *Journal of Rehabilitation*, 70 (1), 2004, 50-56.

⁷¹ James T. Bowman, “Attitudes toward disabled people: Social distance and work competence”, *Journal of Rehabilitation*, January/February/March, 1987, 41-44.

⁷² Bowman, 1987.

there is no close relationship, attitudes towards all disabled people become more positive.⁷³ In other words, the people's desire to interact decreases as the relation becomes closer,

Prejudices concerning the disabled individuals cause them to encounter difficulties in performing their roles and achieving various targets.⁷⁴ In other words, it is stated that disabled people are subjected to discrimination based on the prejudices in many areas of life. Conceptually, discrimination is defined as negative attitude towards the group members who are subjected to prejudice or the prejudice that takes action.⁷⁵ Therefore, stereotypes and prejudice is highly related with discrimination. According to the definition of Deaux, Dane and Wrightsman, discrimination is "unfair treatment to the members of a certain group in comparison with the treatment to the members of other groups."⁷⁶ Discrimination can be direct such as keeping away from the members of a certain group or displaying violent behaviours to them.⁷⁷ Discriminatory behaviours might also be obscure (indirect). People who have indirect prejudice tend to deny their prejudices and discriminatory behaviours, their prejudices and discriminatory behaviours might be seen in their indirect behaviours.⁷⁸ One of the examples of indirect discrimination is non-functional compromising –or tokenism. In tokenism, people might behave positively to the group members to whom they are strongly prejudiced in fact.⁷⁹ For example, a company employs a few disabled people; hereby the company shows that it is not discriminating. However, the company may not give the disabled the chance to be promoted like the people who are not disabled; they can be employed in lower status.

Another concept which is closely related to discrimination is the social stigma. Stigmatized individuals are defined as "the people who have qualities and features which mark a social identity which is seen worthless in a certain society or the people who are thought to be so."⁸⁰ The members of the stigmatized groups or the groups that are subjected to prejudice may tend to internalise this trivialization situation and this situation may cause them to have negative perception of self. Of course, this situation is not valid for every individual, however some studies show that social stigma harms disabled people's perceptions of their selves.⁸¹

In sum, discrimination and social stigma not only cause the individuals to have unequal opportunities in many areas (inadequate job opportunity, therefore inadequate income, inadequacy in social interaction, etc), but also might affect their psychological health negatively.

2.2. DISCRIMINATION IN VARIOUS SOCIAL DOMAINS

The framework of the survey carried out within the scope of this research is based to the United Nations Convention on the Rights of Persons with Disabilities, accepted by the decision 61/106 of the General Assembly of the United Nations and transferred into the domestic law by the law no. 5825 on December 3rd, 2008. In second part, for using in evaluation of the research findings, national and academic literature have been reviewed in eight main topics; education,

⁷³ Bowman, 1987.

⁷⁴ Richard F. Antonak and Hanoch Livneh, "Measurement of attitudes towards persons with disabilities". *Disability & Rehabilitation*, 22 (5), 2000, 211-224.

⁷⁵ Baron and Byrne, 2000.

⁷⁶ Kay Deaux, Francis Dane, Lawrence C. Wrightsman, *Social psychology in the '90s*. 6th Edition. Brooks/ Cole Publishing Company, California, 1993, p. 355.

⁷⁷ Baron and Byrne, 2000.

⁷⁸ Cigdem Kagitcibasi, *Human and Humans Today: An Introduction to Social Psychology*, 11th edition, Evrim Publishing House, Istanbul, 2008.

⁷⁹ Baron and Byrne, 2000.

⁸⁰ Hogg and Vaughan, 2007 quoted from Crocker, Major and Steele, 1988.

⁸¹ Hogg and Vaughan, 2007.

employment, health, politics, justice, leisure time, social life and accessibility and main findings have been discussed.

2.2.1. Education

Most of the difficulties that disabled people face in being a part of social life and benefiting from the equal opportunities are related to the area of education. Discriminative sensations, approaches and attitudes that disabled people face, as stated in the II. Council on Disability Education Commission Report, include a wide perspective about education⁸². Here, disability discrimination in education will be dealt with in the frame of education opportunities that adult disabled people face in higher education and their experiences with that and their way to cope with it. The literature that includes more basic levels of education will be dealt in the sense of vocational high schools and in order to identify common problem areas in preventing discrimination in the area of education.

Benefiting from educational opportunities is important for disabled people not just for gaining the knowledge and skill needed for their personal development, but also for their vocational success and earning the means for an economically independent living.

In Burcu's research entitled 'Being a Disabled Person in Turkey', sample group answered the question of whether they can make enough advantage of the educational opportunities as they can not make enough advantage with 54,9%. The percent of the people who think they can make enough advantage of the educational opportunities is 45,1%.⁸³

However, according to Turkey Disability Survey Second Analysis Report, disabled people are mostly excluded or in an unequal place. 36,3% of the disabled people in Turkey are not literate. 14,9% are literate but a graduate of any level of school. 33% has been graduated from primary school. 5,2% have been graduated from secondary school. 1,4% of the people who have graduated from the 8-year elementary education must also be added to this ratio. 5,6% have been graduated from high school and the ratio of the graduates from high schools and their equivalents are 1,3%. College and bachelor's degree graduates are only 1,8%. According to these results, it can be thought that disabled people are not provided with educational opportunities enough or they cannot reach those opportunities.⁸⁴

Also, it is not possible to say that there exist enough studies about the discrimination that young disabled people face in the area of education. Taking the limitedness of the statistical data into account, the limitedness of data related to this area becomes apparent. However, it is possible to make some deductions from the current data and a few important studies in the area. According the data that Student Selection and Placement Center (ÖSYM), the total number of students that had applied to student selection examination (ÖSS) in 2009 is 1.350.124. Among those students, 1.229.800 students had been successful in the exam and had become entitled to make a preference. The number of disabled students that had applied to ÖSS in 2009 is 1.404, and among those students, 1.232 students had been successful in the exam and had become entitled to make a preference. In 2004, 1.728.076 students had been participated in Higher Education Entrance Exam. Among those, 1.362.208 had become entitled to study in a programme of higher education. Among those participants, 1.143 students were disabled and 817 of them had become entitled to study in a programme of higher education.⁸⁵ As it is apparent, there has been an increase in the number of disabled students that applied in higher education and had been

⁸² ÖZİDA, 2005.

⁸³ Burcu, 2007

⁸⁵ İsmail Tufan and Özgür Arun, *Türkiye Disabled Epople Investigaton, 2002 Analiz*, <http://www.ozida.org>, 2006.

⁸⁶ www.osym.gov.tr

entitled to study in a programme of higher education after passing the entrance exams. This creates an optimistic status, however if we compare it to the total number of disabled people, it can be understood that this numbers are unsatisfactory. The unequal status and applications that disables students face, sometimes, make up direct examples of discrimination. One of these is the statement “As we do not have the facilities to educate disabled people; disabled people must not prefer”, which was written in the 2009 ÖSYS Guide of Higher Education Programmes and Quotas in the conditions and descriptions set for the students that would make preferences, which have also been subject to the juridical application of Association of the Visually disabled, Social Rights and Research Association, Turkish Association of Muscular Diseases, Turkish Disabilities Association with the reason of being against the prohibition of discrimination in the law. This approach is apparently a discriminative implementation and a crime according to laws.⁸⁶

The students that have made to higher education are experiencing difficulties because of many discriminative regulations and applications. According to the study⁸⁷ conducted among Hacettepe-Beytepe students by Esra Burcu, it can be said that disabled university students share the same needs and problems with non-disabled students; however, disabled students face these needs and problems much more. According to this, it is stated that visually disabled students have problems in accessing course materials and physically disabled students are obliged to face the problems based on the physical conditions of the campus.

Another study⁸⁸ conducted by Dökmen and Kislak with 70 students, 35 of which is disabled and the other 35 of which is non-disabled have presented similar conclusions. According to the conclusion of the study, two groups of students share similar problems, but disabled students may face discriminative applications since the university is not designed according to the needs of disabled students.

As the conclusions of both studies suggest, studying in higher education does not resolve the problems that disabled students face in social life. Because of the discriminative regulations and applications, disabled students face various problems in higher education.

International literature does also support these evaluations. As Tinklin and Hall cite from Barnes, it is proved that disabled people cannot reach the level of higher education in a study conducted in Britain, in 1990.⁸⁹ According to this citation, in higher education, the problems that the disabled students in higher education face consist of five categories. These are listed as the accessibility of physical environment, access to the information, discouraging manners and assumption of normality.⁹⁰

Similarly, according to the study of West, Kregel, Getzel, Zhu, Ipsen and Martin, the problems that disabled students face in higher education are lack of understanding of university administration, academic stuff, faculty and other students, lack of applicable support and accommodation services and inaccessibility of buildings.⁹¹

Both in higher education level and in utilization of public and private education opportunities, the barriers that disabled people face are one of the important reasons why

⁸⁶ Turkish Disabilities Association, <http://www.tsd.org.tr/ayrimciligin-izahi-olmaz-6007>

⁸⁷ Esra Burcu, “The Problems of the Disabled University Students: Hacettepe Beytepe Campus Students Sample”, *Hacettepe University Journal of the Faculty of Letters*, 19(1): 83-103, 2002.

⁸⁸ Zehra Y. Dökmen, Şennur T. Kışlak, “Comparison of the Psychological Characteristics and Problems of the Disabled and Non-Disabled University Students”, *Kriz Dergisi*, 12(2): 33-47, 2004.

⁸⁹ Quoted from Barnes 1991, T. Tinklin, J. Hall, “Getting Round Obstacles: Disabled Students’ Experiences in Higher Education in Scotland”, *Studies in Higher Education*, 24, 1999.

⁹⁰ Tinklin, Hall, 1999.

⁹¹ Quoted from West et. al. 1993 Paul Stanley, “Student with Disabilities in Higher Education: A Review of the Literature”, *Collage Student Journal*, Vol. 34, Issue 2, 2000.

disabled people have difficulties in working life. Being lacking in certain information and skills are the reasons why disabled people can not be employed or be employed less; and even if they are employed at all, they are paid less.⁹²

On the other hand, according to Deal, the expressions of the invisible discrimination cause obstructive results on disabled people's equal usage of educational opportunities as much as the direct discriminative approach, regulation and attitudes. For example, when more basic levels of the education are in question, rather than the disabled children are educated in the integrated environment with the support of schools, supporting their education in separate schools thinking that they could receive a high quality education reveals a restrictive result on the social interaction of disabled with non-disabled.⁹³

Mainstreaming can be defined as the education of both disabled and non-disabled students in the same educational environment as long as special education service support is provided when needed.⁹⁴ Mainstreaming education, which is applied to abolish both direct and indirect or invisible discrimination with the doctrine of "providing equal education for everybody" and is gained wide currency, is seen as a positive approach for providing information and skill to people as expected from education and for accomplishing its socialising functions. In the literature, the debate about whether private schools or mainstreaming education is better varies.⁹⁵ The literature in question will not be debated in this research, but the studies about preventing discrimination will be mentioned.

In this literature, it is stressed that the students have built friendship relations after mainstreaming education and social interaction level have positive results mutually. Expected results for mutual and significant social interaction exclude the risk of ill treatment of disabled students by the others. Similar positive attitudes and behaviour models cannot be improved when private education institutions are in question. In this case, unfriendliness and discriminative approaches to disabled students are seen.⁹⁶

Achieving success in mainstreaming education is closely related to the features of the institutions and the persons who provide education and receive education. In the study conducted by Mutluoglu (2008) on the vocational education schools that is expected to have an important role on preparing disabled people to working life, dealing with the apprenticeship training system in Turkey according to disabled people, the administrators of the vocational education centres, trade association and voluntary institutions working for the disabled are of the same opinion with more effective and wide attendance of the disabled to the apprentice training. However, the approaches of the administrators are that the disabled must have job training in separate places and in separate programmes. This must also be regarded as discrimination.⁹⁷

On the other hand both in vocational training and in formal education, it has been discovered in the studies that the effort to improve educators' level of awareness can result in positive effects.

⁹² Brett O'Hara, "Twice Penalized: Employment Discrimination against Women with Disabilities", *Journal of Disability Policy Studies*, Vol. 15, No. 1, 2004 quoted from . Yelin & Cisternas, 1996

⁹³ Mark Deal, "Aversive Disabilism: Subtle Prejudice toward Disabled people", *Disability & Society*, Vol. 22, No. 1, January 2007.

⁹⁴ Gulliford and Upton, 1992; Quoted from Kırcaali İftar, 1992; Osborn ve Dimattia, 1994 Sema Batu, Gönül Kırcaali İftar, Yıldız Uzun, "The Views and Suggestions of the Teachers in a High School Where Students with Special Needs Are Combined", *Ankara University Faculty of Educational Sciences Journal of Special Education*, 5(2), 2004: 33–50.

⁹⁵ Özlem Gözün and Ahmet Yıkımsı, "The Effectiveness of Informing the Prospective Teachers on Mainstreaming on Their Changing Attitudes to Mainstreaming Education", *Ankara University Faculty of Educational Sciences Journal of Special Education*, 5 (2), 2004: 65–77.

⁹⁶ G. Bunch; A. Valeo, "Student Attitudes toward Persons with Disabilities in Inclusive and Special Education Schools", *Disability and Society*, 19 (1), 2004: 61–76.

⁹⁷ ÖZİDA, 2006 quoted from Mutluoğlu, 2008.

In the study that conducted by Gözün and Yıkımsı,⁹⁸ it is stated that there has been a positive change in the attitude and approach of prospective teachers to the combined study. Therefore, the current literature also shows that teachers have lack of information related to the topic; in-service and auxiliary support education are expected to meet an important deficit in the area of education in getting rid of the discrimination arising from lack of information and experience of teachers.

Also; the studies have shown that keeping informed both teachers and the parents on mainstreaming education and the special needs of the disabled people have important results in making differences in their approaches and views.⁹⁹

On the other hand, another important point in literature in preventing discrimination is the ability to perceive the barriers that disabled people face as not personal problems, but the ability to identify as discrimination socially and institutionally with a wide range of view.¹⁰⁰ Thus, it can be thought that the ways struggling will pave the way for more systematic efforts in order to abolish discrimination.

There is a need of a totalised but at the same time a differentiated approach in education; in other words in literature there is an inclination that is sensitive to disabled students' different needs but at the same time to give them an equal education, starting from an inclusive approach.¹⁰¹

2.2.2. Work and Employment

The reasons of disabled people' being away from working life is related to various discriminatory behaviours and regulations. Among those, there are direct discriminations like ill treatment (orally, psychologically or physically), or more indirect discriminations like wage discrimination, insecurity of work, or inaccessibility of buildings and inadequacy in transportation.¹⁰²

According to Barnes, disabled people are jobless not because of they wanted, but because of they can not eliminate the barriers.¹⁰³

IV. Council on Disability themed about the participation of disabled in working life stressed in "Commission Report" that consists of an important part of the general social policy. In the report, it is stressed that the right to work is a human right and the employment of disabled and continuing it are among the duties of the social state. In this context, it stated that the measures about the employment of disabled and its continuity correspond to both the national and international level social policy objectives. As the report suggests, employment of the disabled people is not only an indicator of participating in social life in equal conditions, but also a requirement. From this point of view, one of the places where disabled people face many problems appears to be working life.¹⁰⁴

⁹⁸ Gözün and Yıkımsı, 2004

⁹⁹ Batu et. al. 2004 quoted from Şahbaz, 1997; Baykoç Dönmez, Aslan and Avcı, 1997.

¹⁰⁰ Susan Holloway, "The Experience of Higher Education from the Perspective of Disabled Students", *Disability and Society*, 16(4), 2001: 597–615.

¹⁰¹ Jackie Goode, " 'Managing' Disability: Early Experiences of University Students with Disabilities", *Disability and Society*, 22(1) 2007: 35–48.

¹⁰² Rob Kitchin, Peter Shirlow ve Ian Shuttleworth, "On the Margins: Disabled people' s Experience of Employment in Donegal, West Ireland", *Disability & Society*, Vol. 13, No. 5, 1998.

¹⁰³ Kitchin et. al. 1998 quoted from Barnes 1994.

¹⁰⁴ Turkish Prime Ministry The Administration for Disabled People, *IV. Council on Disability, Employment, Commission Reports and General Assembly Debates*, 16-20 November 2009, Ankara.

According to the results of the Turkey Disability Survey announced by The Administration for Disabled people in December 2003, disabled people consist of 12.29% of the population, but their participation in the working life is just 21.7%. In other words, only one of the five disabled people is working in the labour work market.¹⁰⁵ The low employment level stated regarding the work must be a starting point to recognise the barriers that disabled people face in getting employed and continuing their work.

The discrimination that disabled people face in working life, starting from the employment level, includes various problems including those they face in working life. These can be dealt in four main categories. There are: 1. Discrimination at Employment 2. Discrimination in working life 3. Inaccessibility of Physical Environment, 4. Multiple Discrimination.

2.2.2.1. Discrimination in Recruitment

In the study entitled "Being a disabled person in Turkey", it is found that the disabled people that were interviewed were not employed or earning money from irregular, unstable works. According to the study, disabled people have difficulties in getting a job and profession. 71,1% of the sample group stated that they are having difficulties in benefiting from the opportunities of getting a job or profession.¹⁰⁶ Most of these problems are said to be related to the first employment level.

Disabled people are away from working longer than non-disabled people, when compared.¹⁰⁷ As the experience in area of work and having sufficient knowledge are the primary requirements, disabled people who are away from work for long times and away from working habits and experiences affect their status in their working life badly.¹⁰⁸

Disabled people are two times unqualified. In England, unqualified ratio of the disabled population among 18-19 year student, however this figure is 28% for non-disabled. This means that disabled people face barriers in participating in working life.¹⁰⁹ In this case, vocational education is of crucial importance for disabled people who does not have sufficient education level in order to get in working life. Kitchin, Shirlow ve Shuttleworth also stressed the importance of vocational education in order to get a job.¹¹⁰

Attitudes of the employer are also significant in the employment of the disabled people. Graham and Jones, conducted face to face interviews with 56 people in Canada face to face and the disabled people who participate in group works said that potential employers fear of disabled people. Thus; education of employers and companies are the common wish of disabled people. The expectations of the sample group and the approaches to be successful in their jobs, in other words, their way to cope with the barriers they face in working life are included in the analysis. They have stated that they have build approaches like, during disabled people are applying a job, putting the focus on anything other than their disability or using an entertaining approach about their disability. Personally, building a strong patience and making a positive awareness about their

¹⁰⁵ ÖZİDA, 2005 quoted from Turkey Disability Survey, 2003.

¹⁰⁶ Burcu, 2007.

¹⁰⁷ Yelin & Cisternas, 1996'dan aktaran, O'Hara, 2004

¹⁰⁸ Dilek Baybora quoted from Barnes, 1994, "Discrimination Againsts Disabled in Working life", Conferences of Social Politics, 51. Book, İstanbul, 2006.

¹⁰⁹ Kingsley Purdam, Reza Afkhami, Wendy Olsen ve Patricia Thornton, "Disability in the UK: Measuring Equality", *Disability & Society*, Vol. 23, No. 1, 2008.

¹¹⁰ Kitchin et. al. 1998.

disability are stated as the other ways to cope.¹¹¹ According to the study of Pudram, Afkhamia, Olsen and Thornton, it is stated that disability constitutes an important barrier for calling the disabled people to a job interview.¹¹²

According to the studies, employments of disabled people takes place after informal regulations; therefore it causes being out of guarantees like official contact, employment laws and thus causing disabled people to work in low-wage, half-qualified or non-qualified jobs with no chance of promoting.¹¹³

Another problem group in participating in working life is the barriers that arise from social environment and family. The group that participated in the study of Wehbi ve El-Lahib in Lebanon is 67% jobless. Among those 133 persons who are jobless, 101 had never worked in any job. This group of people never worked consists of the mentally disabled people who were not allowed to work by their parents. Among the reasons why their family prevented them there are the concerns of security and the worries about whether a mentally disabled people can do any job. Another reason is that the families find it more appropriate that the disabled people do simple housework at home. The other disabled group of non-workers consists of the disabled people who have stated that they have decided not working thinking that their physical disability would prevent them working. According to the study, those who work are more centred in service industry and 71% of them do their own works. The ones that do not own their workplaces are working in the positions such as sales person or industry worker on temporal basis. Those who own their workplaces stated that after their family established a business after the negative experiences they have experienced before, they have decided to participate in working life overcoming the barriers of physical environment or utilizing the advantages of working near their home. As it is seen, the institutional or constitutional barriers that disabled people face during their employment affect their working choices, and cause them to use their own ways of coping with the difficulties of working life.¹¹⁴

2.2.2.2. Discrimination in working life

According to the research carried out by Esra Burcu, when people in the sample group are asked whether they face with discrimination in their workplace or not, they respond that they do not face with discrimination in a significant rate. (71%)

The other 29% of the people who claimed to have problems in the workplace indicated that the main problems they faced was the physical inconvenience of the workplace environment and the transportation for work. Not being accepted in the workplace was the second leading problem with 21%.

The other problems mentioned are stemmed from “inability of the disabled people to use their professional knowledge and skills” (13.7%) and “the perception related to not being able to benefit from the disabled people” (16.7%)

The problem areas of disabled people area especially; being away from socially ascent areas, employing them in jobs which they cannot do instead of the ones they can do or only employing them in certain jobs and by doing so making them away from social interaction resulting indirect

¹¹¹ Michael Shier, John R. Graham, Marion E. Jones, “Barriers to Employment as Experienced by Disabled People: A Qualitative Analysis in Calgary and Regina, Canada”, *Disability & Society*, Vol. 24, No. 1, 2009 quoted from Magee, 2004.

¹¹² Pudram et. al. 2008.

¹¹³ Kitchin et. al. 1998 quoted from Martin vd.

¹¹⁴ Samantha Wehbi and Y. El-Lahib, “The Employment Situation of People with Disabilities in Lebanon: Challenges and Opportunities”, *Disability & Society*, Vol. 22, No. 4, June 2007.

discrimination.¹¹⁵ And the studies support this finding. According to this, it is seen that disabled people are not employed in jobs where they may get into communication with the members of society.¹¹⁶

Besides, they are offered lower wage than expected. Low wage causes the following ones to be low also. It is hard to determine whether giving low wage is arising from lack of qualities or discrimination. Disabled people may get low wage according to many reasons. The main reasons are low level of education and professional experience of disabled people.¹¹⁷

One of the important reasons of discrimination in working life is the prejudiced attitude of employers. According to research of Kitchin, Shirlow and Shuttleworth in England, prejudiced attitude of employer includes discrimination, ignorance and fear. Because of this attitude, disabled people need to work harder at work.¹¹⁸ Crudden, Sansing and Butler also made a similar observation over the research they had done over visually disabled people. According to this, employers are afraid of disabled people, on the other hand, they are not aware about what disabled people can do.¹¹⁹ Nevertheless, even if the employer is not prejudiced, discrimination might occur. On the other hand, being exposed to discrimination lowers the work performance of disabled people and enhances the problems they face in the working life.¹²⁰

Shier, Graham and Jones made interviews with 56 individual and conducted focus group studies in Canada. According to this research, the discrimination situation of disabled people were counted as; discrimination because of employer, labelling and ignorance of labor force. As it is underlined in the research, the discrimination disabled people face is defined in two ways; personal and social. According to this, we need to mention two situations in order to keep the job: the role of employer in ending the job of disabled people and other factors limiting the chances to keep up the job or causing the person to quit job. It can be discussed whether the factors mentioned in the second sub-title are voluntary or personal. For example, a disabled person's leaving his job because of personal care reasons may seem voluntary at first but we also consider the discrimination approaches and regulations, which make him, need special things in order to keep up his disabled life.¹²¹ As many answers of the research also stated, work environment may also not be suitable for disabled people. Therefore, there is a need to prevent discrimination arising from work environment in supportive work environment.¹²² In the research, it was shown that discrimination and labelling are the basic factors disabled people face. In disability related areas, public education is regarded as the way supporting equality and esteem in the life of disabled people. For this reason, especially employers and other employees should be educated about the barriers disabled people face in work environment; this is the most important social policy aim.¹²³

Another subject to underline here is to make a difference between direct discrimination and indirect discrimination or invisible discrimination, which presents itself in approaches, and applications both in the legal and in practical area. It may be said that direct discrimination against disabled people in public is tend to be prevented as discrimination universally. The

¹¹⁵ Burcu, 2007.

¹¹⁶ Baybora, 2006 quoted from Oliver, 1990

¹¹⁷ Burcu, 2007.

¹¹⁸ Kitchin, et. al. 1998.

¹¹⁹ A. Crudden, W. Sansing ve S. Butler "Overcoming Barriers to Employment: Strategies of Rehabilitation Providers", *Journal of Visual Impairment and Blindness*, Vol. 99, No. 6, 2005.

¹²⁰ Özid, 2006.

¹²¹ Shier, Graham, Jones, 2009 Magee, 2004.

¹²² Shier et. al. 2009 quoted from Scheid, 2005.

¹²³ Shier et. al. 2009.

increase of disabled people in working life is an indicator of this. However, it is hard to make the same observation for indirect or invisible discrimination.¹²⁴ In working life, the results of invisible discrimination may be as serious as the results of direct discrimination. Besides, it is hard to observe invisible discrimination or indirect discrimination. Low wages of disabled people in various jobs,¹²⁵ low career expectations and lower professional support¹²⁶ are the indicators of invisible discrimination. The study shows that compared to non-disabled people, even if the disabled people show similar success, employers have little expectations from them.¹²⁷ Because of invisible discrimination, 1/3 of disabled people were found to lose their jobs after the year they were employed. This ratio is 1/5 in non-disabled people.¹²⁸ According to research done in England with 2064 individual 47% of whom were disabled people, 17% of sample group stated they faced discrimination at work environment.¹²⁹ The rate of people who stated existence of prejudices and ill treatment is 37%. It should be underlined here that the aim to prevent the barrier avoiding the disabled people from benefiting the equal opportunities in working life aim should also include invisible-indirect discrimination presented in approaches, regulations and attitudes.

2.2.2.3. Discrimination arising from Inaccessibility of Physical Environments

One of the major problems concerning employment and work of disabled people is their access to work place. According to reserach conducted by Kitchin, Shirlow and Shuttleworth, just because of the fact that the necessary regulations in the area of public transportation are so inadequate and also the accessibility at workplace is limited , disabled people have some struggles and challenges not only at the stage of employment but also to continue the job. The lack of necessary and adequate regulations in the sense of public transportation is the main difficulty of the disabled people to access to the work place. On the other hand, inaccessibility of work places for the orthopedically impaired is one of the major and serious problems. In this framework, it should be emphasized that as long as the accessibility to workplace was not assured for disabled people, it would be a futile effort to try to persuade the employers to employ disabled people.¹³⁰

2.2.2.4. Multiple Discrimination Cases

It is an absolute fact that the dimensions and degrees of discrimination that disabled people encounter vary depending upon the socially constituted "normality" and/or "ideal" identities together with impairment. To exemplify, women have generally doubly disadvantaged than men because of both their gender identities and disability.¹³¹

Moreover, barriers generating from both the discrimination by gender and the discrimination against the disabled people blockade disabled women. Generally, disabled women are more home-dependent than the disabled men are.¹³²

¹²⁴ Deal, 2007.

¹²⁵ Deal, 2007 quoted from Blackaby, et. al. 1999.

¹²⁶ Deal, 2007 quoted from Colella & Varma, 1999.

¹²⁷ Adrienne Colella, Arup Varma, "Disability-Job Fit Stereotypes and the Evolution of Persons with Disabilities at Work", *Journal of Occupational Rehabilitation*, 9(2), 1999: 79–95.

¹²⁸ Deal, 2007 quoted from Burchardt, 2000.

¹²⁹ Deal, 2007.

¹³⁰ Kitchin, vd. 1998.

¹³¹ William John Hanna; Betsy Rogovsky, "Women with Disabilities: Two Handicaps Plus", *Disability, Handicap and Society*, 6(1), 1991: 49–63.

¹³² Lina Abu Habib, "Women and Disability, Don't Mix!: Double Discrimination and Disabled Women's Rights", *Gender and Development*, 3(2), 1995: 49-53 quoted from Boylan, 1991

In view of Gmelch, the participation rate of disabled women into work is relatively lower than disabled men and disabled women have less chance to receive training in educational institutions.¹³³ As to O'Hara, disabled women receive low wages in their jobs.¹³⁴ A similar finding is well stated in the studies done by Wehbi ve El-Lahib. According to that research, participation of both the young girls and women to the education and employment is rather lower than that of men. On the other side, disabled women, generally works at home as domestic labourers or in family based business; however just because of the fact that their labour is unpaid they are quietly invisible.¹³⁵

Consequently, it should be taken into consideration that disabled women, comparatively to disabled men, are deprived of the training and labour opportunities because of double discrimination they encounter and even those of employed undergo many more challenges and difficulties in employment and in working life work than disabled men.

2.2.2.5. Disability and Poverty

The relationship between disability and poverty is directly proportional. While disability deepens poverty, the poverty deepens disability.¹³⁶ Kitchin, Shirlow and Shuttleworth highlight the economic and social results stemming from the undesirable conditions of disabled people with so many disadvantages and also express that their burden of much more expenses in the name of lingering on intensifies these results. As to disabled people, they meet their expenses or their expenses should be undertaken by governmental support. For the disabled people, unless unemployment or ill pay can be compensated in the framework of social security system, they could be under minimum living standards and even the exposure to the poverty could be realised.¹³⁷ Within this scope, the undesirable results of unemployment particularly for the disabled people could be listed as social isolation/solitude, lack of identity, lower self-reliance and self esteem.¹³⁸ Even though the disabled people have a position in which they receive lower wages or they do not have any job, they encounter much more expenses to linger on.¹³⁹ From this point of view, unemployment together with higher living and nursing expenses could result in indebtedness for the disabled people.¹⁴⁰ Burchardt expresses that disabled people tend to be in poverty risk group comparatively to non-disabled people, as well.¹⁴¹ Discrimination mostly has a function which complicates poverty experience because a social barriers knot accompanying poverty experience and intensifies the results.¹⁴²

According to research results conducted in Sultanbeyli based on a questionnaire with 96 disabled people over 15 age although unqualified and unemployed labour force is rather high because of the region's own demographic features, disabled people could not work in connection with lack of training and not finding employment and moreover, they live on with the financial assistance by the government and non-governmental organizations. In the interviews, it becomes apparent that the disabled people in sample could not find employment on the grounds of the limitation of employment opportunities, the low level of education and the unqualified labour

¹³³ Diane E. Taub, Penelope A. McLorg, April K. Bartnick, "Physical and Social Barriers to Social Relationships: Voices of Rural Disabled Women in the USA", *Disability & Society*, Vol. 24, No. 2, 2000 quoted from Gmelch, 1998.

¹³⁴ O'Hara, 2004.

¹³⁵ Wehbi, El-Lahib, 2007.

¹³⁶ Kauppinen, 1995'ten aktaran Peter Beresford, "Poverty and Disabled People: Challenging Dominant Debates and Policies", *Disability and Society*, 11(4), 1996: 553-567.

¹³⁷ Kitchin, et. al 1998 quoted from Berthoud vd. 1993.

¹³⁸ Kitchin et. al 1998 quoted from Lonsdale, 1990.

¹³⁹ Purdam et. al.2008 quoted from Smith et. al. . 2004 and Thornton 2005'

¹⁴⁰ Purdam et. al.2008 quoted from Grant 1994.

¹⁴¹ Purdam et. al. 2008 quoted from Burchardt 2004.

¹⁴² Beresford, 1996.

force, although they have a desire for working. Disabled people who could not have a chance to benefit from formal employment opportunities develop some strategies for living relying on informal means through social mechanisms, which reproduce self-enclosed and present social relationships such as citizenship associations. As to those who could not realise this, they are trying to live on with the assistance by government and non-governmental associations (benevolent associations).¹⁴³

2.2.3. Discrimination in Healthcare Services

Discrimination faced with access to healthcare services have been visible with studies related with problems experienced in direct service access or negativities over health indications of disabled individuals rising from inability to reach to service. Studies have shown that compared to the others, disabled individuals are facing many problems over access to basic preventive healthcare services. Disabled people use less basic preventive healthcare services than non-disabled people do.¹⁴⁴ Besides, general health indicators of this group is more negative than the non-disabled ones,¹⁴⁵ their preventive emergency service notifications are higher.¹⁴⁶ And also, their notifications about not getting answer to their needs are much more.¹⁴⁷

The barriers faced in healthcare services are analyzed in various titles including “structural-environmental” and “about process” in¹⁴⁸ related literature or “structural”, “financial” and “personal/cultural”¹⁴⁹ Considering that a systematization related with the source of such discrimination will be beneficial for understanding the discrimination in health, “structural barriers” and “personnel related barriers” in healthcare services have been taken as a basis. While “structural barrier” title uses physical environment, arrangements, laws and regulations in order to define barriers not related with people such as the installation of healthcare system, insurance coverage of healthcare services, “personnel related barriers” title is used in order to define the barriers rising from the attitude of health personnel.

2.2.3.1. Structural Barriers that Prevent Benefiting from Healthcare Services

We may count, inexistency of slopes, parking areas, accessible treatment rooms, proper equipment within the discrimination experienced because of the installation of the health service.

The barriers that orthopedically disabled people face are generally about access, physical-environmental adaptability have been seen as the barriers such as inability to provide proper equipment and treatment rooms. In her study where Esra Kilimcioğlu Güler has analyzed hospitals in one city, she has determined that the disabled people are carried on arms to upper polyclinics in a state hospital to where they should apply in order to get health report, this is a striking

¹⁴³ Mehmet Turgut, “Sultanbeyli Ölçeğinde Özürlülük ve Yoksulluk”, http://www.ibb.gov.tr/sites/sdb/Documents/isom/ayin_makalesi.pdf (İstanbul Büyükşehir Belediyesi).

¹⁴⁴ Diab& Johnston 2004 quoted from Karen Hwang, Mark Johnston, David Tulsy, Trevor Dyson-Hudson and Eugene Komaroff, *Journal of Disability Policy Studies*, 2009: 20; 28; Schopp, Sanford, Hagglund, Gay & Coatney 2001, Steinberg, Willings, Barmada, & Sullivan 2002 quoted from Mari-Lynn Drainoni, et. al. “Cross-Disability Experiences of Barriers to Health-Care Access” *Journal of Disability Policy Studies*, Vol. 17, no. 2, 2006, p. 102.

¹⁴⁵ Campbell, Sheets & Strong 1999; Thompson 1999, quoted from Hwang et. al. 2009, p. 28.

¹⁴⁶ Bindman et. al. 1995; Campbell et. al. 1999, Langendoen, 2004 Thompson 1999 quoted from Hwang et. al. 2009, p. 28; Coughlin et. al. 2002, Long et. al. 2002 quoted from Drainoni et. al. p.102.

¹⁴⁷ Lezzoni et. al. 2002; Jha et. al. 2002; Kroll, Beatty,& Bingham 2003; Kroll& Neri, 2004 quoted from Hwang et. al. 2009, p. 28.

¹⁴⁸ Kroll, 2006 quoted from Karen Hwang et. al. 2009, p.29.

¹⁴⁹ Institute of Medicine 1991 quoted from Mari-Lynn Drainoni et. al., 2006, p.102.

example.¹⁵⁰ Physical-environmental barriers are still a problem in many countries. It was found out in a study made in USA that most of the clinics are not accessible in means of inducing or physical access.¹⁵¹ In another study conducted in USA, two of three sample group have been observed to have problem about benefiting from special clinics and special personal help services.¹⁵² Comparatively fewer studies made in Turkey, even though the Ministry of Health has a circular letter¹⁵³ about this issue, problems are still going on even in state hospitals.

If we have a look at the financial sourced problems of healthcare system, which are classed within structural barriers, in studies, conducted in USA about the access of disabled people to healthcare services, it has been mentioned that more highly disabled ones and the ones who have more serious problems are having much more economical difficulties.¹⁵⁴ Besides, covering supportive equipments and rehabilitation service is another common problem in USA.¹⁵⁵

In Turkey, the studies about the disabled people's benefiting from healthcare services are almost none. If we look at the studies conducted in Turkey: It has been determined in the study of Said Bodur and Yasemin Durduran which they have carried about disabled children's benefiting from healthcare services in one city that 16.7% of the disabled children family do not have a health insurance, hospitals are the first preference of most (53.5%), 28.3% of families do not find these institutions physically proper.¹⁵⁶ Besides, enough and necessary conditions are not provided for mentally disabled children and the families of disabled children have to make more personal expenses compared to families who do not have disabled children.¹⁵⁷ In one study made in Turkey about with the relatives of disabled people has showed that, the mostly desired things in health service access is positive discrimination and not paying contribution money (33,8%), free health service. 52,8% of the relatives of disabled people demand to amend this process and health service amount.¹⁵⁸

2.2.3.2. Personnel related Barriers that Prevent Benefiting from Health Services

Different results have been assembled about the attitudes of healthcare employees to disabled people. It has been determined in most of the studies that healthcare employees have a negative attitude towards disabled people.¹⁵⁹ The process and employee problems of disabled people about access to healthcare service are determined as; communication problems, long waiting times,¹⁶⁰ inability of the doctor to analyze the situation,¹⁶¹ answer the question, sparing the necessary time,¹⁶² access problems.¹⁶³ Discrimination is also nourished with cultural barriers and prejudices. In a study made in USA, the beliefs and perceives of healthcare personnel are

¹⁵⁰ Esma Kilimcioglu Guler, Evaluation of Appropriateness of Medical Environments and Relations for Disabled People in An Ethical Context, Unpublished Ph.D Thesis, Department of Deontology and Medicine History of Institute of Medical Sciences of Cukurova University, Adana, 2005. p. 137.

¹⁵¹ Grabois, Nosek, & Rossi, 1999 quoted from Hwang et. al. 2009, p. 29.

¹⁵² Hagglund, Clark, Conforti, & Shigaki, 1999 quoted from Hwang et. al. 2009, p. 29.

¹⁵³ Dated 05.06.2008, numbered 2008/43 circular letter of Ministry of Health

¹⁵⁴ Beatty & Dhont, 2001; Jha et. al. 2002 quoted from Hwang et. al. 2009, p.29.

¹⁵⁵ Bingham & Beatty 2003 quoted from Hwang et. al. 2009, p. 29.

¹⁵⁶ Said Bodur and Yasemin Durduran, "Level of Benefitting and Expectations of Disabled Children from Healthcare Services in Konya", *General Medicine Magazine*, 2009, 19(4): 169-175.

¹⁵⁷ Bodur and Durduran, 2009, p.174

¹⁵⁸ Dalbay, 2009, p.80.

¹⁵⁹ Wills1978, Livench 1984 Chubon 1982 Duckworth 1988 Potts and Brandt 1986 quoted from Güler, 2005, p.122.

¹⁶⁰ Coughlin et. al. 2003 quoted from Hwang et. al. 2009, p. 29.

¹⁶¹ Kroll & Neri 2004 quoted from Hwang et. al. 2009, p. 29.

¹⁶² Lezzoni et. al. 2002; Kroll et al 2004 quoted from Hwang et. al. 2009, 29.

¹⁶³ Hagglund et. al. 1999 quoted from Hwang et. al. 2009, p. 30.

important for the services they give, their unawareness of environmental- social model affect the service and turns the service into a punishment.¹⁶⁴

It has been observed in the study made in UK over eight million basic health service and 1000 mentally disabled people interviews that, the people in sample group (need to call in a certain time) can not use the appointment system, can not remember the time and date of the appointment, basing on their previous experiences, they have worries about that the service providers will not treat them well.¹⁶⁵ In a study made with people with Down syndrome in UK, approximately 30% of the sample group thinks that they have been approached in a discriminative way.¹⁶⁶ It has been stated that, healthcare services are not equally accessible for disabled people having learning disability as they are for the other population.¹⁶⁷ It has been found out that this group has much more health problems compared to general population but most of these necessities are not covered and they apply to preventive healthcare services less than general population.¹⁶⁸ It has been said that, the personnel do not have awareness about people with learning disabilities, they are not able to communicate as necessary and it is arising from their prejudices about the group and their families.¹⁶⁹

When looked from the side of disabled group, it was seen in a research done with service providers in USA that, mostly hearing-impaired people (33%) were thought to have problem over access to health.¹⁷⁰ Other groups, which were thought to have problem, were mentioned as mentally disabled people (10%) and orthopedically disabled people (7%), less service provider thought that visually disabled people would have problem.¹⁷¹

In a study made in one city of Turkey, it has been found out that 31.8% of the family of the disabled children are complaining about healthcare services, 21,3% find health personnel attitude negative. Complaints include "being rude to disabled, getting rid of him/her, staring in a disturbing way".¹⁷² Approximately half of the families are expecting attention, easiness, priority, physical and psychological support in health service, free treatment and device support.¹⁷³

In her research on general hospitals in one city, Güler has found out that, hospitals are not sufficient in means of physical conditions but doctors are prone to make positive discrimination to disabled patients about the problems of the process.¹⁷⁴ In her research, it was seen that doctors are protective, safeguarding for physically disabled people, they are trying to solve the effects of the physical problems by approaching in a special way.¹⁷⁵

It has been mentioned that the health personnel working with disabled people over access to healthcare services should have sensitivity training about disabled people equivalence but this

¹⁶⁴ Linda L. Treloar, "People with Disabilities – the Same, but Different: Implications for Health Care Practice", *J. Transcult Nurs*, 1999; 10; 358-364.

¹⁶⁵ Greater needs, limited access, *Bull World Health Organ*, 2009; 87: 252.

¹⁶⁶ Neil O'Connor, "Down with discrimination", *Nursing Older People*, October vol.16, no.7, 2004.

¹⁶⁷ Sowney ve Barr, 2004 quoted from Gates 2003.

¹⁶⁸ Espie and Brown 1998; Royal Collage Nursing 1998; Stanley 1999, Twycross et. al. 1999 quoted from Sowney and Barr, 2004, p.248.

¹⁶⁹ Barr et. al. 1999, Numas 1998, Stanley 1999 quoted from Sowney and Barr, 2004, p. 248.

¹⁷⁰ Drainoni vd, 2006, p. 133.

¹⁷¹ Sara S. Bachman; Drainoni Vedrani; Mari-Lynn Mark; Carol Tobias, ve Lisa Maisels, "Provider Perceptions of Their Capacity to Offer Accessible Health Care for People With Disabilities", *Journal of Disability Policy Studies*, 2006; 17; p. 133.

¹⁷² Bodur and Durduran, 2009, p. 172.

¹⁷³ Bodur and Durduran, 2009, p. 174.

¹⁷⁴ The scale Güler has used is a scale that is previously used by other researchers in order to find out the attitude towards disabled people.

¹⁷⁵ Güler, 2005, p.120.

training is not functional to prevent disability discrimination.¹⁷⁶ Being the most crowded health employees, nurses being aware of the “equal access” concept is very important for disabled people access to healthcare services.¹⁷⁷ Health facilitator (the person whose duty is to usher the way to services in health institutions) can play a role about equal access.¹⁷⁸

2.2.4. Political Rights

Barriers about using their political rights are generally limited to basic right, voting. Disabled people, who face many barriers in many ways, are much more limited to use their political rights compared to non-disabled population. This issue can be analyzed as indirect discrimination because of the inability to provide proper opportunities and it can be analyzed as direct discrimination because the mentally disabled people are forbidden to use their rights.

2.2.4.1. Barriers for Use of Political Rights

The direct and indirect discrimination that the disabled people face when using their political rights can be observed in their behaviour to political participation. In many studies, it has been revealed that disabled people participate in elections less than non-disabled¹⁷⁹ and older disabled people’s political participation is quite low.¹⁸⁰ In the census made in USA in 2000, disabled people used 20% less vote among the voters who had same demographical features.¹⁸¹ It has been found out in USA that disabled people register to electoral roll 15% less than non-disabled, and the registered ones use 14-21% less vote. It is hard to explain this, as disabled people are generally not interested in politics. The reasons are stated as: most of the disabled people do not know where to register; the ballot boxes are not physically accessible.¹⁸² Therefore, we may say there is a link between the low interests of disabled people in institutional politics and the discrimination they face in this area.

In most of the studies done in USA, it has been found out that inability to reach the ballot boxes physically is a common issue.¹⁸³ In one of these studies it has been found out that 33% of the boxes do not have simple accessibility needs such as a disabled parking area, slope, sloping pavement and lowered polling booths.¹⁸⁴ In the same study, it has been observed that visually disabled voters have been observed to have problem to find someone to read them the information about the box, they feel humiliated and some of them has given up to vote because they were so fed up with voting through someone else over years.¹⁸⁵ It has been stated in the studies made about the voting of disabled that this issue should not just seen an access problem,

¹⁷⁶ Christine M. Tilley, “Health Care for Women with Physical Disabilities: Literature Review and Theory” *Sexuality and Disability*, vol. 16, No.2, 1998, 87-102.

¹⁷⁷ Margaret Sowney and Owen Barr, “Equity of Access to Health Care for People with Learning Disabilities: A concept analysis”, *Journal of Learning Disabilities*, 2004; 8; p. 249-250.

¹⁷⁸ Department of Health 2001 quoted from Sowney and Barr, 2004, p. 260.

¹⁷⁹ Schur, Shields, Kruse & Schrinder 2002; Schur, Shields, Kruse & Schrinder 2005 quoted from Andrew Ward, Paul M.A. Baker ve Nathan W. Moon, “Ensuring the Enfranchisement of People With Disabilities”, *Journal of Disability Policy Studies*, 2009; 20; 79.

¹⁸⁰ Schur et. al. 2005, p.494 quoted from Ward, Baker and Moon, 2009, p.79.

¹⁸¹ Schur et. al. 2002 p.173 quoted from Ward, Baker and Moon, 2009, p.79.

¹⁸² Weiss 1988; Bell, McKay & Philips 2001 quoted from Ward, Baker and Moon, 2009, p.79

¹⁸³ James C. Harrington, “Pencils Within Reach and a Walkman or Two : Making a Secret Ballot Available to Voters Who Are Blind or Have Other Disabilities”, *Texas Forum on Civil Liberties & Civil Rights*, vol.4, 1999, p. 90.

¹⁸⁴ Harrington, 1999, p.90.

¹⁸⁵ Harrington, p.90, 91. Actually it is possible to develop a voting paper with only a walkmen and a pen. Harrington, 1999.

it is also very important that how the voting is done.¹⁸⁶ One of the biggest problems of disabled people about voting is confidential voting problem.¹⁸⁷ In one study made in USA, it has been mentioned that the officers do not know what to do with visually disabled voter and they speak as if he/she is not there.¹⁸⁸ In most of the countries and in our country, visually disabled people do not have a right to use “independent confidential” vote under laws because it is not possible to give a secret vote through someone else and to control this. It can be assessed as indirect discrimination since, although this can be handled with simple regulations, disabled people do not have the right to use independent and secret vote which is given to other individuals.

There is not a comprehensive study about the discrimination disabled people face in participation in political life in Turkey. In his study which he made with visually and orthopedically impaired people in Ankara in 2007, Bayram Oran found out that, the ratio of voting in sample group is as high as 99%. But this data can be also considered to come from a problem related to study. It was seen in Oran’s study that voting rate is very high among orthopaedic and visually disabled people but political participation behaviours such as being a member of a political party, attending the demonstration of a party, being the head of the party, being a candidate for public service are quite low.¹⁸⁹ In Oran’s study, being a member of a political party among orthopedically and visually disabled people is 2%.

2.2.4.2. A Disabled Group Excluded from Political Rights; People with Mental Disabilities

Most of the studies analyzing the barriers for enjoying political rights and the discrimination faced in this concept state only some problems such as accessibility of the booths and easy readability of the forms, voting papers and whether they are directive enough. In fact, in many countries, people with mental disabilities are one of the small numbered groups who are explicitly devoid of using vote. Even though there is not a barrier in the Constitution in Turkey, it has been mentioned in Election Law that “an incapacitated” person is not allowed to vote. Description of the term of “incapacitated” is stated in Civil Law. There is not a study in Turkey about the discrimination people with mental disabilities face when enjoying their political rights.

When we look at the studies done in other countries, we can easily see that this issue recently has become one of the important discussion issues. The thought that people with mental disabilities do not have enough judgemental capacity to vote in elections or to work in political parties means their direct rejection from participating in social life and thus it means “direct discrimination”.

In many countries it has been argued that people with learning difficulties will not be able to read documents, they will not be able to make judgements,¹⁹⁰ and it is possible to reject the vote of an adult who has the intelligence of a three year old child.¹⁹¹ Besides, there were suggestions as follows: instead of forbidding him/her of voting, a simple interview can be made in order to understand if they understand the nature and barrier of voting and the ones who has the aforementioned capacity will have right to vote regardless of their mental age or learning

¹⁸⁶ Ward, Baker and Moon, 2009.

¹⁸⁷ Ward, Baker and Moon, 2009.

¹⁸⁸ Harrington, 1999, p. 91.

¹⁸⁹ Bayram Oran, Participation of Disabled People in Political Life: Ankara Sample, *Unpublished Post-graduate Thesis*, Hacettepe University Institute of Social Sciences Department of Social Services, 2007.

¹⁹⁰ For examples look: Marcus Redley, “Citizens with learning disability and the right to vote” *Disability & Society*, vol. 23, no.4, June 2008, p. 377, 378.

¹⁹¹ Redley, 2008, p.378.

disability.¹⁹² It has been stated in the Convention on the Rights of Persons with Disabilities which the State of Turkish Republic has signed and found appropriate to approve with Law numbered 5825 which states that persons with disabilities will not be devoid of their political rights.

Marcus Redley stated that, the Convention also confirms to give equal voting rights to the adults who have “learning difficulties”.¹⁹³ A test that Redley says that is also included in Mental Capacity Law anticipates these: “(i) understanding the information related to a decision; (ii) keeping the information in mind; (iii) using the information in reasoning process; (iv) stating the decision”.¹⁹⁴ Redley describes making a decision whether an adult will vote or not according to their ability to understand their own qualifications as discrimination since the remaining part of the population is not treated so.¹⁹⁵

It has been also offered that for a non-discriminative solution in this area, one may guide them by using pictures and colors in order to simplify the voting of mentally disabled people, may prepare DVD and use internet to spread these guidance.¹⁹⁶ It is also offered to use simple read voting papers designed with symbols and colors.¹⁹⁷

2.2.5. Access to Justice

It is an important issue to be careful about and brings many responsibilities to the state that how the disabled people are taken into custody, how they are treated in police stations and jails since they need treatment of another people or they are open to be abused. Since creating the proper condition and proper service are complementary issues here, physical environment, process and personnel have been observed together. People with mental disabilities who are thought to face more discrimination are analyzed under a separate title.

2.2.5.1. Barriers over Access to Justice

Since a proper tool was not brought when a person using wheelchair was being taken into custody in USA, he was tied to seat with a belt but he fell over and got hurt when the car was under way.¹⁹⁸ This situation was sued and seemed as discrimination. In another example, European Human Rights Court who is charged to control the implementation of European Human Rights Convention recognised the claim of a disabled person “having trouble” because of being in police station and jail which are not suitable for him and the Court evaluated this as ill treatment and counted it violation Article 3 of the Convention.¹⁹⁹ In this example the cases are: police forces responsible of bringing the person who needs wheelchair to toilet did not bring the disabled person to the toilet, they made him wait at the toilet for a longer time and they did not take him back, they did not care for his needs because of his disability.

In literature, it was mentioned that it is left to the mercy of the other prisoners to take care for the daily needs, nursing and cleaning of disabled people kept as a prisoner and sentenced in jail.²⁰⁰ In another implementation in USA, a prisoner with wheelchair opened a law suit for being

¹⁹² Mencap 2003 quoted from Redley, 2008, p.378, 382.

¹⁹³ Redley, 2008, p. 376.

¹⁹⁴ Redley, 2008, p.382.

¹⁹⁵ Redley, p. 382.

¹⁹⁶ “Marks the Spot”, *Learning Disability Today*, July 2009, p.14.

¹⁹⁷ *Learning Disability Today*, 2009, p.15.

¹⁹⁸ Oyez Oyez, Heidi Koenig, “The Americans with Disabilities Act: Who is not Covered?”, *Public Administration Review*, vol. 58, No.6, 1998, p.473.

¹⁹⁹ Çakmak, 2006, p.199.

²⁰⁰ Robert B. Greifinger, “Disabled Prisoners and ‘Reasonable Accommodation’”, *Criminal Justice Ethics*, Jan 1, 2006.

kept in a small cell which did not have a space for his wheelchair turning for 23 hours and his inability to make his basic cleanup and care, falling over and hurting himself when he was trying to use the toilet and his claim was recognised.²⁰¹ This means that disabled people who have different needs than non-disabled ones are having indirect discrimination since they can not meet their necessary needs.

In the prisons of Turkey, no similar study has been found. But, Mehmet Kurt stated that there is not “any staffed institutional doctor and medical room in most of the punishment enforcement institutions” , the number of correction officer responsible of transfer of sick prisoners and sentenced and “the number of gendarme officer responsible of outer security” make delay in transfers or obstruct the transfers, even it is set forth in numbered 5275 Enforcement of Penalty and Security Precautions Law that “the penalty enforcement institution shall be controlled by institution doctor”, it is not applied that much.²⁰² This situation may mean discrimination for disabled people who have much more and serious health problems than the others who stay in prisons.

Another discrimination situation recorded for access to justice is not paying attention to the statement or testimony in the process of being taken into custody or judgment. Discrimination may appear in the forms of judgment as judges and lawyers feel pity for disabled people and protecting them with sympathy, not accepting disabled people as the people who have their own rights.²⁰³ Therefore, changing the legislation about this issue may be ineffective if the mentality of the justice personnel can not be changed.²⁰⁴

2.2.5.2. Discrimination over Access to Justice for Persons with Mental Disabilities

Discrimination over access to justice of people with mental disabilities starts from arrestment and judgment stages. In a study where people with mental disabilities are compared with non-disabled people in means of understanding legal concepts, only 8 of 34 concepts could be understood by people with mental disabilities who have growth problem.²⁰⁵ In a study done in UK, it has been found out that mentally disabled people can see ill treatment in custody process, informing during investigation and prison is not enough for people with mental disabilities since they do not understand the processes, they may leave listening in judgment stage since the speech is very fast and complex for them and they may be sentenced for penalties which they do not deserve.²⁰⁶

A similar study which focuses on these issues could not found but in the literature of other countries, there are studies showing that especially people with mental disabilities face with abuse and discrimination in prisons.²⁰⁷ Since they have problem for learning the rules of prison,

²⁰¹ Greifinger, 2006, p.2.

²⁰² Mehmet Kurt, Problems of Departments of Correction in Turkey, Ankara University Institute of Social Sciences, Department of Public Law, *Unpublished Post-graduate Thesis*, Ankara, 2006, p. 184-186.

²⁰³ Harlan Hann, “Anti-discrimination Laws and Social Research on Disability: The Minority Group Perspective”, *Behavioral Science and the Law*, vol. 14, 41-59, 1996.

²⁰⁴ Hann, 1996.

²⁰⁵ Kristine I. Ericson ve Nitza B. Perlman, “Knowledge of Terminology and Court Proceedings in Adults with Developmental Disabilities”, *Law and Human Behaviour*, vol.25, no.5 October, 2001.

²⁰⁶ Daniel Allen, “Criminal injustice”, *Learning Disability Practice*, vol.11, no.10. 2008; Glyn Jones and Jenny Talbot, “Editorial No One Knows: The bewildering passage of offenders with learning disability and learning difficulty through the criminal justice system”, *Criminal Behaviour and Mental Health*, 20: 1-7 (2010), p.4 quoted from Talbot 2008.

²⁰⁷ Recently, there were debates about desexing the mentally disabled people. Sayce 1997, quoted from Paul Illingworth “A model for prison change: combating discrimination”, *Ethnicity and Inequalities in Health and Social*

they may get additional penalties,²⁰⁸ they may not benefit from rehabilitating activities and activities people with mental disabilities may benefit are not organized.²⁰⁹

In a study done in UK, it was stated that prison personnel were not aware of the needs of people with mental disabilities and they did not protect the people with mental disabilities from the ill treatment of the other prisoners.²¹⁰ In a study done with interviewing 154 people with mental disabilities for prison reform, it was stated that people with mental disabilities are facing “systematic and routine right violations”.²¹¹

2.2.6. Participation in Resting and Leisure Time Activities

Disabled people have problems with using their rights in different places. One of them is resting and leisure time activities.²¹² In “The Convention on the Rights of Persons with Disabilities” prepared by United Nations and signed by Turkey; there is a section for combating disability discrimination toward participation of persons with disabilities in resting and leisure time activities. According to this, the governments have to acknowledge the rights of disabled people’s resting and participating to leisure time activities and they should take all necessary measures in order for disabled people to benefit from these opportunities. Among these measures are basically “increasing the physical access of disabled people to these activities; organizing, improving the related activities and creating an opportunity to attend these activities; giving the proper information and training for the disabled people in order to make them equal with the other individuals and providing sources” (Article 30). Therefore, if the disabled people cannot benefit from rest and leisure time activities because of the mentioned reasons, this action will be evaluated as discrimination. On the other side, discrimination is generally defined as negative attitudes towards group members who have negative attitudes.²¹³ For this reason, because of the negative attitudes to disabled people of the society, disabled people have problems over full participation in these activities and this can be evaluated within discrimination concept. To sum up, we may say that aforementioned reasons are creating the barriers based on discrimination for full participation of disabled people to resting and leisure time activities.

In daily life, leisure time activities of people have a significant place. The relationship between leisure time activities and health has been studied over years.²¹⁴ The studies show that leisure time activities have psychological and physical benefits.²¹⁵ For example, according to studies, leisure time activities are helpful for people to cope with stress.²¹⁶ On the other side, being subject to discrimination can give rise to negative psychological effects on people. For example, in

Care, vol.2, Issue 3 October 2009. For example, whether there is a emergency plan for evacuation of disabled people in prisons and jails or not, will prison types or shops where penalty discount may be possible distributed equally to disabled people or not. Oyez and Koenig, 1998, p.471-473.

²⁰⁸ Greifinger, 2006, p. 53.

²⁰⁹ Greifinger, 2006, p. 53; Glyn Jones and Jenny Talbot, “Editorial No One Knows: The bewildering passage of offenders with learning disability and learning difficulty through the criminal justice system”, *Criminal Behaviour and Mental Health*, 20, p. 1 (2010) quoted from Loucks 2007.

²¹⁰ Jones and Talbot, 2010, p.1.

²¹¹ “Discrimination is ‘routine’ in the criminal justice system”, *Community Care*, 11.20.2008, Issue: 1748, p.9.

²¹² In this section, leisure time activities has been used as a general title, it also covers Resting, Leisure Time Activities, Participation in Cultural Life and Support.

²¹³ Robert A. Baron ve Donn R. Byrne, *Social Psychology*, Allyn & Bacon, Boston, 2000.

²¹⁴ Linda Trenberth, “The role, nature and purpose of leisure and its contribution to individual development and well-being”, *British Journal of Guidance & Counselling*, 33, 1, 1-6, 2005.

²¹⁵ Leandra A. Bedini, “Just sit down so we can talk: Perceived stigma and community recreation pursuits of people with disabilities”, *Therapeutic Recreation Journal*, First Quarter, 2000.

²¹⁶ Trenberth, 2005.

a study conducted in Sweden, after controlling of the effects of age, long-term disease and socio-economical disadvantages, it was found that being disabled was one of the sources of discrimination and this highly intensive discrimination increase stress.²¹⁷ In this context, while leisure time activities may have a stress decreasing function for disabled people, discrimination perceived in this area can conversely create negative effects on disabled people. In other words, the discrimination disabled people perceive in these area may cancel the positive effects of resting and leisure time activities, it can even create negative effects over people as these activities themselves turn into stressful situation.

On the other side, it is also mentioned that leisure time activities may prevent social interaction and discrimination. For example, in her study carried over especially limited with ethnical and racist discrimination, Stodolska claimed that leisure time activities may have an important role over decreasing discrimination. These activities can create interaction opportunity for people coming from different social parts.²¹⁸ Stodolska states that people who are the target of discrimination in means of leisure time activities, may come in more homogenized and partially isolated places but this will be only temporarily effective for those people to be away from discrimination.²¹⁹ On the other hand, Stodolska claims that having limited interaction with the other groups of the society for a long term may cause the attitudes become much more negative to certain groups of the society.²²⁰ On the other hand, Devine has analyzed the effects of integrated (with disabled and non-disabled individuals together) leisure time activities over the perceptions of disabled individuals.²²¹ In one study where perceptions of one group made up for mentally and orthopedically disabled people were analyzed, it was seen that individuals of sample group perceived the integrated situations in three different ways. Some of them perceived these situations as “merging” and stated that integrated leisure time activities may delete the negative stereotypes about disabled people and may have an effect to bring closer the disabled people and non- disabled people. So, the attendants of this group evaluated the integrated situations positively. Some of the attendants of sample group stated that these situations had “repellent” effects. According to these attendants, integrated situations underline differences not similarities. The attendants of this group stated that they thought in the situations where integrated leisure time activities were organized, there was a disabled-based hierarchy. This group stated that they were subject to negative attitudes in integrated situations. Moreover, the attendants of last group stated that they perceived the situations where integrated leisure time activities were organized had “neutralizing effect”. Therefore, they described these situations as a situation which did not accept but at the same time did not exclude, ignore and humiliate. Therefore, while leisure time activities where there is no social acceptance can create negative effects over people, the existence of social acceptance can break mould stereotypes and the situations having this acceptance function as positive situations.²²²

Because of the discrimination-based barriers, the participation level of disabled people in leisure time activities is seen limited when compared to non-disabled people.²²³ According to the study carried by N.O.D. Harris throughout USA, it was found that when compared to non- disabled people, disabled people went less to restaurants, supermarkets, shopping centers, cinema,

²¹⁷ Wamala, Boström and Nyqvist, 2007.

²¹⁸ Monika, Stodolska, “Implications of conditioned attitude model of individual discriminatory behavior for discriminatory behavior for discrimination in leisure settings”, *Leisure Sciences*, 27, 59-74, 2005.

²¹⁹ Stodolska, 2005.

²²⁰ Stodolska, 2005.

²²¹ Mary Ann Devine, “Being a doer instead of a viewer: The role of inclusive contexts in determining social acceptance for people with disabilities”, *Journal of Leisure Research*, 36, 2, 137-159, 2004.

²²² Devine, 2004.

²²³ Robert C. Burns ve Alan R. Graefe, “Constraints to outdoor recreation: Exploring the effects

theatre, concerts, sports events; socialize less with their friends, families and neighbors and attend less to hobby activities.²²⁴ Even in the situations where disabled people have the same income level as non disabled people, it has been observed that disabled people attend to leisure time activities less than non-disabled people. This evidence shows that other reasons such as difficulties about access and/or negative attitudes of the society based on disabled people may be the reasons lying behind the low level participation in leisure time activities.²²⁵ In their studies, Burns and Graefe carried throughout USA again and concentrated on participation in outdoor leisure activities, it was found that personally disabled attendants had more problems (limits about travel, inability to meet the fee, lack of social group to accompany them during outdoor activities) when compared to attendants having disabled individual among family and attendants not having disabled individual among family, respectively.²²⁶ Darcy and Daruwalla mention that the negative experiences of disabled people about touristic activities stem from economic, physical and negative attitude.²²⁷ Disabled people have problems about physical access during their touristic trips; tourism service providers do not give them the proper and necessary information and again, the negative attitudes of the society is a barrier for disabled people to make a touristic trip.²²⁸ In this context, Bedini underlines the importance of providing the personnel who has enough awareness on using proper language, mark, title, adverts and necessary information for the needs of disabled people and who behaves respectfully in means of full participation.²²⁹

Bedini made a study where he had analyzed the perceptions and responses of the disabled people experiences related with their leisure time activities basing on social stamping.²³⁰ Bedini stated that in spite of spatial access and related opportunities, the negative attitudes based on disabled disabled people in means of participation level in leisure time activities and satisfaction level during these activities.²³¹

On the other hand, full participation level of the individuals belonging to different disabled groups may change. Nevertheless, Williams and others state that related with leisure time activities, studies about individuals belonging to different disabled groups are quite limited.²³² For example, basing on previous research evidences, Coco-Ripp stated that hearing disabled individuals could not fully attend to leisure time activities.²³³ It has been stated that the physical arrangements (such as various audio warning systems) that are to be done for hearing disabled individuals are done in a limited level in the places where leisure time activities are organized.²³⁴ In their studies about participation of both visually and hearing disabled people to leisure time activities, Lieberman and Stuart state that the 60% of the attendants are not satisfied with the leisure time activity they are in.²³⁵ These attendants state that actually the leisure time activity they have been doing is not matching their own preferences. It has been stated that employment of both visually disabled and hearing disabled people is quite low and because of this, it is much

²²⁴ N.O.D. Harris, "Key findings: 2000 N.O.D./Harris Survey of American with disabilities", 2000.

²²⁵ N.O.D. Harris, 2000.

²²⁶ Burns ve Graefe, 2007.

²²⁷ Simon Darcy and Pheroza S. Daruwalla, "The trouble with travel: Poeple with disabilities and tourism", *Social Alternatives*, 18, 1, 41-46, 1999.

²²⁸ Darcy and Daruwalla, 1999.

²²⁹ Bedini, 2000.

²³⁰ Bedini, 2000.

²³¹ Bedini, 2000.

²³² Williams et. al. 2004 quoted from Burns and Graefe, 2007.

²³³ Jo Ann, Coco-Ripp, "Including people who are deaf in recreation", *Parks & Recreation*, February, 26-31, 2005.

²³⁴ Coco-Ripp, 2005.

²³⁵ Lauren Lieberman and Moira Stuart, "Self-determined recreational and leisure choices of individuals with deaf-blindness", *Journal of Visual Impairment & Blindness*, October, 724-735, 2002.

more important for them to attend leisure time activities. 50% of the attendants are reported to be unemployed. When analyzed in means of discrimination, the mostly stated barrier is limited travel access. The second important barrier is lack of someone who will accompany them because the person has limited vision and needs alternative communication methods. Also, lack of resting and leisure time activities have been reported.²³⁶

According to evidences of a study carried over USA, individuals having low and middle level disability are far better than the individuals having high level disability in many areas (employment, education, health and so on) including leisure time activities.²³⁷ In another study that is carried more specifically, compared to the individuals having lower disability, the individuals having higher disability stated that they face more negative attitudes where integrated leisure time activities are organized. Therefore, the level of disability may also be effective over the discrimination based barriers perceived in resting and leisure time activities.²³⁸

The effects of demographic variables over disabled people's participation in leisure time activities are also analyzed in some studies. For example, there was a study throughout USA about participation in resting and leisure time activities between 1994 and 1995.²³⁹ In this study, it was stated that sample group mostly had physical disability. It was found that compared to non-disabled group, disabled group is less employed and had lower yearly income. When evaluated generally, it was found that the group having problem to attend leisure time activities are mostly women, relatively older and with less education and income. It was found that age is an important signifier over disabled people's participation in leisure time activities. While it was seen that when compared to non- youngest and oldest groups, youngest and oldest groups attend more to leisure time activities and when compared to non-disabled group, middle-aged disabled group attend less to leisure time activities. Besides, it was found that 30% of the disabled group needed different vehicles in order to attend leisure time activities especially to outdoor ones. 49% of sample group stated that they needed somebody to accompany them. 88% of the disabled group stated that they think accessibility should be organized for them to adapt the situation.²⁴⁰ In another research, it was found that disabled people out of aged between 18 and 29 years old groups attend less to leisure time activities than non-disabled ones. In addition, the disabled group aged between 18 and 29 years old attend to leisure time activities approximately as much as non-disabled ones.²⁴¹

To sum up, within this study, it has been considered that the participation level of disabled people to resting and leisure time activities and analyzing the discrimination they face in this area, as stated above, which has important for positive effects such as decreasing the stress level of those people and increasing the social relationships. Again, searching some of the relationships analyzed in international literature (for example, discrimination perceptions varying according to age) in Turkey will contribute to detecting the groups who perceive much more disadvantage and therefore to take related measures.

2.2.7. Inclusion in Social Life

It has been known that disabled people face barriers rising from physically inaccessibility of the social environment or discriminative attitude of the people and these hinders their independent life and involvement to the society as members having the equal rights. In this

²³⁶ Lieberman and Stuart, 2002.

²³⁷ N.O.D. Harris, 2000.

²³⁸ N.O.D. Harris, 2000.

²³⁹ B. P. McCormick, *People with disabilities: National survey of recreation and the environment*, Bloomington, IN: National Center on Accessibility, 2000.

²⁴⁰ McCormick, 2000.

²⁴¹ N.O.D. Harris, 2000.

respect, disability discrimination occurs as physical environment elements like buildings, roads and means of transportation are not accessible. On the other hand, when disabled people enter into social area which is accessible for them, for example they may face unknown people's verbal or physical attacks or their ability to make legal transaction can be limited by claiming excessive conditions.

2.2.7.1. Accessibility of the Physical Environment

It has been widely accepted that accessibility of the physical environment is quite important as a means of eliminating disability discrimination and erasing the exclusionist attitude of the societies based on disabled people but the societies have not gained ground for this yet.²⁴² In Europe, including Turkey, it was seen in a report written in 2007, evaluating the conditions and applications about disabled people²⁴³ that accessibility of physical environment is generally the less successful area of countries. In most of these countries there are comprehensive regulations for protecting disabled people's rights and they are effective. However, implementing the articles of this regulation related with accessibility is clearly behind. The continuing problem of the samples which have done a great deal in means of accessibility is inability to provide non-stop accessibility. In this report, together with Bulgaria and Estonia, Turkey is evaluated to be one of the most exclusionist countries based on disabled people. According to the report, the inaccessibility of physical environment including the roads, areas, transportation network and buildings is norm; accessibility of physical environment is exception.²⁴⁴ The evidences of the research done in Ankara in 2007 with 383 disabled people are also in this direction. It has been found out in the study that urban structured environment open to pedestrian transportation is not accessible for disabled people in many ways; it is especially obstructing or hindering the pedestrian movement.²⁴⁵

Physical Environment Report presented in the Second Disabled people Council shows a detailed list of problems related with the accessibility of physical environment in urban areas.²⁴⁶ 2002 Turkey Disability Survey of Turkish Statistical Institution include national data about this issue. According to the research, only 3% of the sample group stated that they had the proper arrangement for their disability in their street or road, approximately 67% stated that there was not any arrangement for their disability in their living areas and approximately 20% answered that they did not know if there was any arrangement or not.²⁴⁷ Tufan and Arun analyzed this last group as an indicator of showing how the disabled people could be away from the life around their surroundings. The same evaluation was made by writers again over approximately 20% of people who answered that they "did not know" whether there was a public transport service or not in their neighbourhood. The percentage of positive, negative and unaware responses are close to each other in these two questions. Only 5% of the sample group lives in an environment which has public transport service; the answer of 67% is negative for this question.²⁴⁸

The literature about this issue shows that accessibility of physical environment is an important problem worldwide and the situation in Turkey has higher accessibility problems.

²⁴² Rob Imrie and Marion Kumar, "Focusing on Disability and Access in the Built Environment" *Disability & Society*, 13(3), 1998, p. 370 – 374.

²⁴³ International Disability Rights Monitor, *IDRM Regional Report of Europe*, 2007, p. 1-29.

²⁴⁴ International Disability Rights Monitor, p.513-515.

²⁴⁵ Mehmet Emin Barış and Aysel Uslu, "Accessibility for the disabled people to the built environment in Ankara, Turkey", *African Journal of Agricultural Research*, 4 (9), 2009, p. 801-814.

²⁴⁶ Republic of Turkey, Prime Ministry, Administration for Disabled People, *II. Council on Disability: Local Administrations and Disabled People*, Ankara, 2005. Content of the publication can also be reached on the website of Administration for Disabled People. Url: www.ozida.gov.tr (access date: 3.9.2010).

²⁴⁷ İsmail Tufan and Özgür Arun, *Turkey Disabled people Research 2002 Secondary Analysis* Ankara, 2006, p. 48-50.

²⁴⁸ Tufan and Arun, 2006, p.48-50.

Accessibility problems in business or schools create disability discrimination in education and employment areas. In addition, in the aspect of discrimination against involvement to the society, accessibility of the public areas and buildings, public transport services are especially important.

2.2.7.2. The Discriminatory Behaviours of Persons

It has been known that one of the barriers of disabled people against their participation to society as equal and effective citizens is based on the discriminatory behaviours of individuals to the disabled people. Studies over discriminatory behaviours based on disabled people are commonly analyzing the social spaces which are closer, denser or where continuous relationships exist such as family and immediate surroundings, job environment, and school environment. One of the most consulted surveys of this area is Weber's 2007 dated research, analyzing the annoyance element in job, school and public sheltering and legal results regarding this.²⁴⁹

The literature about anti-social behaviours of anonymous third parties is relatively limited. In a research done in UK, in 1996, 778 people with mental disabilities were interviewed and 47% of them mentioned that they were abused; 14% of them mentioned that they were physically attacked.²⁵⁰ It was also seen in a research done in Scotland together with Disabled people Rights Commission and Capability Scotland that mentally disabled people were the most abused groups among all disabled groups; after them came visually disabled and orthopedically disabled people who did not have wheelchair (respectively 82, 57, 49%). It was found that orthopedically disabled people using wheelchair were interestingly attacked less than non-disabled people and generally they were the ones who were attacked least (respectively 45% and 36%). The research handles the hate crimes targeting disabled people in Scotland and 47% of sample group was at least once the target of hate crimes because of their disability. 73% of the reported cases were oral defamation, humiliating and threat, 35% of them included physical violence. The attacks were mostly done in public areas of urban settlements and by someone who is unknown by the victim. Relatively rare attacks seen in rural areas are generally done by someone from close environment of victim such as workmate and someone who is partially known by the victim. Approximately one third of victims face attacks once in a month; approximately half of them do not try to stop the attack because of fear and despair; 90% of them tell this to their friends and only 10% report this to police and approximately 10% reports this to nobody; approximately one third of them avoid from certain places because of the fear and intimidation rising from attacks and change their usual ways and one fourth of them change their place of residence.²⁵¹ It is seen that together with functioning hate crime concept which was described with concepts such as abuse before as a broad concept including anti-social behaviours targeting disabled people, it will be subject of many more studies.²⁵²

Another subset, interesting among discriminatory behaviours to disabled people is that public officers or company officers reject to do the transactions disabled people legally authorized

²⁴⁹ Mark C. Weber, *Disability Harassment*, NYU Press, New York, 2007.

²⁵⁰ Jim Read and Sue Baker, *Not Just Sticks & Stones: A Survey of the Stigma, Taboos and Discrimination Experienced by People with Mental Health Problems*, 1996, Mental Health Charity. Url: <http://www.leedp.ac.uk/disability-studies/archiveuk/MIND/MIND.pdf> (access date 3.9.2010).

²⁵¹ Disability Rights Commission for Scotland and Capability Scotland, *Hate Crime Based on disabled people in Scotland: A Survey Report*, 2004. Url: <http://www.leedp.ac.uk/disability-studies/archiveuk/DRC/Hate%20Crime%20report.pdf> (access date: 3.9.2010).

²⁵² Among the few studies about the antisocial behaviours such harassment, insult, ill treatment, etc. whose victims are the disabled people see. Caroline Hunter, et. al, *Disabled people's experiences of antisocial behaviour and harassment in social housing: a critical review*, Centre for Education Research and Social Inclusion, 2007, p.53-75. Tom Shakespeare, "The Cruel Toll of Disability Hate Crime", *The Guardian*, 12.3.2010. Url: <http://www.guardian.co.uk/commentisfree/2010/mar/12/disability-hate-crime-david-askew> (access date: 3.9.2010).

to do or make it difficult by claiming additional conditions. Among 778 people interviewed in a research done in UK with people with mental disabilities, the number of people whose demands were rejected by insurance or finance companies was given as 25%.²⁵³

The literature related to area shows that disabled people are once again barrier by the discriminatory behaviours of individuals in social life where disabled people can move within the limits of physical barriers. In this title, especially anti-social behaviours of anonymous third parties come to the front. Another important problem site is about the discriminatory behaviours of private or public bureaucratic institution officers based on disabled people.

2.2.8. Access to Information

An important part of the literature on disabled people access to information is focused on finding the problem,²⁵⁴ analyzing the relevant legal situations,²⁵⁵ discussing the policies²⁵⁶ or offering technological innovations.²⁵⁷ Field studies for stating the factual aspects of barriers and as a result the discrimination disabled people faces over access to information are limited. This dimension of the subject can be seen in some academic studies and reports of disabled people rights or human rights organizations.

First of all, we have to remember here that the word information is not used for knowledge of specialization or scientific information, it is used as information. The subject of access to information which is one of the guaranteed rights related to United Nations Convention on the Rights of Persons with Disabilities, include (together with 2, 9, 21) all kind of information submitted by the media such as preparing published, audio or video materials, television or internet broadcasting. The main elements of the Convention are: creating an opportunity for the disabled people to access the information open to public, designing or adopting the communication technologies suitable for the usage of disabled people and making public authority and citizen communication accessible for disabled people.

The literature in the area has especially focused on computer usage and web access. In a research done in UK with low income and mostly unemployed disabled group with qualitative methods, it was stated that amending the communication technologies makes just a little difference to them.²⁵⁸ In a research done in New Zealand, it was seen that disabled people could make very serious developments by using communication technologies and they could use this to overcome their isolation.²⁵⁹ In a research done in USA, it was found that the rate of computer usage or of having a computer at home among disabled people is lower than average but internet

²⁵³ Read ve Baker, 1996.

²⁵⁴ For example see: Nick Moore, *The Information Needs of Visually disabled People: A review of research for the RNIB*, 2000, Acumen. Url: <http://www.leedp.ac.uk/disability-studies/archiveuk/moore%20nick/rnib%20report.pdf> (access date 3.9.2010).

²⁵⁵ For example see: Sharon N. Barnartt, Katherine D. Seelman, Bonnie Gracer, "Policy Issues in Communications Accessibility", *Journal of Disability Policy Studies*, (1), 1990, p.47-63.

²⁵⁶ For example see: Thomas R. Eng et. al. "Access to Health Information and Support: A Public Highway or a Private Road?", *The Journal of the American Medical Association*, 280 (15), 1998, 1371-1375.

²⁵⁷ For example see: Josef Fink, Alfred Kobsa ve Andreas Nill, "Adaptable and Adaptive Information Provision for All Users, Including Disabled and Elderly People", *New Review of Hypermedia and Multimedia*, (4), 1998, p.163-188.

²⁵⁸ Alison Sheldon, *Disabled people and communication systems in the twenty first century*, Leeds, 2001.

²⁵⁹ Jason Welham, "The Impact of Information Technology on People with Disabilities", New Zealand Ministry of Economic Development Web Archive. Url: [http://www.med.govt.nz/templates/MultipageDocumentTOC____16733.aspx#](http://www.med.govt.nz/templates/MultipageDocumentTOC____16733.aspx#.) . (access date 3.9.2010).

usage was common and very important for the disabled people who had computer.²⁶⁰ In a research done in New Zealand in 2006, one third of disabled people users were pleased with the website of 127 official institutions who had been applying web access standards.²⁶¹

In the countries which are scanned by the International Organization of Disabled People Rights, Europe Report, it was revealed that in terms web access they are in quite backwards conditions. Even the official organizations, it is very common to have inaccessible websites. In some examples like UK, there are studies about this issue and there will be accessible broadcasting soon. It was reported that in Finland, an exceptional big development has been accomplished. However, generally, if we take into account the principles of WAI (Web Accessibility International), we can say that Europe is at the very beginning in means of accessibility. Many of the sites which are adapted for accessibility are not exactly in harmony with WAI principles.²⁶² According to the report, web accessibility is not one of the top priorities in Turkey. Including the websites of official organizations, the inaccessibility of all web sites is the norm.²⁶³ In the final declaration of International Non-Disabled Media Meeting which took place in Istanbul in 2008, accessibility in mass media communication was also discussed and it was underlined that sign language should be used commonly.²⁶⁴

²⁶⁰ Jason Welham, "The Impact of Information Technology on People with Disabilities", New Zealand Ministry of Economic Development Web Archive. Url: http://www.med.govt.nz/templates/MultipageDocumentTOC____16733.aspx# . (access date 3.9.2010).

²⁶¹ New Zealand Office for Disability Issues, *Going Beyond Compliance: Survey Report*, 2006. Url: <http://www.odi.govt.nz/resources/publications/going-beyond-compliance/index.html> (access date 3.9.2010).

²⁶² International Disability Rights Monitor, *IDRM Regional Report of Europe*, 2007, p. 25-29.

²⁶³ International Disability Rights Monitor, 2007, p. 515.

²⁶⁴ Mustafa Sutlas, "Media Should Be Opened to Disabled People for A Non-disabled Media", *Bianet Independent News Portal*, 14.10.2008.Url: <http://bianet.org/bianet/toplum/110192-engelsiz-bir-medya-icin-medya-engellilere-acilmali> (access date: 3.9.2010)

3. METHOD

3.1. RESEARCH MODEL

In a research, it is basic to collect the data according to target. Moreover, the collected data has to be analyzed and evaluated within scientific methods. Data, which is not proper for its purpose and does not reflect the features of the universe hide or inflict the truth. Therefore, it is necessary to properly establish the research model related to collecting data. One of these models is "Scanning Model", the other is "Empirical Model. In this research, "Scanning Model" has been used.

In "Scanning Model, it is aimed to describe the situations and events of the past and the current time. Efforts are made to transfer the situations and events as they have happened. It may use surveys or observations for this issue. This method includes questions such as: "what was it?", "what is it?", "what is it related to?", "what does it include?" "how is it?" "Scanning Model" is used in most of the studies done in sociology. "Scanning Model" can be used in two ways: general and sample. In this study the applied "Scanning Model" is: describing a universe and choosing the individuals who are symbols of that universe and making predictions about this sampling process.²⁶⁵

In the research, it was tried to find different ways to cope with the various discrimination perceptions of the individuals, their legislation information level about discrimination and the methods; it was tried to identify whether their interest areas, information level and ways of competing vary or not according to some variables (age, gender, education level etc.).

The data collected at the research was firstly analyzed by using frequency and percentages. Later, variables related with literature have been used and it was tried to determine whether their discrimination perceptions, legislation information levels and competing ways vary or not by using ANOVA and post-hoc analysis -when it is necessary- and t-test. In the research for statistical significance, $p < .05$ level was adopted.

3.2. UNIVERSE AND SAMPLE

The universe of the research is the associations functioning for disabled people in Turkey. The information about the universe of the associations (name, address, contact information etc.) has been obtained from Directorate of Associations of the Ministry of Internal Affairs. Sampling was done by the professor of Department of Statistical of University of Hacettepe, Prof. Dr. Hulya Cingi. The federations, confederations and sports associations working for disabled people were excluded from the universe.

With this sample method, totally 63360 disabled people members of disabled people associations will be represented. For this reason, considering that every disabled group has different features seven layers were constituted as general, hearing and speaking, seeing, orthopaedic, mental, orthopaedic-mental and orthopaedic-hearing. The number of these associations was 533. Nevertheless, 350 associations were chosen with 3% tolerance under rational distribution of scanning random sample method. These 350 associations were distributed in proportion for every disabled group. The numbers of these associations and the ones chosen as samples are given in Table 1.

²⁶⁵ N. Karasar, Scientific Research Methods-Concepts and Techniques, Taş Kitapçılık Ltd.Şti., Ankara, 1984.

Table 1. Universe and Sample Information

Type of Association	Number of Association	Number of Association Chosen for Sample	Number of Disabled People Member of Association	Number of Disabled People Chosen for Sample
General	192	126	17172	409
Hearing and Speaking	56	37	4382	105
Seeing	105	69	23185	551
Orthopaedic	72	47	10928	260
Mental	95	62	6818	162
Orthopaedic- Mental	12	8	118	17
Orthopaedic- Hearing	1	1	757	3
Total	533	350	63360	1507

In order not to decrease the magnitude of samples, the sample number of orthopaedic-mental disabled layer was included in mental layer sample number; the sample number of orthopaedic-hearing disabled was included in hearing disabled sample number. Even though hearing and speaking disabled people were individually analyzed, since the associations were mostly founded for both these two disabled groups, these two groups were taken into sample together. Since the numbers of these associations were different, the number of the disabled people to interview was 1507. This sample magnitude corresponded to 2,4% sample ratios. 1507 disabled people were distributed to disabled layers with considering the type of the association and the numbers given in Table 1 were obtained.

The layers, that are disabled people from disabled groups were selected in proportion to the number of disabled people who are members of the associations. The cities which correspond to these associations were taken into sampling. Nevertheless, since the number of the disabled people ing to some cities were quite low, these cities were excluded from the sampling. Instead the cities where membership number is higher are included into the sample. Accordingly, 25 cities represented disabled people who are the members of an association in Turkey.

The most important reason of the variance of 200 people between the projected and interviewed associations was inability to reach some of the associations serving to disabled people. The list of associations which is prepared by the Unit of Associations of the Ministry of Interior at the end of 2008 on the basis of the statements of associations had the following information: the area of activity of the association, the name of the head of association, the activity address of the association, the contact information of association etc. It was found out that these associations listed were either closed in time or changed their area of activity or statue (such as becoming a foundation from association) in June and July 2010 when the surveys were conducted. When an association, which is in the sample, could not be reached for these reasons, another association that functions in the same city, for the same disabled group and having the similar member number was replaced instead of the first selected one. However, in some cities where there are a limited number of associations functioning for disabled people, no association to replace the missing ones could be found. Because of the reasons such as closing of the associations, changing the area of activity or statue, inability to reach the associations, rejecting to participate in survey, four more cities were included in sample. In that case, the number of the disabled people chosen for sample became 1707, the number of the cities became 29. The list of provinces, subprovinces and associations where the survey took place has been given in Annex-3.

The numbers of the disabled people who are projected to be surveyed and interviewed according to cities are given in Table 2.

Table 2. The number of the disabled people surveyed according to cities

CITIES	Projected	Actual
ADANA	51	51
ANKARA	301	229
ANTALYA	20	16
ARTVIN	14	0
AYDIN	26	36
BALIKESIR	28	28
BURSA	43	42
CANAKKALE	24	28
DENIZLI	18	18
DIYARBAKIR	24	24
ERZURUM	12	12
ESKISEHIR	46	46
GAZIANTEP	53	49
ISTANBUL	339	165
IZMIR	180	210
KAHRAMANMARAS	34	36
KAYSERI	14	10
KOCAELI	44	35
MANISA	55	39
MERSIN	19	34
MUGLA	24	24
SAKARYA	20	16
SAMSUN	24	36
SANLIURFA	43	43
ZONGULDAK	51	51
KIRIKKALE	26	62
KONYA	91	93
MALATYA	49	49
VAN	34	25
Total	1707	1507

In order to see whether there is a statistically significant difference between projected and interviewed individuals; Chi-square test was applied. Chi-square result of the test was 22, 31 and since this value was lower than Chi-square table value 41,3, it was concluded that there was not a significant difference between projected and interviewed individuals. 44 of 1507 survey were not evaluated since they were not completed or wrongly completed, the research results were evaluated over 1463 surveys.

3.3. DATA COLLECTION INSTRUMENTS

The data of the research were collected through survey forms consisting of four main parts and 98 questions. The questionnaire consists of four main categories; i.e., demographic information, legislation information, discrimination perception and ways to cope with discrimination. Discrimination perception is divided into eight sub-categories (employment, education, healthcare, participation in rest and leisure time activities, independent living, participation in society and social life, participation in political life, access to justice, access to information).

Since the people with mental disabilities who were within the universe of the research could not answer the questions of the questionnaire, a second form was created. In place of the person with mental disabilities, one of his/her relative was asked to fill the form. In other words, the questionnaire was arranged in two forms – A Form to be answered by disabled people, B form to be answered by a relative of disabled people. These two forms, except the one additional question of B form (numbered 70) have the same questions but since the disabled person was supposed to answer in A form, “you” term was used, in B form in order for the relative of disabled people to answer “your relative” term was used. The number of questions was same in both surveys.

Beside this, there were two parts at the beginning and at the end of the questionnaire to be filled by pollsters. These parts were arranged as a feedback whether the surveys were filled accurately or not.

3.3.1. Pilot Study Results

Before the implementation of the questionnaire, a pilot study was conducted in order to search the psychometric features of scales (sub-scales that measure the discrimination perceptions in the area of employment, education, healthcare, resting and participation in leisure time activities, independent living, participation in society and social life, participation in political life, access to justice, access to information) that are developed to measure the discrimination perception according to determined sub-areas and revise the questions that are not understood in questionnaire or found difficult to answer. According to the results of this study, the questionnaire has been reviewed.

3.3.2. Sample Features of Pilot Study

Pilot study was conducted in Ankara over a sample group made up of 50 individuals (Women= 18, Men=32). The age mean of sample group is 35.78. 4% of the group is mentally disabled, 12% is hearing disabled and 64% is visually disabled.

3.3.3. Results of Internal Consistency and Item Analysis of Scales

There were 121 questions in the questionnaire which is used for pilot study. 43 of these questions were organized to scale the discrimination perception belonging to sub-areas. In order to determine the credibility of sub-scales that measure the discrimination perceptions in the area of employment, education, healthcare, resting and participation in leisure time activities, independent living, participation in society and social life, participation in political life, access to justice, access to information, Cronbach’s alpha internal consistency coefficients were accounted. Related coefficient values are presented in Table 3.

Table 3. Cronbach’s Alpha Coefficients of Scales According to Areas

SCALE	Item Number	Cronbach’s alpha (á)
1. Employment	8	.88
2. Education	9	.72
3. Healthcare	5	.58
4. Resting and Participation in Leisure Time Activities	4	.64
5. Independent Living, Participation In Society And Social Life	6	.79
6. Participation in Political Life	4	.38
7. Access to Justice	3	.75
8. Access to Information	4	.77

As you can see Cronbach's alpha internal consistency coefficients change between .38 and .88. Generally, it is stated that acceptable internal consistency coefficient should be .70 and over. In this regard, it is seen that three scales (healthcare, resting and participation in leisure time activities and participation in political life) have lower alpha coefficient than the accepted limit. In order to determine the items those negatively affect the internal consistency level of scales, item-total correlation (Item Analysis) was conducted. Related results are presented in Table 4.

Table 4. Item Analysis Results of Scales According to Areas

SCALE	Item-Total Correlation
1. Employment	.34 - .77
2. Education	.16 - .56
3. Healthcare	.03 - .57
4. Resting and Participation in Leisure Time Activities	.23 - .50
5. Independent Living, Participation in Society and Social Life	.41 - .65
6. Participation in Political Life	-.07 - .45
7. Access to Justice	.53 - .68
8. Access to Information	.57 - .60

As it is also seen, item-total correlation coefficients are 34-77 for employment scale, 16-56 for education scale, 03-57 for health scale, 23-50 for rest and participation t leisure time activities, 41-65 for independent living, participation in society and social life, 07-45 for participation in political life, 53-68 for access to justice, 57-60 for access to information. According to Item Analysis results, it is seen that the item-total correlation (16) of numbered 45 item is low. Again, according to item analyses results, it is seen that if the question number 62 is excluded in health scale, Cronbach's alpha coefficient will rise to 70, if question number 72 is excluded from activity scale, Cronbach's alpha coefficient will rise to 67. In other words, mentioned Items decrease internal consistency. As a result of those analyses, question number 45 of education scale, question number 62 of healthcare scale, question number 72 of activity scale have been reevaluated with expert views, and they have been used in main study after making statement changes in questions.

On the other hand, if questions 95 and 96 are excluded from politics scale, Cronbach's alpha coefficient will rise to 45 and 46 respectively. Generally, it is informed that the more item number, the higher internal consistency. If those two items are excluded from scale, there will be just two items left but relatively low level of alpha coefficient can be evaluated as an expected result. If we look at the items, we can easily see that numbered 45 and 46 Items measure the discrimination perceptions of participation in political life. It may be seen that these two questions can make a sub-factor within itself. Because individuals who are not a member of a political party did not answer the question, a question was added to the survey, which enabled that only members of a political party would answer the question.

After the changes about scale items, generally expert view and some other items were also changed. However, the items mentioned above which negatively affected internal consistency were kept within survey forms together with statement changes. As a result of feedback collected, one item (number 68 at the final form) was added to participation to social life scale. On the basis of the feedback retrieved of the sample group about the longevity of the survey, it was decided that it would be proper to shorten survey by excluding some questions. On the other hand, some additional guiding questions (for example 70-72) were added.

3.4. DEVELOPING THE LAST FORM AND PSYCHOMETRIC FEATURES

In this section, the results of internal consistency, item analyses and factor analyses of sub-areas within the last form were presented.

3.4.1. Internal Consistency and Item Analyses of Scales in the Last Form

In order to determine the credibility of sub-scales that measure the discrimination perceptions in the area of employment, education, health, resting and participation in leisure time activities, independent living, participation in society and social life, participation in political life, access to justice, access to information, Cronbach's alpha internal consistency coefficients were accounted. Related coefficient values are presented in Table 5.

Table 5. Cronbach's alpha coefficients of Scales according to Areas in Last Form

SCALE	Item Number	Cronbach's alpha (á)
1. Employment	8	.83
2. Education	9	.84
3. Health	5	.78
4. Resting and Participation in Leisure Time Activities	4	.74
5. Independent Living, Participation in Society and Social Life	7	.78
6. Participation in Political Life	4	.54
7. Access to Justice	3	.61
8. Access to Information	4	.83

As it is visible from the table, except participation in political life and access to justice, the internal consistency coefficients of all scales are over .70 and have acceptable internal consistency coefficients level. The low number of these two scales could be the reason of the lower internal consistency than expected. Generally, the lower the item number, the lower the internal consistency. In order to see whether there is any item or not that negatively affects internal consistency, item analysis is conducted. Related analyses were presented in Table 6.

Table 6. Item Analyses Results of Scales According to Areas

SCALE	Item-Total Correlation
1. Employment	.44-.65
2. Education	.32-.68
3. Health	.45-.67
4. Resting and Participation in Leisure Time Activities	.41-.62
5. Independent Living, Participation in Society and Social Life,	.34-.62
6. Participation in Political Life	.26-.44
7. Access to Justice	.37-.49
8. Access to Information	.58-.72

When item total correlations are analyzed, it may be seen that all items have acceptable relations with all scales. Besides, if the items in the scales were excluded from the scale, internal consistency would be negatively affected. In this context, as there is no need to exclude any of the items, items belonging to scales are kept as they were in the final questionnaire.

3.4.2. The Results of Factor Analyses of Scales in the Last Form

The factor analyses of scales are presented in this section. Tables related to factor analyses result are presented at Annex-1. According to factor analyses results, it was found that employment scale has single factor structure (eigen value= 3.04 and explained variance 37.95%). Factor loadings change between .74 and .49. According to factor analyses results, it was found that education scale has single factor structure (eigen value= 3.37 and explained variance 37.38%). Factor loadings change between .78 and .34. According to factor analyses results, it was found that health scale has single factor structure (eigen value= 2.19 and explained variance 43.72%). Factor loadings change between .80 and .50. According to factor analyses results, it was found that rest and leisure time activities scale has single factor structure (eigen value= 1.72 and explained variance 42.96%). Factor loadings change between .77 and .48. According to factor analyses results, it was found that independent living and participation to society scale has single factor structure (eigen value= 2.02 and 1.25 and explained variance 28.8% and 17.89). Factor loadings change between .86 and .41. According to factor analyses results, it was found that participation in justice scale has single factor structure (eigen value= 1.15 and explained variance 38.44%). Factor loadings change between .76 and .47. According to factor analyses results, it was found that participation in politics scale has single factor structure (eigen value= 1.04 and explained variance 26.1%). Factor loadings change between .68 and .37. According to factor analyses results, it was found that access to information scale has single factor structure (eigen value= 2.23 and explained variance 55.70%). Factor loadings change between .83 and .64.

Generally, it is seen that- except one item, item no 34- Item loads have .35 and over loads and therefore they have acceptable level of discriminatory feature.

3.4.3. Items that the Scales Include and Their Numbers in Survey Forms

Items that the scales include and their numbers in survey forms are presented in Table 7.

Table 7. Items that the Scales Include and Their Numbers in Survey Forms

SCALE	Item Number	Item No
1. Employment	8	29-36
2. Education	9	40-48
3. Healthcare	5	50-54
4. Resting and Participation in Leisure Time Activities	4	57-60
5. Independent Living, Participation in Society and Social Life	7	62-68
6. Participation in Political Life	4	72-75
7. Access to Justice	3	79-81
8. Access to Information	4	83-86

Note: Question numbers presented in this table and in findings part when necessary are presented by taking basis the A form. Only, one warning has been made about the additional question of B form- number 70-, that this question belong B form and it is presented with the question number in B form. The final form of the questionnaire is in ANNEX-4.

3.4.4. Scoring the Scales

Scales which are developed in order to determine the exposure level of discrimination disabled people face in eight areas, scales are answered with five point Likert type scale. People in

sample groups answered by choosing the options: “never”, “rarely”, “sometimes”, “often” and “always” in order to mention how often they experience the situation in every item. There is no item which should be reversely encoded in scales. While computing total scale scores, items are summed and divided into number of items in that particular scale. Therefore, related means and maximum and minimum scores will be distributed within Likert-type scale.

3.5. PROCESSING AND DATA COLLECTION

In the pilot survey which was conducted in the last week of May 2010, the students of Department of Statistics of Gazi and Middle East Technical University were assigned as pollsters in order to benefit from the experiences of pilot survey application. In addition to the statistical evaluation of surveys, suggestions and views of pollsters were also helpful to come up with the last survey form. In all of the cities included in sampling, junior and senior students of Department of Finance and Administrative Sciences whose name were listed in ANNEX-2, research assistants and lecturers worked as pollsters. In Izmit and Malatya young scholars who making academica studies on on disabled people worked as pollsters. In the first three weeks of June, research team went to the determined cities and trained pollsters. In the training sessions with the pollsters, the aim and importance of the research is mentioned and the problems of the research are explained. Later, pollsters are informed about the research guideline which is prepared by the research team. In this guideline, there is information about disabled groups, things to be careful when conducting surveys with disabled people. The questionnaire used in the research was introduced to the pollsters and maximum attention is paid that each of them understood the aim and answer options of each item, how to collect data in every question and right perception of every question and option by pollsters. Totally 65 pollsters took place in the conduct of surveys.

The list of associations which are obtained from Directorate of Association of the Ministry of Internal Affairs and which are in the sample were reached via the telephone of the secretariat of research project, the aim and importance of the project were explained and they were asked to give an appointment for the survey. For the telephone number of the associations whose numbers are not listed or who are not accessed via the telephone number in the list, firstly internet search engines were used. When this method did not give any result, unknown telephone number services such as 11880, 11818 were called. Generally, the telephone number of the associations being searched could not be get form these services or the same number listed in the document of the Directorate of Associations was encountered. As a third method, in association city centers, associations provincial directorate within the governors’ office, in subprovinces, offices dealing with associations within sub-governors’ office were consulted for the telephone number of the relevant association. When there is no positive answer, it was asked to the provincial directorate or office whether the association is active or not. When this method is also useless, the contact information of the association was obtained from the associations which have similar services for disabled people in the province or sub-province.

After taking the appointment from the authorized person of related association, the responsible pollster of that province was sent to the association address. Between June 10 and August 10, 2010, questionnaires were conducted in 29 cities, in 183 associations with 1507 disabled people with the method of face to face interview. In every city, there were controls whether the survey was being properly conducted or not and the authorized people of the association were called and the field research was confirmed.

After completing the surveys, the collected data was transferred to computer environment and after confirming the entries of data, statistical analysis were made by using SPSS program.

4. FINDINGS

In this chapter responses for the research problems revealed in the introduction chapter are examined through the data acquired from questionnaires along with the findings and propositions in the relevant academic literature. Demographic data related to the sample group are analyzed first. After discussing whether the persons in the sample group are exposed to discrimination in Turkey for other reasons apart from being disabled, such as gender, ethnicity and religious beliefs etc, the findings about the areas of social life that they are exposed to more discrimination are assessed.

4.1. DEMOGRAPHIC INFORMATION

The number and percentage distribution pertaining to the demographic information of the sample group (gender, age, marital status, place of residence, total income level of the family, medical board report, social security status, type of disability, emerging of disability, and visible state of disability) are analyzed under this title.

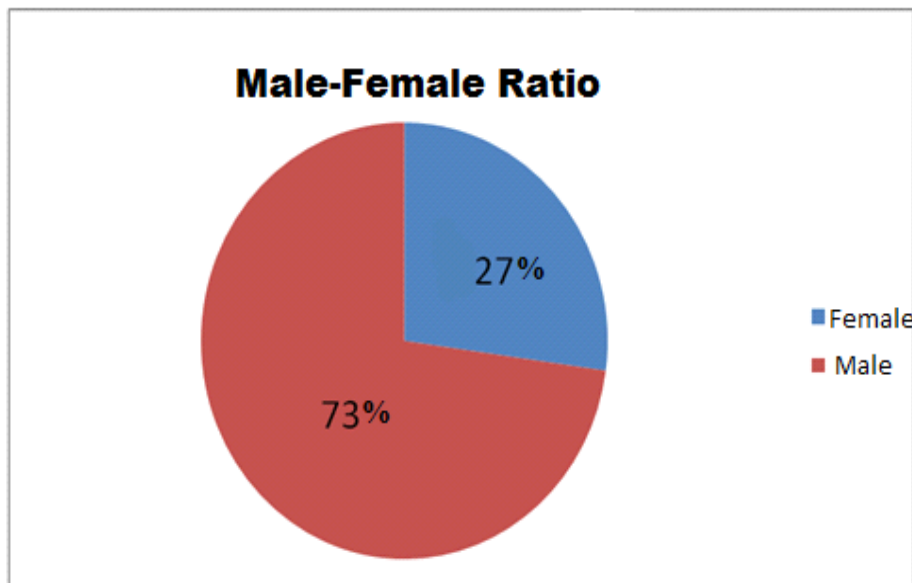


Figure 1. Distribution by Gender

As shown by Figure 1, approximately one third (27.2%) of the sample group are females and nearly two thirds (72.8%) are males. According to the data from Turkey Disability Survey Questionnaire conducted in 2002 by Turkish Statistical Institute (TÜİK) 41,3% of disabled people are females. The rate of female disabled people in the survey seems to be under the mean value of Turkey. On the other hand, since the population of survey is made up of associations in Turkey serving for disabled people, the number of female disabled people who are members of these associations will supply data that are more consistent. Because of the fact that the number of these female members is not known, the number of female members in all the associations in Turkey may make it easier to suggest an estimation. In the section of statistics for associations on the website of Ministry of Internal Affairs Directorate General of Department of Associations it is stated that only 16.7% of all members of associations in Turkey are females. For this reason, in this survey, the number of disabled female members of the associations serving for disabled people is 10% more than the number of female members of all associations in Turkey.

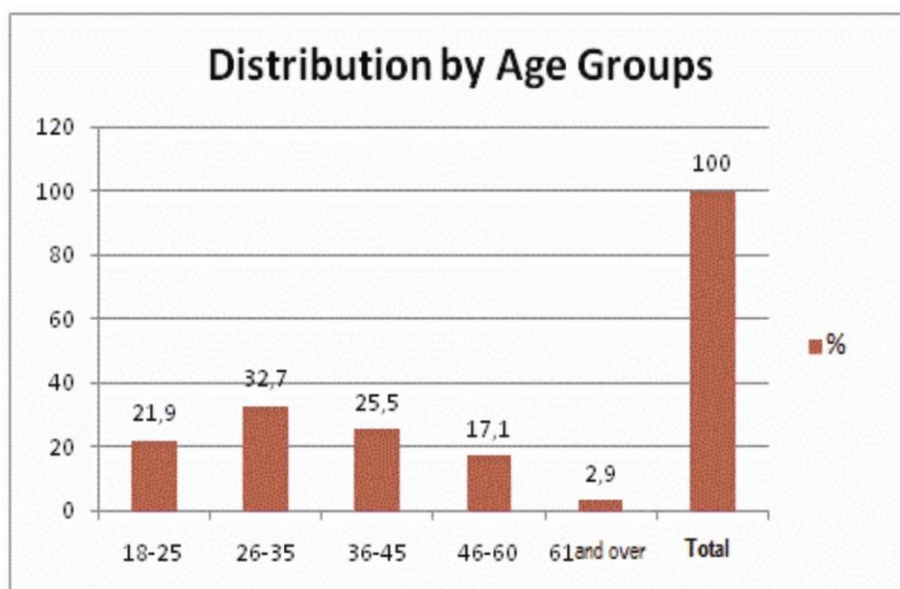


Figure 2. Distribution by Age Groups

As shown by Figure 2, when the distribution of sample group by age groups is analyzed, it is observed that top one is the age group of 26-35 with 32.7% and it is followed by the age group of 36-45 with 25.5%, the age group of 18-25 with 21.9% and the age group of 46-60 with 17.1% and the lowest rate belongs to the age group of 61 and over with 2.9%.

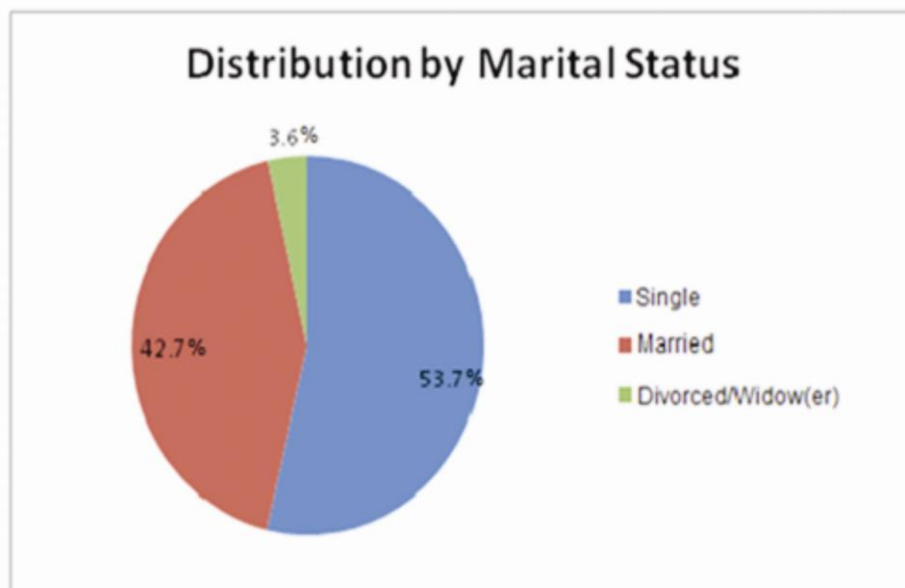


Figure 3. Distribution by Marital Status

When the marital status of the sample group is analyzed, it is found that the largest group consists of single people with a rate of 53.7%. This group is followed respectively by married people with 42.7% and divorced people with 3.6%.

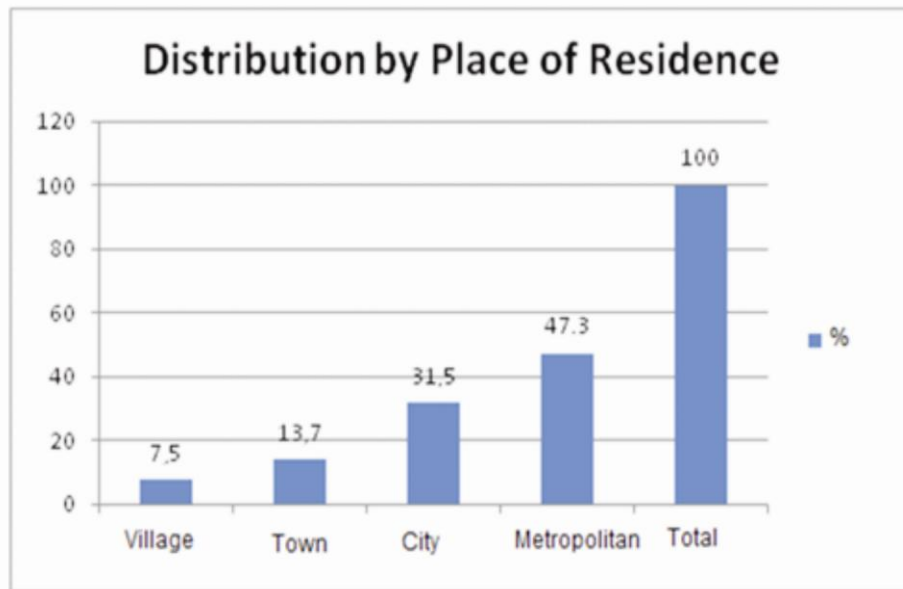


Figure 4. Distribution by Place of Residence

As seen in Figure 4, when it was analyzed where the sample group spent most of their lives, it was found out that metropolitan was first with 47.3% and it was followed respectively by city (31.5%), town (13.7%) and village (7.5%).

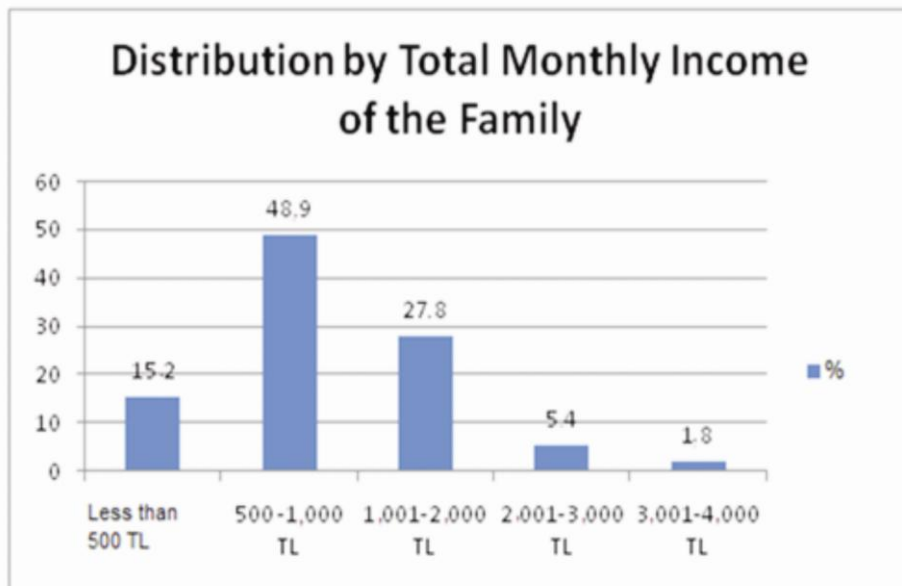


Figure 5. Distribution by Total Monthly Income of the Family

As seen in Figure 5, the mean value monthly income of the sample group varies between 500-1,000 TL. It was followed by the ones with a monthly income between 1,001-2,000 TL with 27.8%, the ones with an income lower than 500 TL with 15.2% and the ones with a monthly income between 2,001-3,000 TL with 5.4%. The rate of the ones with an income of 3,001 TL and over is found out as 2.7%.

The distribution of the interviewees by the level of Medical Board Report rates is shown in Figure 6.

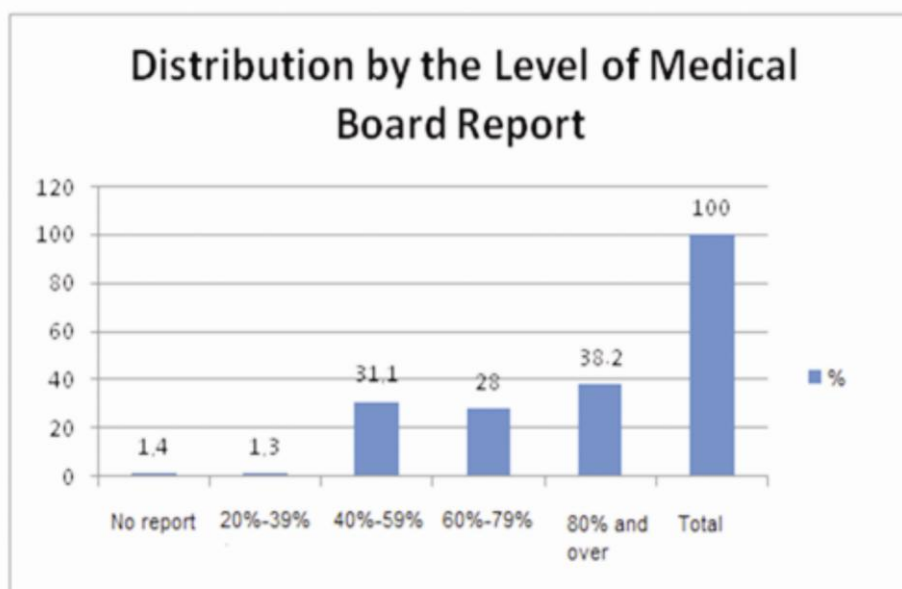


Figure 6. Distribution by the Level of Medical Board Report

As shown in Figure 6, when the sample group is analyzed in terms of the disability rate declared in medical board report, it is found that the ones with a disability rate of 80% and over are first with 38.2% and they are followed respectively by the ones with a rate between 40%-59% (31.1%), the ones with a rate between 60%-79% (28%) and the ones with a rate between 20%-39% (1.3%). 1.4% of the sample group did not get a report from the Medical Board.

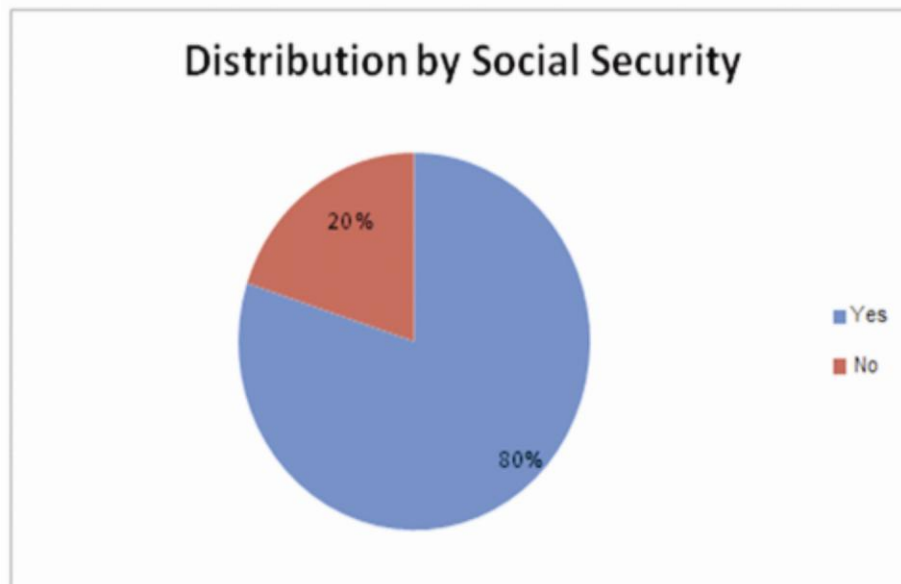


Figure 7. Distribution by Social Security

As seen in Figure 7, it was revealed that most of the sample group (80%) had a social security and the rate of the ones without any social security was only 20%.

Table 8. Distribution by the Type of Disability

Type of Assn.	Number of Disabled People Chosen for the Sample	Number of Disabled People Surveyed	Rate of Disabled People Chosen for the Sample	Rate of Disabled People Surveyed
General	461	430	27	29
Hearing and Speaking	121	89	7	6
Visually Disabled	622	552	37	37
Orthopaedic	293	257	17	17
Mental	203	171	12	11
Missing Data		8	0	1
Total	1700	1507	100	100

Since the projected number could not be reached with the subjects chosen for the sample at the first step, samples were chosen from four more cities. For this reason, differences occurred between the ones chosen for the sample and the surveyed members of the associations serving for disabled people. Because of the reasons explained in the population and sampling section, fewer than predicted numbers of disabled people from each group of disabled people could be interviewed.

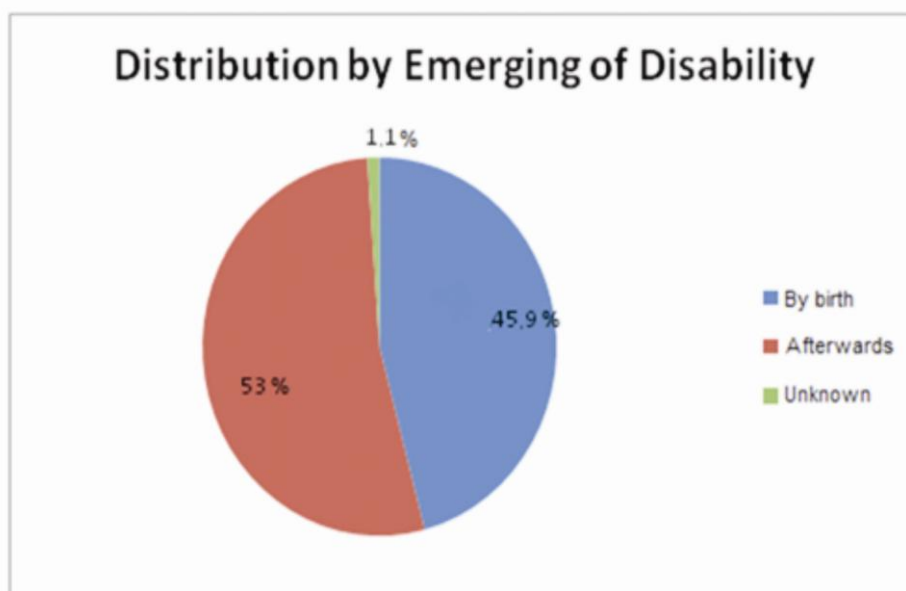


Figure 8. Distribution by Emerging of Disability

As seen in Figure 8, disabilities of a little bit more than half of the sample group (53%) have emerged after the birth. Disabilities of the persons of this group have emerged between the ages of 11 and 12.

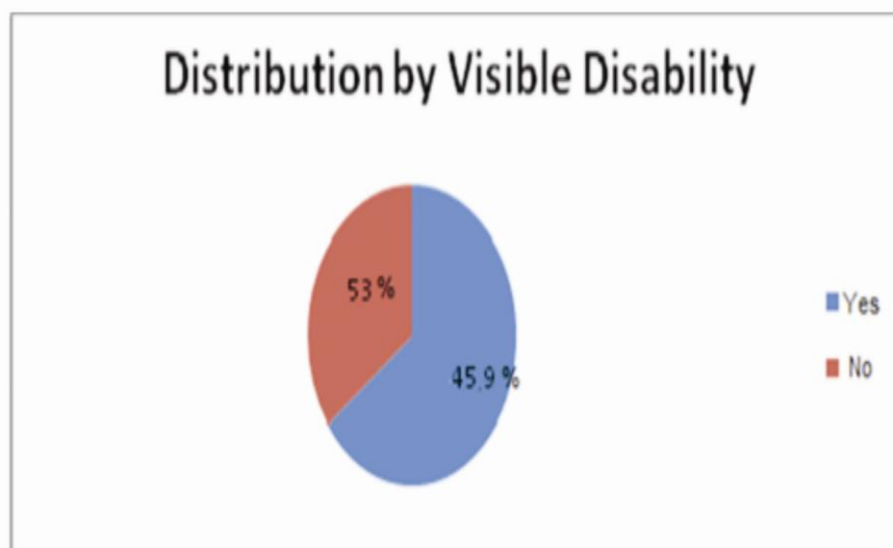


Figure 9. Distribution by Visible Disability

As seen in Figure 9, while the majority of the sample group (53%) has a visible disability, 45.9% of it has no visible ability.

4.2. DISTRIBUTIONS BY GENERAL PERCEPTIONS OF DISCRIMINATION

In this chapter, the mean values and percentage distributions by the sample group's perceptions on the issues whether there is discrimination in Turkey for certain reasons (gender, sexual orientation, ethnicity, religious beliefs, and disability) and if they themselves were exposed to discrimination for these same reasons are discussed. Along with these, other discussion topics are the mean values and percentage distributions of the questions assessing the perceptions on the issues such as what the level of discrimination exposed to disabled people is in comparison with the other members of the society, whether the frequency of discrimination exposed to disabled people has changed comparing the decade before and three groups of disabled people who are exposed to discrimination the most.

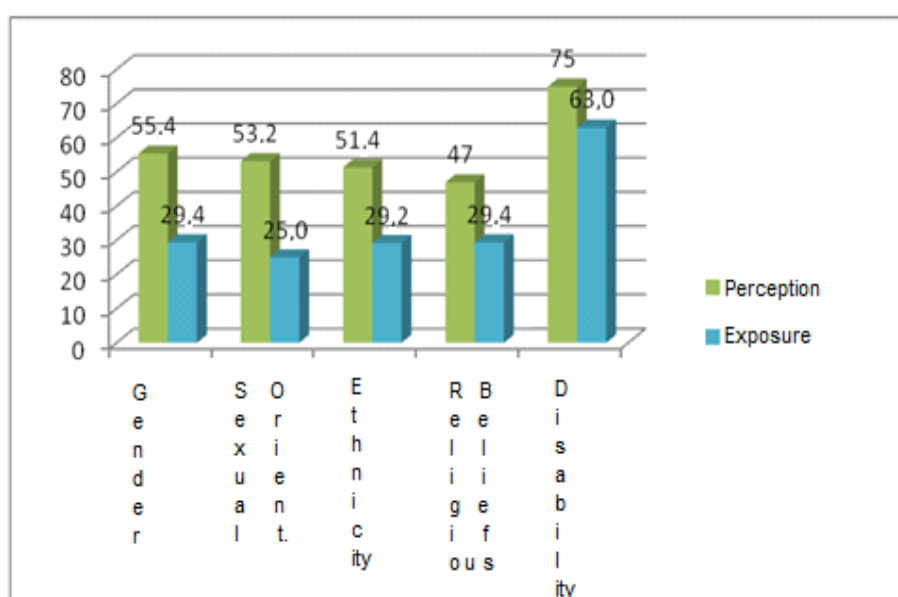


Figure 10. Rates of Perception of and Discrimination Experience in Five Areas

In Figure 10 the data are given pertaining to the perceptions and exposures of the sample group of and to the level of discrimination in Turkey in five areas. A large majority of sample group (75%) think that the highest level of discrimination in Turkey is of the one against people with disabilities. The sample group, at the level of perception, thinks that the highest levels in Turkey, after disability discrimination, belong to discrimination against gender, sexual orientation, ethnicity and religious beliefs. As the target group of this study is the disabled people who are members of associations, their perception which is the disabled people are exposed to the highest level of discrimination in Turkey is a predictable result. When the personal exposure rates in the same table are considered, the participants state that, as can be predicted again, they are exposed to discrimination mostly because they are disabled. The discrimination which is exposed to in all areas of discrimination, including the one based on disabled people, is lower than the perceived discrimination.

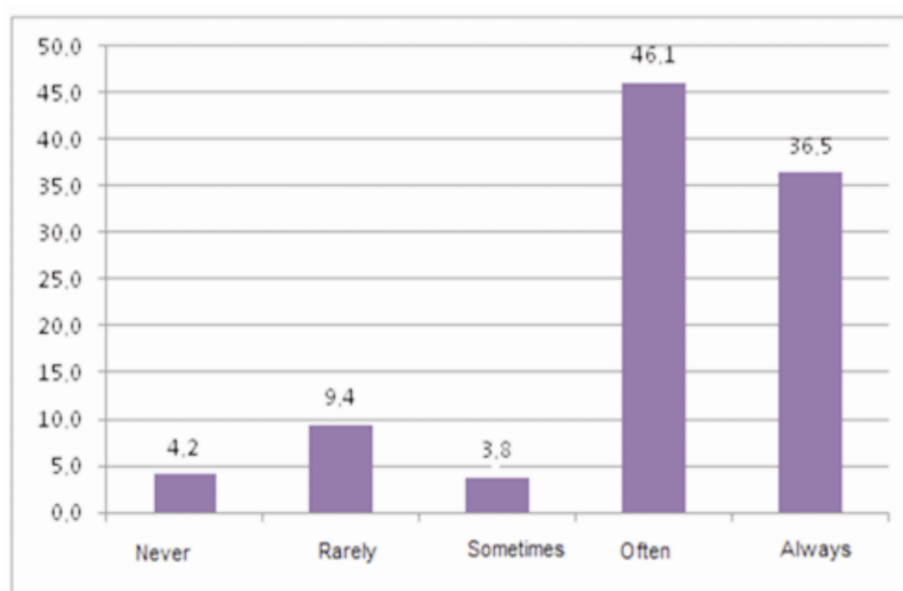


Figure 11. Percentage Distributions by the Level of Agreement Upon the Statement “Disabled People Are Exposed to Discrimination More Than Other Members of the Society”

As seen in Figure 11, a large majority of the sample group agree upon the statement “disabled people are exposed to discrimination more than other members of the society”. When this datum is assessed with Figure 11, it is figured out that disabled people in Turkey are exposed to discrimination more than other individuals whereas disability discrimination has diminished within the last decade. It can be thought that the positive developments that will be discussed in the Chapter Two, in the Legislation Concerning Disabled Rights have affected the perceptions on the belief that disability discrimination has diminished.

A large majority of the sample group (82.6%) think that disabled people are often or always exposed to discrimination more than the other members of the society are. In the studies with a subject matter of discrimination in Turkey based on various groups, the most discriminated group in Turkey varies according to the quality of the surveyed group. For instance, the study “Alawis and Discrimination Research” conducted by ODTU (METU) Department of Sociology and of which results have been published on 10th July 2010 revealed the finding that Alawis are the most discriminated group in Turkey. As the sample group of this study is comprised by disabled people, disabled people have a perception that they are exposed to discrimination more than the other groups.

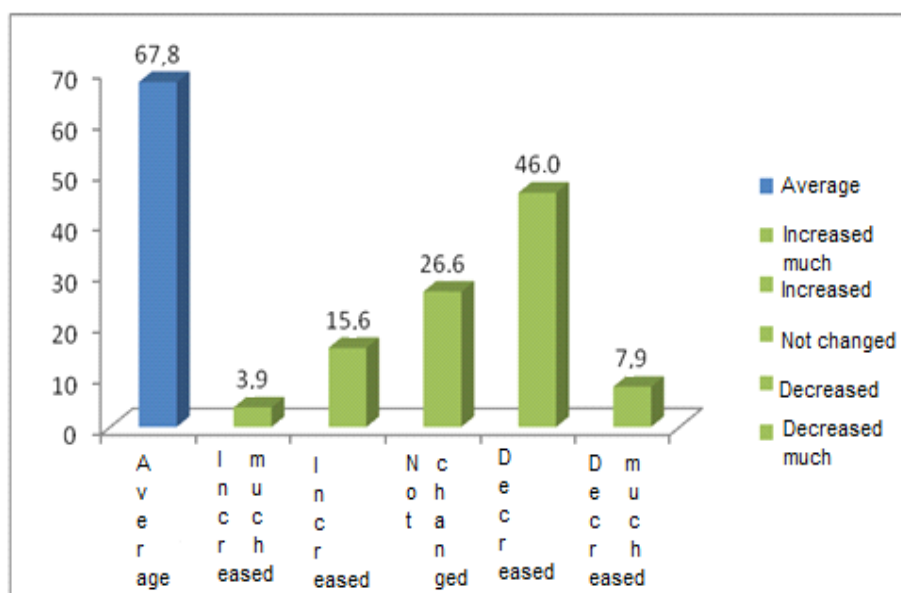


Figure 12. Percentage Distributions by the Level of Agreement upon the Direction Change of Disability Discrimination in the Last Decade

As seen in Figure 12, 53.9% of the sample group has stated that disability discrimination has diminished during the last decade. Development of the official Legislation Concerning Disabled people within the last decade, taking of legal measures against discrimination within the context of human rights including disabled people and building institutional bodies may have affected the perception of a decline in discrimination.

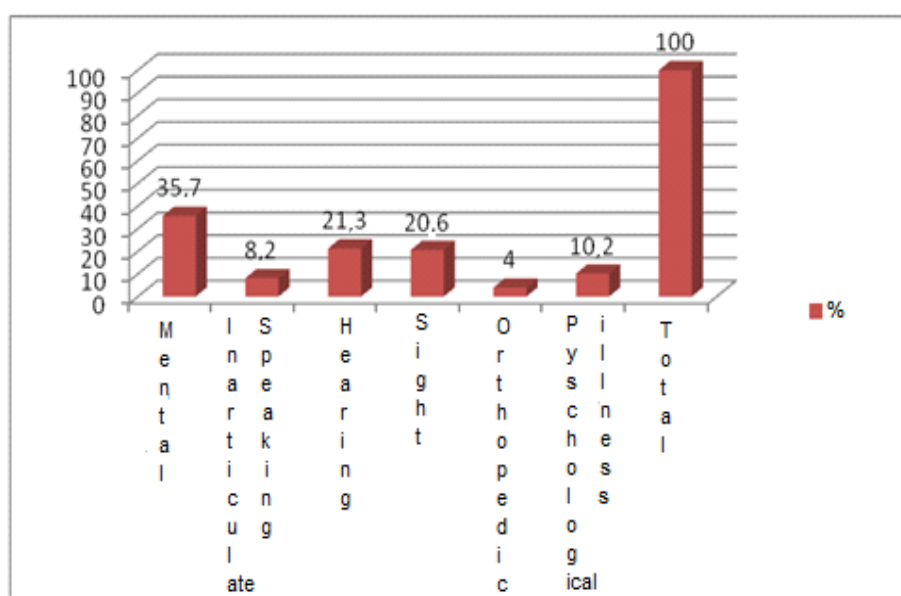


Figure 13. Percentage Distributions by the Perceptions on the Three Most Discriminated Groups of Disability

According to the research findings, the most discriminated group of disability in Turkey, in comparison with other groups, is apparently comprised by the mentally disabled ones. This datum is consistent with the findings of the research “What is the Society’s Perception of Disability?”. In the relevant research, the ones comprising the sample group prefer the people with mental

disabilities as flat mates, colleagues and neighbours less than they prefer other groups of disabled people. (Figure 13)

4.3. DISTRIBUTIONS BY THE LEGISLATION INFORMATION

Knowing the laws concerning discrimination or the places to apply or consult to when exposed to discrimination may change the disabled individuals' perception of and attitude towards discrimination. In this chapter, the findings about the disabled people's information on the Legislation Concerning Discrimination are discussed within this framework.

4.3.1. Discussing the Distributions by the Legislation Information

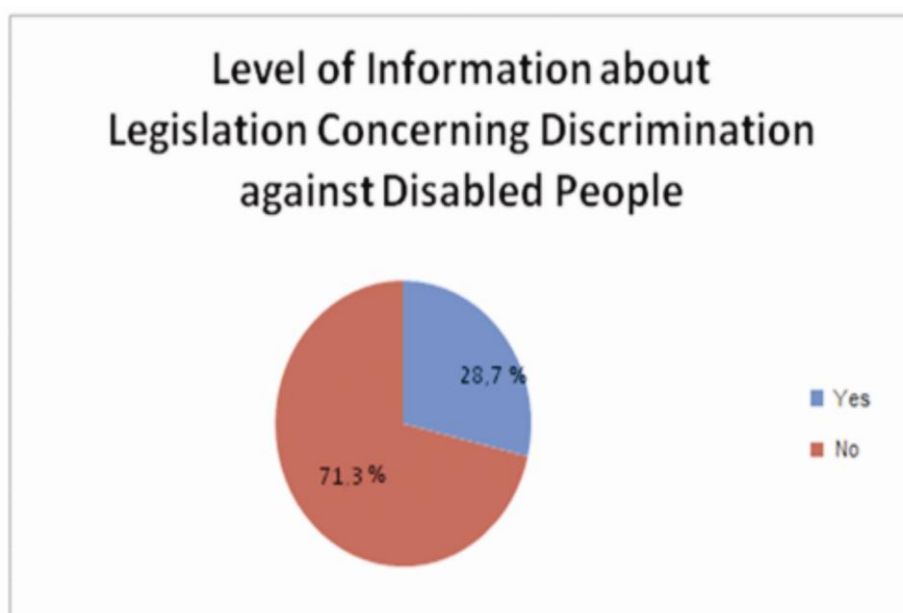


Figure 14. Percentages of Level of Information about Legislation Concerning Disability Discrimination

28.7% of the sample group stated that they knew about Legislation Concerning Disability Discrimination and 71.3% of them stated they did not.

Considering a research conducted in a city and in which a majority of the relatives of disabled people (64.3%) stated that they had no or little information about the Legislation Concerning Disabled people,²⁶⁶ even though they represent the organized group of disabled people, it is a predictable result that 71.3% of the sample group would state they did not know about the Legislation Concerning Disability discrimination.

²⁶⁶ Dalbay, 2009, p.95.



Figure 15. Percentage Rates pertaining to the Question “Do You Know That Discrimination based on disabled people Is An Offense within the Context of Turkish Penal Code?”

The percentage of the ones stating that they know it is an offense to discriminate disabled people within the context of Turkish Penal Code is higher (47.5%) even though their percentage of knowing about the Legislation Concerning Disability discrimination is lower in general (Figure 15). Approximately a half of the sample group knows that disability discrimination is declared an offense. This issue shows us that some of the ones having little information about the Legislation Concerning Discrimination in the general sense, contrarily have some information about concrete events.

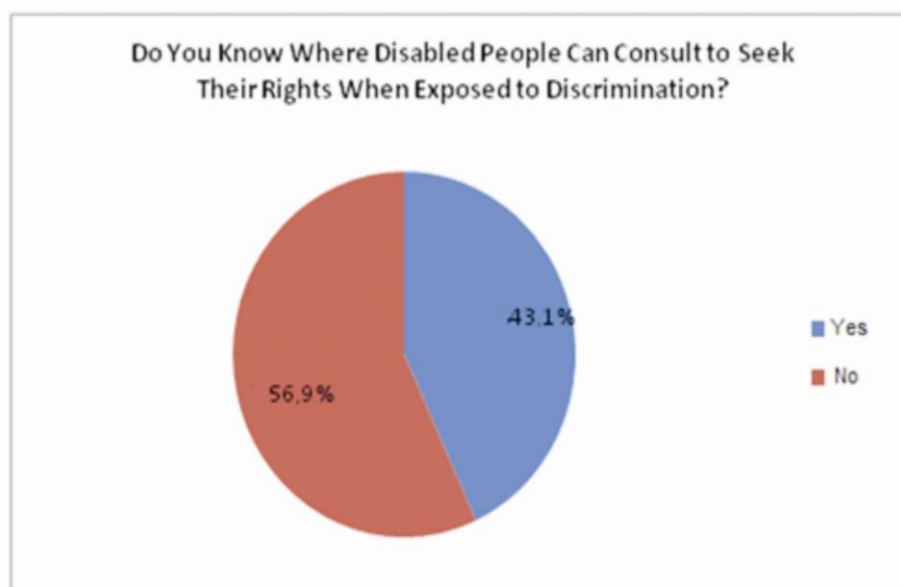


Figure 16. Distributions Pertaining to the Question “Do You Know Where Disabled People Can Consult to Seek Their Rights When Exposed to Discrimination?”

When sample group’s responses for whether they know where to seek their rights are analyzed, it has been found that 56.9% of the group do not know where to consult (Figure 16).

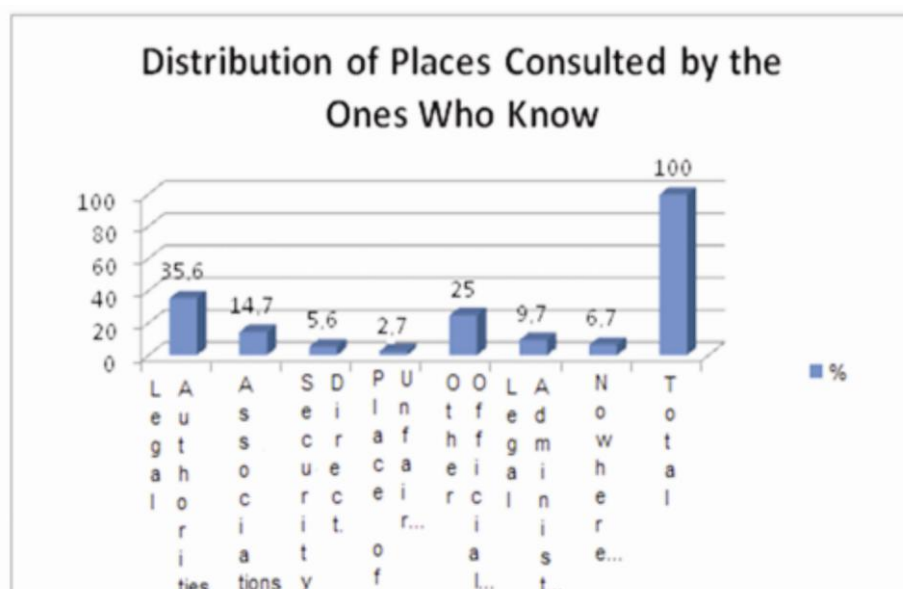


Figure 17. Places Stated by the Ones Having Replied “Yes” to the Question “Do You Know Where Disabled people Can Consult to Seek Their Rights When Exposed to Discrimination?”

“To seek rights” in this question means making discrimination actionable. From this perspective, the percentage of the ones giving the answer “to legal authorities” and “to security directorate” is 41.2% (Figure 17). Even when the question, in a broader sense, is interpreted as “seeking one’s rights”, 6.7% of the ones having stated they knew where to consult to seek their rights did not exemplify anywhere and 14.7% of them exemplified associations and 9% of them exemplified local administrations. It is concluded from these data that 32.1% of the sample group in total did not exemplify anywhere or exemplified the local administrations they can take consultancy from and the associations they can cooperate with. It is found that some of the sample group has taken “to seek one’s rights” as asking an association for help or direct the association for this issue, some of them has taken it as making complaints to local administrations and some of them had no idea about the issue. When the ones who have taken the concept of “seeking one’s rights” as a whole concept including administrative applications and given the responses “legal authorities” (35.6%), “security directorate” (5.6%), “other official bodies” (25%) and “authorized person of the place of unfair treatment” (2.7%) are assessed together, it is revealed that 69% percent of the ones having stated that they knew where to consult to seek their rights and 29.7% of the sample group have information about where to consult to seek their rights

Rate of the ones (41.3%) having stated that they knew where to receive support and consultation is close to ones’ (43.1%) having exemplified where to seek their rights (Figure 16,18). 58.7% of the sample group states that they did not know where to receive support and consultancy (Figure 18). Finding out that the rate of the ones having stated that they did not know where to receive support and consultancy is slightly higher than the ones’ having stated that they did not know where to consult to seek their rights, shows that people are not aware of the provincial and district human rights committees and consultancy centers of metropolitan municipalities which clearly were assigned for this task.

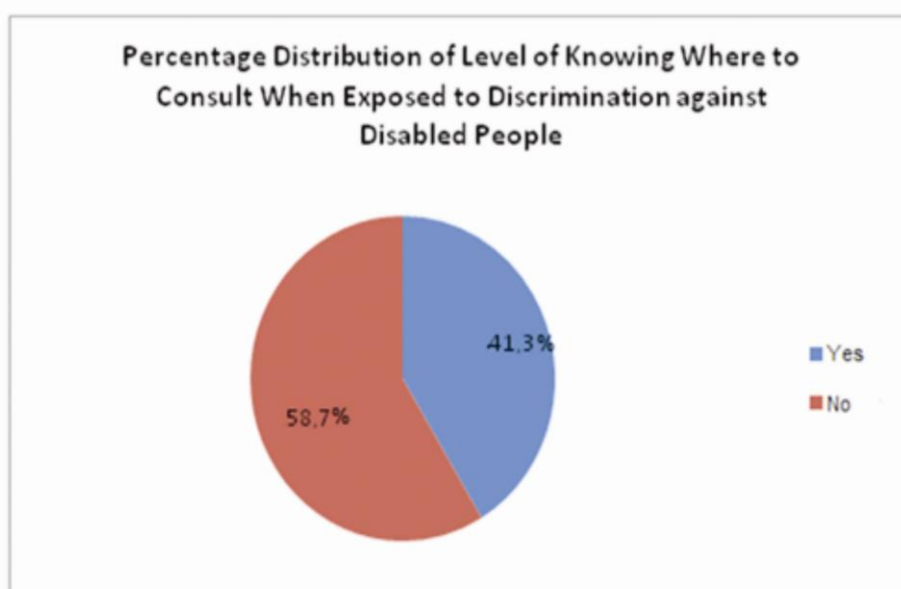


Figure 18. Percentage Distribution of Level of Knowing Where to Consult When Exposed to Discrimination based on Disabled People

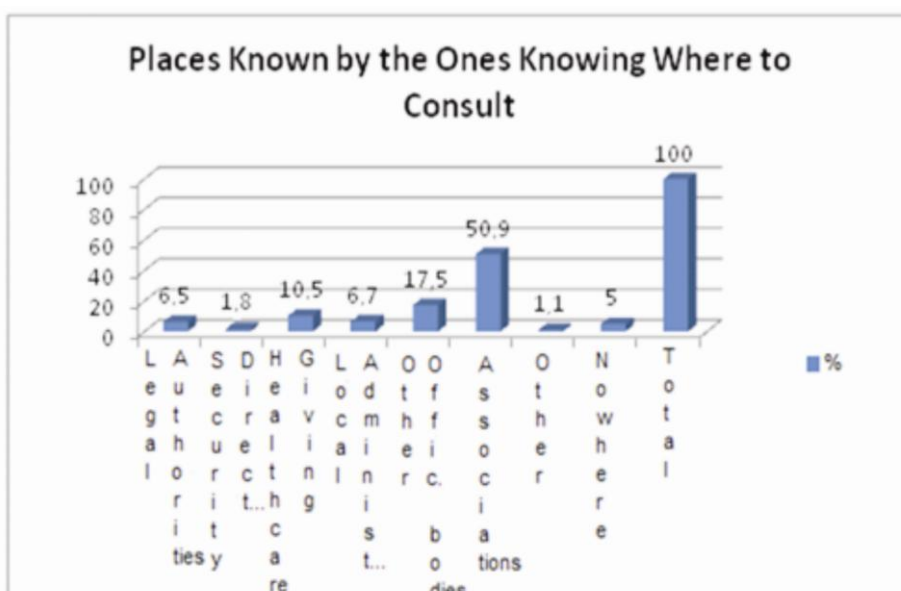


Figure 19. Percentage Distributions of the Ones Stating They Know Where to Consult When Exposed to Disability Discrimination According to the Places They Know

It is seen that, when the responses for both questions are compared, the responses are similar. The difference here is existence of the ones thinking that one can apply to places giving healthcare services to receive support and consultancy. This shows us the evidence that disabled people has a habit of applying to the places giving healthcare services to receive support. It has been revealed that the addresses known most widely to receive support and consultancy are not public institutions, on the contrary, the associations serving for disabled people (50.9%). The ones giving the answer “local administrations” which was intended to include also the metropolitan municipalities which formed departments directly for this purpose, comprise only the 6.7% of the sample group (Figure 19).

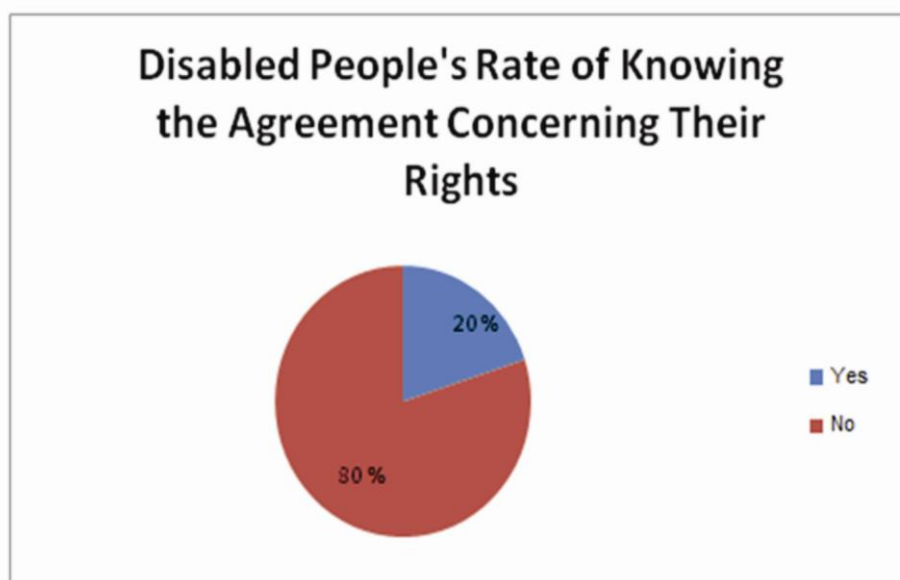


Figure 20. Percentage Distributions of Disabled People's Rate of Knowing the Convention Concerning Their Rights

As a part of the legislation information, information levels of disabled people about United Nations Convention on the Rights of Persons with Disabilities were also evaluated. Only 20% of the ones among the sample group answering this question stated that they had information about the Convention (Figure 20).

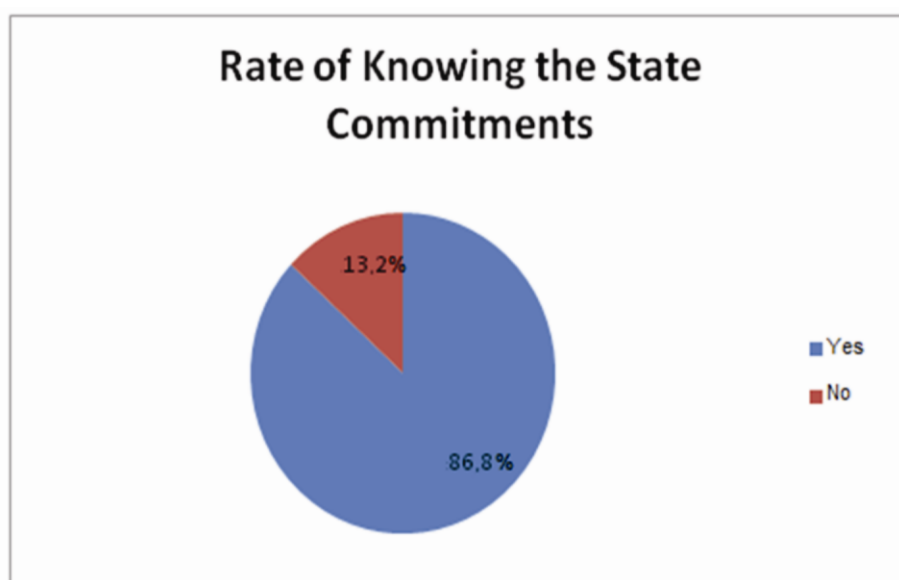


Figure 21. Rate of Knowing That, in Accordance with the Convention on the Rights of Persons with Disabilities, State of the Republic of Turkey Undertakes to Take the Necessary Steps to Ensure Participation of Disabled People into Society in Various Areas

Among the ones having stated that they had information about the Convention, rate of the ones having stated that they knew the state, within the scope of this Convention, undertook to take the necessary steps to ensure that disabled people fully join the society in such areas as education, healthcare and employment is 86.8% (Figure 28).

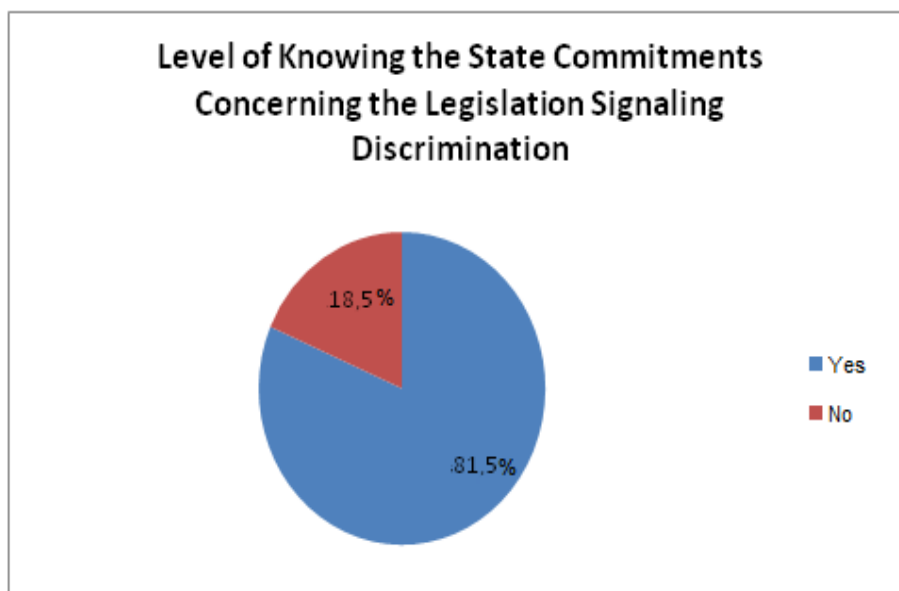


Figure 22. Rate of Knowing That, in Accordance with the Convention on the Rights of Persons with Disabilities, State of the Republic of Turkey Undertakes to Amend or Abolish the Laws, Regulations, Traditions and Practices Signalling Disability Discrimination

Among the ones having stated that they had information about the Convention, the rate of the ones having stated that they knew it was undertaken to amend or abolish the laws, regulations, traditions and practices signalling disability discrimination is 81.5%. Thus, while the rate of the ones knowing about the Convention is quite low (20%), (Figures 20 and 22) the information levels of these few people knowing about the Convention are high.

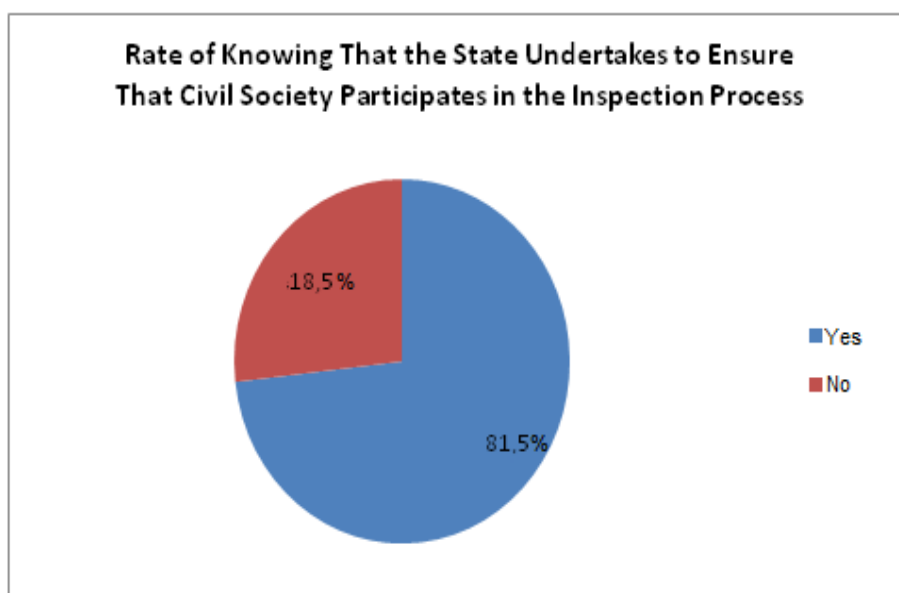


Figure 23. Rate of Knowing That, in Accordance with the Convention on the Rights of Persons with Disabilities, State of the Republic of Turkey Undertakes to Ensure That Disabled People, Associations Representing Them and Civil Society Participate in the Inspection Process of Implementation of the Convention in Turkey

Among the ones having stated that they had information about the Convention, the rate of one's having stated that they knew it was undertaken to ensure that disabled people and

associations serving for them participate in the implementation and inspection process of the Convention is 73.2% (Figure 30).

Generally speaking, we can say that the Convention is not known very widely; however, few disabled people having information about the Convention know about it very well.

4.3.2. Analyses of Variable of General Legislation Information

Findings on the analyses made using the general legislation information formed by putting together the five questions measuring legislation information²⁶⁷ are presented in this chapter. Two categories called low and high information were formed by dividing 1,638, the mean value of aggregate score, by two.

As shown by the analyses of variable of general legislation information (Table 9), significant differences about demographic variables have appeared among disabled groups in terms of legislation information. Sample group's information level of Legislation Concerning Discrimination varied according to age, economic condition, place of residence, level of disability, gender, being employed or not and consulting the dealing methods or not.

Sample group's information level of Legislation Concerning Disability discrimination is higher among the ones who are 46 years old and over than the ones between 18-25 and 36-45 years of age (Table 9).

From the perspective of economic condition, while the rate of ones with a lower information level of Legislation and with an income within the range of less than 500 – 1,000 TL which are the lowest economic income groups is high, the rate of ones with a higher information level is high beginning from the income group with an income between 1,000 – 2,000 TL. This shows us the evidence that ones with a higher level of economic income also have higher information levels of Legislation.

When we look from the perspective of the place of residence, information level of Legislation Concerning Disability discrimination is higher only among the ones living in metropolitans. This difference can be interpreted as ones living in metropolitans generally have more opportunities to be socialized.

Information levels of legislation among the ones having received high school, university and post-graduate education are higher than the ones' with a lower level of education. And information levels of legislation of the ones having received university and post-graduate education are higher than the ones' with a level of high school education. Thus, as level of information rises, information level of legislation does, too.

While a majority of the ones with lower information levels comprise the group raging from ones whose level of disability is too low to have a report to ones with a 59% level of disability, it is observed that a majority of the group comprised by the ones with a 80% and over level of disability have higher levels of information.

²⁶⁷ Questions of "Do you know the Legislation Concerning Disability discrimination?", "Do you know that, within the context of Turkish Penal Code, it is an offense to discriminate disabled people?", "Do you know where disabled people can consult to seek their rights when exposed to discrimination?", "Do you know here you can receive support and consultancy when you are discriminated because of your disability?" "Do you have any information about United Nations Convention on the Rights of Persons with Disabilities?".

Table 9. Transversal Percentage Results Pertaining to the Variable of General Legislation Information

Variable	Category	Higher Level of Info.	Higher Level of Info.(%)	Lower Level of Info.	Lower Level of Info.(%)	Total
Age	a.18-25	117	41.2	167	58.8	284
	b.26-35	215	50.5	211	49.5	426
	c.36-45	154	46.4	178	53.6	332
	d.46-60	138	61.9	85	38.1	223
	e.61 and over	24	63.2	14	36.8	38
	Total	648	49.7	655	50.3	1303
Economic Status	a. less than 500	81	37.7	134	62.3	215
	b.500-1,000	312	45.5	374	54.5	686
	c.1,001-2,000	211	53.7	182	46.3	393
	d.2,001-3,000	55	71.4	22	28.6	77
	e.3,001-4,000	16	61.5	10	38.5	26
	f.4,001 and over	12	92.3	1	7.7	13
	Total	687	48.7	723	51.3	1410
Place of Residence	a.Village	37	35.2	68	64.8	105
	b.Town	77	39.3	119	60.7	196
	c.City	214	48.3	229	51.7	443
	d. Metropolitan	368	54.5	307	45.5	675
	Total	696	49.0	723	51.0	1419
Level of Education	a.Illiterate	63	40.1	94	59.9	157
	b.Literate	28	38.9	44	61.1	72
	c. Elementary School	162	42.5	219	57.5	381
	d. Secondary School	108	42.7	145	57.3	253
	e.High School	225	55.0	184	45.0	409
	f. University	105	72.9	39	27.1	144
	g.Post-graduate	5	100.0	0	0.0	5
	Total	696	49.0	725	51.0	1421
Report	a. No report	5	25.0	15	75.0	20
	b. 20%- 39%	6	31.6	13	68.4	19
	c. 40%- 59%	182	41.7	254	58.3	436
	d. 60%- 79%	194	48.6	205	51.4	399
	e. 80 and over	311	57.0	235	43.0	546
	Total	698	49.2	722	50.8	1420
Gender	Female	169	43.9	216	56.1	385
	Male	525	50.9	506	49.1	1031
	Total	694	49.0	722	51.0	1416
Employment	Yes	426	54.8	351	45.2	777
	No	271	42.1	373	57.9	644
	Total	697	49.0	724	51.0	1421
Consulting the Dealing Methods or Not	Yes	628	49.9	631	50.1	1259
	No	63	40.1	94	59.9	157
	Total	691	48.8	725	51.2	1416

From the gender perspective, it is seen that while the number of the ones with lower information levels among females is high, the number of the ones with higher information levels among males is higher even though both male groups are close to each other. This issue can be explained as women's participation in the social life is low in general.

From the employment perspective, it is seen that the number of the ones with higher information levels of legislation concerning disability discrimination among the employed ones compared to the unemployed ones. This leads to a thought that employed ones have higher information levels because they join social life more actively²⁶⁸ and need legal grounds on which they can defend themselves against discrimination in terms of working conditions.

From the perspective of consulting the methods for dealing with discrimination or not, it is seen that the rate of the ones with higher information levels of legislation is high among the ones consulting the methods for dealing with discrimination. This datum shows us the evidence that dealing process has a crucial importance for learning the legislation. In a research conducted in UK devoted to whether Disability Discrimination Act was known or not, it was found out that the Act was known only by the ones having benefited from it.²⁶⁹ Similarly, in a research conducted among the employed disabled people, it was found that ones having with a disability by the time they were accepted for the job have high awareness levels of legislation concerning disabled rights²⁷⁰. Thus, it can be assumed that processes of knowing about and benefiting from the legislation support each other.

4.4. Perception of Discrimination in Eight Areas of Social Life

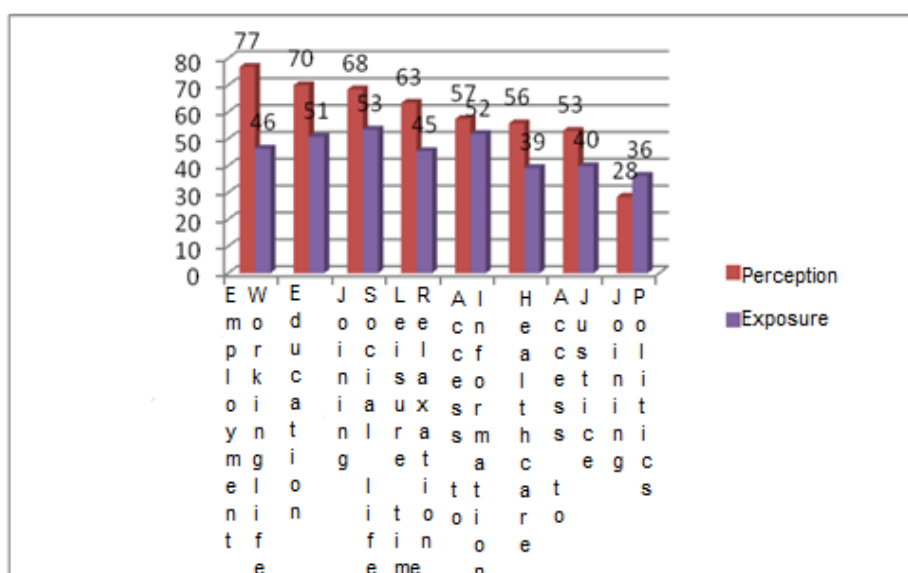


Figure 24. A Comparison of the Percentage of Disabled People's Perception of and Discrimination Experience according to the Areas

Note: Mean values obtained here belong to the aggregate variables obtained from the scales formed to measure the general perception of discrimination in eight areas and "personal" discrimination experience.

²⁶⁸ In Jusuf's study during which he questioned whether the parents with children who had to receive special education knew about the legislation concerning this issue, it was found that a significant difference at the level of legislation information appears according to the mothers' being employed or unemployed, information levels of legislation of the retired mothers are higher compared to employed and unemployed mothers and information levels of legislation of employed mothers are higher compared to unemployed mother. Jusuf, 2007.

²⁶⁹ Foster, 2007, p. 67.

²⁷⁰ Foster, 2007, p.72.

Perception of and discrimination experience in the areas of education, employment and working life, healthcare, participation in the political life, access to justice, leisure time and relaxation activities, joining the society and access to information are discussed in details at the rest of this chapter. This section is allocated for the sample group's perception and exposure related with in which one of the eight areas they were discriminated more.

As can be seen in Figure 24, the sample group thinks that disabled people are exposed to employment discrimination the most. This was respectively followed by education, joining the social life, leisure time and relaxation activities, access to information, healthcare and justice. The general belief among the sample group is that disabled people are exposed to very low levels of discrimination in the area of participation in the political life. When their exposures to discrimination in eight areas are asked to sample group, the number one is reached by joining the social life as it is followed by access to information, education, employment, leisure time and relaxation, access to justice and healthcare and participation in political life.

When the perception of and discrimination experience areas are compared, the sample group thinks that the highest level of disability discrimination is employment discrimination; however, they state that the highest level of discrimination against them is in the area of participating to social life. Employment is generally shows up in the public opinion polls as the most significant problem of Turkey. The sample group's perception of employment discrimination as having the highest levels in Turkey seems to be related with a general problem in Turkey. According to the results from "Turkey Disability Survey" conducted by TÜİK in 2002, employment is a substantial problem. While the rate of taking up a career is 21.71% among people with orthopaedic, visual disabilities, hearing, speaking and language disabilities, and mental disabilities, the rate of non-disabled people who do not begin a working life is 78.29%. 54.8% of disabled individuals include in the sample group of the study are employed. Employment, at the level of exposure, receding to number four may be caused by the high levels of beginning a working life among the ones who are members of associations serving for disabled people and comprising the population of the study. The highest level of discrimination at the level of exposure is seen in the area of joining the social life. The sample group thinks that other disabled people are exposed to discrimination more than them and their own exposure levels in every area except for participation in political life.

4.5. DISCRIMINATION IN EDUCATION

Education is of significant importance for disabled individuals to join the social and economic life in terms of gaining academic and vocational skills. In this framework, results of the study were analyzed being based on the findings on the levels of education of the disabled people who are members of the associations serving for disabled people, their perceptions of discrimination in education they were exposed to and whether the perception of discrimination in education varies according to different variables.

4.5.1. Findings on Level of Education

According to the results from the study, a majority (29.1%) of the sample group were graduated from a high school or its equivalent. This is respectively followed by the elementary school graduates with 26.7%, secondary school graduates with 17.7%, ones having received education at the level of academy/university/post-graduate with 10.4%, the illiterate ones with 10.9% and the literate ones with 5.2% (Figure 25).

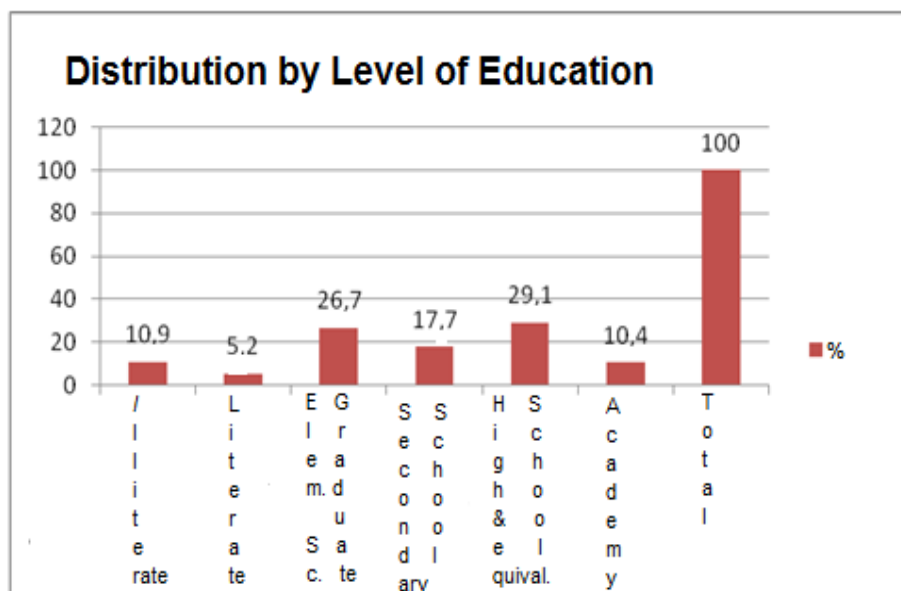


Figure 25. Distributions by Level of Education

When the data are compared with the ones in the Turkey Disability Survey Questionnaire Secondary Analysis Report, it is found out that, across Turkey, 36.3% of disabled people are illiterate, 14.9% are literate but not graduated from any school, 33% are elementary school graduates, 5.2% are secondary school graduates and 1.4% are elementary education graduates. The percentage of the high school graduate disabled people is only 5.6% while the percentage of high school or an equivalent school graduates is 1.4%. The percentage of academy and faculty graduate disabled people against the general disabled population in Turkey is only 1.8%.²⁷¹ Thus, it can be clearly seen that data of the education levels of disabled people who are members of associations serving for disabled people do not reflect the actual data of education levels of disabled people across Turkey. In other words, education levels of disabled people who are members of associations are quite higher than the education levels of disabled people across Turkey. This result can be interpreted as disabled people who received higher levels of education take more conscious and active social roles in terms of getting involved in association membership and activities which means they attempt more often to create public opinion and seek their rights at an organized level originating from a social approach of disability. It is possible to reach a conclusion that as the education level of the disabled people rises, the level of awareness for disability and frequency of civil attempts rise also. On the other hand, it can be thought that associations have positive impacts such as solving the problems faced by disabled people in the area of education and providing them with support they need and encouraging them to receive higher levels of education.

Disability discrimination in education covers a multi-dimensional and large area. Considering the qualifications of the sample chosen within the framework of this study, research data were analyzed initially to reveal the adult disabled people's level of benefiting from educational opportunities and especially to determine the discrimination incidents disabled people were exposed to in the area of education by starting from the sample group's exposures.

When the sample group was questioned whether they perceived discrimination in education, it was found that 25.3% of the sample group stated being always discriminated and 34.1% stated being often discriminated. 16.6% of the sample group stated that discrimination in education is sometimes seen and 10.8% stated that it is rarely seen. Percentage of the ones thinking that

²⁷¹ Tufan ve Arun, 2006.

disability discrimination in education never exists is 13.3%. As seen here, a group of 59.4% shares the perception of disability discrimination in education (Figure 26).

4.5.2. Findings on Perception of Discrimination in Education

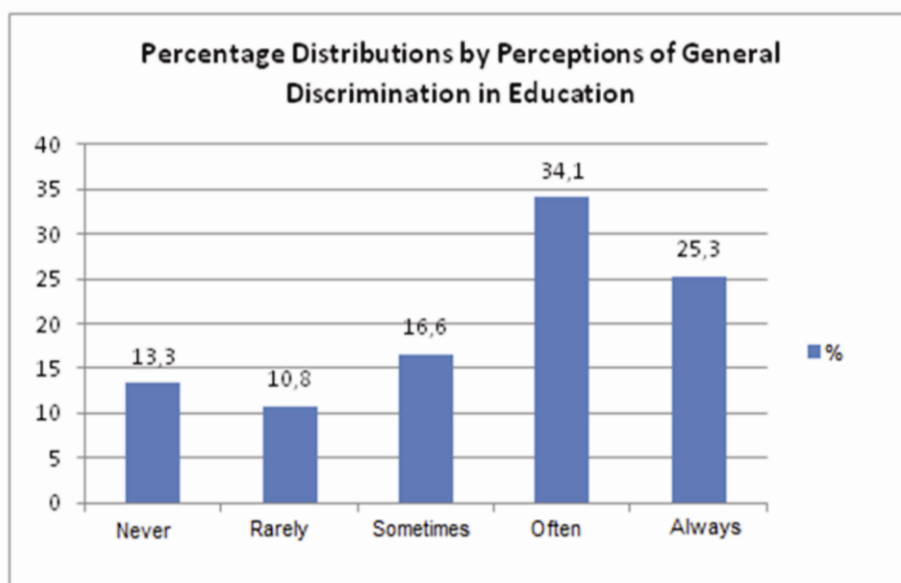


Figure 26. Percentage Distributions by Perceptions of General Discrimination in Education

Considering the responses for the Items exemplifying the discrimination incidents in education, the highest level of discrimination belongs to the Item which is not using means and technologies of communication appropriate for disabled people. The percentage of the ones stating, relying on this Item, that discrimination always exists is 31.5% while percentage of the ones who are often exposed to discrimination is 15.1%. The second highest level of discrimination belongs to the Item which is educators of the education institute not being trained on disability. The percentage of the ones stating that they are always exposed to this situation is 28.3% and percentage of the ones stating that they are often exposed to this situation is 19.1%. Apart from this, disabled people in the sample group stated that they could not always benefit from the courses and programs for adult training with a rate of 20.5% and they could not often benefit from them with a rate of 17.3% because there were no arrangements for disabled people. The rate of the ones having stated that they always faced with the lack of providing the disabled people with necessary supporting services is 18.5% and the rate of the ones having stated that they often faced with this situation is 15.7%. 19.1% of the ones having stated that they could not benefit from the educational opportunities for vocational purposes because there were no arrangements for disabled people also stated that they always faced with this situation and %14.9 of them stated that they often faced with this situation. On the other hand, it can simply be realized that the ones whose application for enrollment to the school was rejected because of their disability (always 3.8%, often 4.1%) and the ones who were exposed to unfair treatment or negative treatment by the staff of the education institute because of their disability (always 6.5%, often 4.9%) form a very small group compared to the ones included in the study.

These findings show that direct discriminative regulations and practices in education are disappearing with legal arrangements as intended. However, results of the study show that there is a high level of perception of disability discrimination in education in terms of various support and practices with which disabled people should be provided in order to reach the efficient level of information and skill. Lack of such support and arrangements cause the disabled people to perceive high levels of discrimination in education.

Table 10. Distributions of Percentages and Mean Values by Perception of Discrimination in Education According to Items*

Perception of Discrimination According to Items	N	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
1. My application of enrollment to the school was rejected because of my disability.	1191	1.43±1.04	80.3	7.8	4	4.1	3.8
2. I had difficulties (entering the building, going upstairs, using WCs) because there were no physical arrangements for my disability.	1190	2.61±1.62	43.8	8.1	11	17.6	19.5
3. I was not provided with the supporting services (etude, personal help, technical help, etc.).	1189	2.52±1.62	45.9	9.2	10.7	15.7	18.5
4. The educators of the institution I received education from were not educated in disability.	1181	2.95±1.69	36.5	7.8	8.4	19.1	28.3
5. Appropriate means and technologies of communication for disabled people were not used.	1179	2.95±1.73	37.7	7.4	8.4	15.1	31.5
6. I could not benefit from the courses and/or programs of adult (grown-up) education (art, music, language etc.) since there were no arrangements for disabled people.	1188	2.65±1.63	42.3	9	10.9	17.3	20.5
7. I could not benefit from the training courses (courses of Iskur**, Municipality, Halk Egitim***) since there were no arrangements for disabled people.	1186	2.51±1.62	46.6	8.9	10.4	14.9	19.1
8. I, because of my disability, was exposed to unfair or negative treatment by the staff of the education institute (teachers, directors).	1191	1.73±1.2	66.4	11.7	10.5	4.9	6.5

* These Items were not answered by the ones having stated being illiterate in question 38 which means having never attended school and the ones over 25 years old among persons whose disabilities have emerged afterwards.

T.N. **Iskur is a Turkish state institution which can be translated as "Turkish Employment Organization".

***T.N. **Halk Egitim** is a training institute which can be translated as "Public Education Center"

Table 11. T-Test Findings on Variable of Perception of Discrimination in the Area of Education

Variable	Category	\bar{x}	Mean	SS	t
Gender	Female	286	2.68	1.12	-.76 p=.45
	Male	949	2.62	1.16	
Social Security	Yes	894	2.63	1.13	-.46 p=.65
	No	238	2.67	1.13	
General Discrimination ¹ (Item 12)	Low	745	2.50	1.06	-6.24
	High	416	2.93	1.21	
Variable of Legislation Information	Low	569	2.67	1.15	1.27 p=.20
	High	544	2.59	1.11	
Variable of Agreement Information	Low	346	2.37	1.16	-3.89
	High	70	2.98	1.11	
Education General Discrimination ¹ (Item 37)	Low	464	2.19	.91	-11.80
	High	668	2.95	1.17	
Worked Until Now?	Yes	692	2.58	1.12	2.26
	No	446	2.73	1.13	

*** $p < .001$; * $p < .05$

¹ Low and high groups were created according to the means of the relevant Items.

The fact that the ones agreeing with the statement “disabled people are exposed to discrimination in education” in Table 11 have high perception levels for Items enlisted as examples for discrimination practices in education supports this idea. Besides, the ones agreeing with the Item “disabled people are exposed to discrimination much more than other members of the society in Turkey” have higher levels of perception of discriminative practices in education. It is also observed that the ones having information about United Nations Convention on the Rights of Persons with Disabilities have higher levels of perception of discrimination in education. It is possible to suggest that attempts to protect disabled rights at the international level cause a particular awareness and conscious of fight against discrimination especially among the disabled people with relatively high levels of education. Values pertaining to the perception of discrimination in education also vary according to the employment state of the ones included in the study. The ones having never been employed before have higher levels of perception of discrimination in education. This makes it clear that we should assess the discrimination experiences of disabled people in terms of their results. Accordingly, it can be concluded that the ones having never been employed before perceive high levels of discrimination in education relying on the assumption that they could not get necessary vocational information and skills because of the discriminative attitudes and practices they were exposed to in education and therefore they were kept away from working life.

Perceptions of discrimination in education vary significantly according to the type of disability, level of disability and monthly income per household (economic condition). According to this, ones with multiple and hearing disabilities are exposed to discrimination more often than the other disability groups. Besides, the ones with 80% or over level of disability according to the report given by Medical Board are exposed to discrimination in education more often. This shows us the evidence that both people with multiple disabilities and high levels of disabilities need more support and service; however, these support and services are not provided. It is especially same with the hearing disabled group. It is understood that education institutes and the staff working there do not have efficient levels of information or skills for the education of disabled people. Apart from these, results of the study have shown that the ones with a monthly income per household (economic condition) of 3,001 TL and over are exposed to discrimination more than other income groups. Considering that disabled people with limited opportunities have much more difficulties to reach educational opportunities and receive no or little education, it should be

regarded that ones with lower income levels will have limited disability discrimination experience in education (Table 12).

Table 12. ANOVA Findings on Discrimination Exeperince in Education

Variable	Category	N	\bar{x}	SS	F	Significant Difference
Type of Disability	a. Mental	56	2.30	1.04	5.39*** sd=5, 1131	between f and b
	b.Inarticulate/ Speaking	11	2.04	.95		
	c.Hearing	61	2.93	1.07		
	d.Visually Disabled	478	2.66	1.12		
	e.Orthopaedic	448	2.56	1.10		
	f.Multiple disabilities	83	3.06	1.28		
Economic Condition	a.Less than 500	178	2.73	1.15	4.00** sd=4, 1124	between e and others
	b.500-1,000	546	2.51	1.09		
	c.1,001-2,000	318	2.72	1.12		
	d.2,001-3,000	61	2.87	1.26		
	e.3,001 and over	26	3.02	1.08		
Report	a. No Report	14	2.58	.88	2.76 sd=4, 1133	between c and e
	b. 20%- 39%	17	2.52	.99		
	c. 40%- 59%	366	2.52	1.13		
	d. 60%– 79%	284	2.60	1.12		
	e. 80 and over	457	2.76	1.13		

* $p < .05$, *** $p < .001$

When the different variables of Items causing discrimination in education are studied more closely, it is observed that the disability group stating to be exposed to the highest level of discrimination because of physical inconvenience of education institutes varies significantly according to the type of disability, level of education and level of disability. The ones with orthopaedic and multiple disabilities are the disability groups exposed to highest level of discrimination because of physical inconvenience of education institutes. Besides, there is a significant correlation between discrimination and level of disability. Accordingly, the ones with 80% or over level of disability perceive that they are exposed to discrimination more. It is also among the results that elementary school graduate disabled people are exposed to discrimination more than other disabled individuals with other levels of education because of physical inconvenience of education institutes (Table 13).

Table 13. ANOVA Findings on the Item “I had difficulties in using the buildings of Education Institutes because there were no Physical Arrangements for my Disability.”

Variable	category	N	\bar{x}	SS	F	Significant Difference
Type of Disability	a. Mental	57	1.70	1.28	19.57*** p=5, 1180	between e and others
	b. Inarticulate/ Speaking	11	1.63	1.43		
	c. Hearing	66	2.01	1.48		

Table 14. ANOVA Findings on the Item “I, Because Of My Disability, Was Exposed to Unfair or Negative Treatment By the Staff of the Education Institute (Teachers, Directors).”

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mental	57	1.63	1.16	7.29*** sd=5, 1181	between c and a-b-e
	b. Inarticulate/ Speaking	12	1.50	1.16		
	c. Hearing	65	2.32	1.44		
	d. Visually Disabled	501	1.74	1.17		
	e. Orthopaedic	464	1.56	1.14		
	f. Multiple Disabilities	88	2.18	1.45		

*** $p < .001$

As stated above, it is one of the most frequently experienced Items among the incidents regarded as discrimination that disabled people's being exposed to unfair and/or negative treatment by the staff of the education institute. However, when it is more closely studied that how the ones stating to be exposed to discrimination vary according to different variables, it is seen that especially individuals with hearing and multiple disabilities are exposed to such incidents more frequently. Considering that the perception level of discrimination in education against people with hearing and multiple disabilities is higher than others, it is possible to say that they are exposed to discrimination in education caused by teachers and directors of education institutes. As mentioned before, people with orthopaedic disabilities which is another disability group perceiving high levels of discrimination in education, according to the research results, are exposed to discrimination mostly because there are no physical arrangements in education institutes (Table 14).

Discriminative regulations and practices appearing for various reasons at different levels of education restrict, depending on such variables as type and level of disability and economic condition, the disabled individual in terms of reaching educational opportunities, receiving efficient education and obtaining personal and vocational information and skills enough for personal independence. Thus, it seems that the disabled individual should achieve success in dealing against discrimination at both personal and institutional level in order to continue his/her education and receive a higher level of education. Benefiting from the educational opportunities efficiently has a substantial importance for having a job and building a career. However, for both the sample group and disabled people across Turkey it is mostly not possible to reach university level because of discrimination at the basic level of education. When the education level of sample group in the study is considered, it was seen that the level of education was relatively high thanks to the qualifications of the sample group. The percentage of the ones having received an education at the level of academy, university and post-graduate against the ones having graduated from a high school or an equivalent school is 35.73%. This percentage can roughly be interpreted as among three disabled individuals having received a high school education only one can receive a university education. In TÜİK's research, when data of disabled people's level of education across Turkey are interpreted, it is found out that the percentage of the ones having received an education at the level of academy, university and post-graduate against the ones having graduated from a high school or an equivalent school is 27.53%. According to this, among five disabled people having graduated from a high school or an equivalent school only one can receive a university education in Turkey. This issue, when evaluated with disabled people's high level of

perceptions of discrimination in education, supports the statement that disabled individuals cannot reach academic education²⁷² when looked from Turkey's perspective.

According to the research findings, disabled people are exposed to the highest levels of discrimination in education in terms of supporting services needed by disabled people, level of awareness of educators and directors in education institutes and use of means and technologies of communication for disabled people. Raising awareness in education to eliminate discrimination is perceived as an important tool for fight against discrimination in education in terms of both bringing changes into the educators' attitudes and approaches toward disabled people and using necessary means and technologies of education and communication sensitive to the needs of disabled people.²⁷³ Research results also make it clear that it is important to raise awareness about disabled people in order to eliminate discrimination in education.

4.6. DISCRIMINATION IN EMPLOYMENT AND WORKING LIFE

One of the areas in which disabled people are exposed to discriminative attitudes and practices is employment and working life. Responses to the questions directed to the sample group within the framework of the research and aiming to measure the perceptions of discrimination exposed to at various levels in employment and working life were assessed depending on whether such a perception exists and the change observed in this perception according to different variables.

4.6.1. Findings on Employment Status

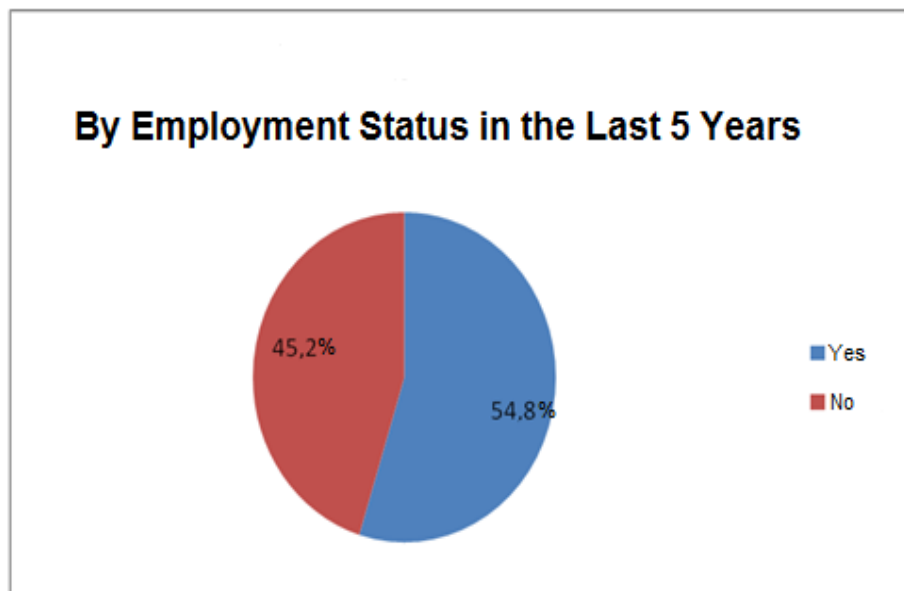


Figure 27. Distribution by Being Employed or Unemployed in the Last 5 Years

Regarding the state of employment of the disabled people included in the sample group, it is revealed that 54.8% of disabled people are still employed. The percentage of the unemployed ones is 45.2%.

²⁷² Tinklin, Hall, 1999 transferring from Barnes 1991.

²⁷³ Gözün ve Yıkılmış, 2004; Batu, Kırcaali İftar, Uzuner, 2004.

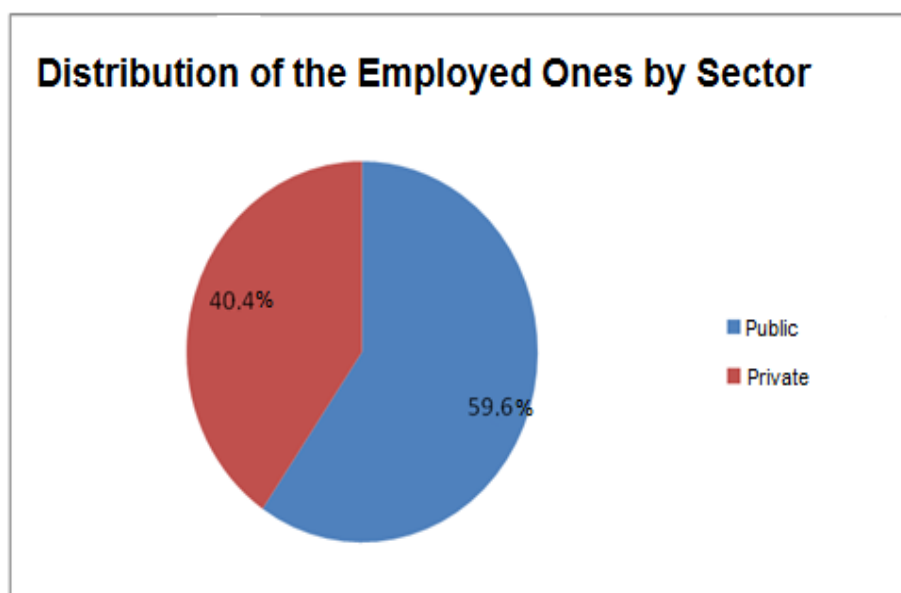


Figure 28. Distribution of the Employed Ones by the Sector

59.6% of the employed ones work for public sector and 40.4% work for private sector. Regarding the data published by Administration for Disabled People, it is revealed that 78% of disabled people across Turkey do not join labor force. Approximately 20% of the population of 22% is joining labor force.²⁷⁴ Considering that Administration for Disabled People data present general numbers covering all disabled people living in Turkey, it can be concluded that levels of joining the labor force are high among the ones who are members of associations serving for disabled people and comprise the research population. When considered reversely, it is also possible to say that disabled people having joined the labor force have higher tendencies of being members of relevant associations. This result leads to an idea that some of the support needed in working life by disabled people is provided by associations. On the other hand, it can be assumed that joining the labor force might have had an impact on raising a particular level of awareness about disability in terms of association membership.

4.6.2. Findings on the Perception of Discrimination in Employment and Working life

When it is asked if disabled people are exposed to discrimination in working life compared to other individuals, 4.7% of the sample group stated that disabled people are never exposed to discrimination. Percentage of the ones thinking that disabled people are rarely exposed to discrimination in this area is 9.5%. A sect of 14.1% stated that disabled people are sometimes exposed to discrimination. The percentage of the ones giving the answer often to this question is 40.3%, while the percentage of the ones thinking that disabled people are always exposed to discrimination is 31.5%. Considering all these, it is possible to say that a large part of the sample group as 85.9% (when percentages of the ones giving the responses always, often and sometimes are added up) have a strong perception about disabled people's being exposed to discrimination in working life (Figure 29).

²⁷⁴ ÖZİDA, <http://www.ozida.gov.tr>.

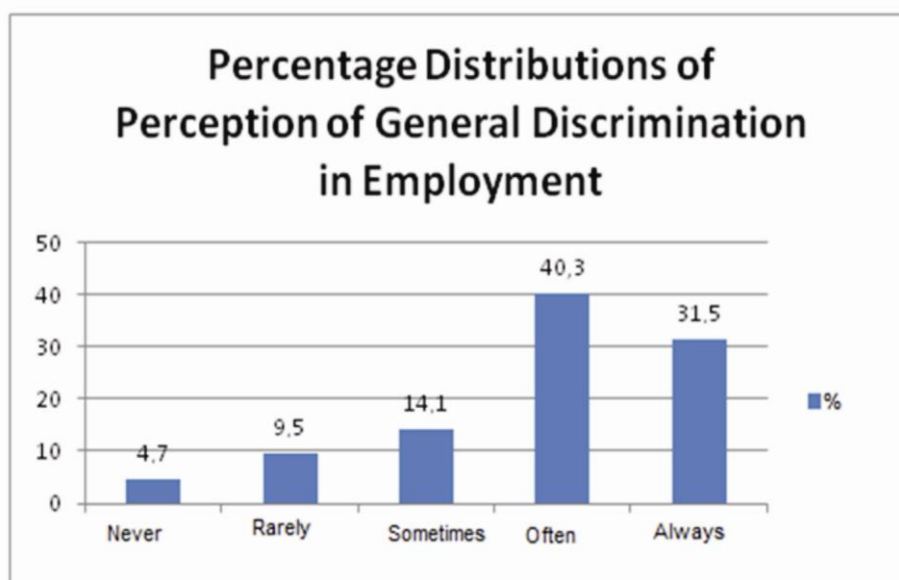


Figure 29. Percentage Distributions of Perception of General Discrimination in Employment

Discrimination in working life includes discrimination incidents which can be held at various levels as being employed, working life and inconvenience of physical environment. In the table above (Table 15) the frequencies of discrimination experience of the sample group at various levels are shown. According to this, 17.9% of the sample group stated that they were always not employed despite the fact that they had the same or higher qualifications with a non-disabled people and 17.3% of the sample group stated this frequency as often. The percentage of the ones having sometimes faced with such situation is 11.1%, while 10.5% stated that they rarely faced with such situation. The percentage of the ones having stated that they never faced with such discrimination is 43.2%. Various questions were directed about discrimination exposed to in working life. According to the results, the discriminative incident disabled people exposed to at the highest level is being not employed for a position enabling promotion compared to non-disabled people's positions. The percentage of the ones having always faced with this incident is 22.5%, while 14.7% often faced with it. On the other hand, it is revealed that the percentage of the ones is quite low who were exposed to ill treatment and/or abuse which are discriminative practices prohibited by legal arrangements. The percentage of the ones always exposed to such behaviours by their employers and/or other employees is 10.3%, while 6.4% stated that they were often exposed to such discrimination. The percentage of the ones having stated that they were never exposed to such kinds of discriminatory behaviours is 61.6%. As seen here, the difference, pointed out in the literature, between direct discrimination and indirect, in other words; invisible, discrimination shows up as a significant analysis point. As mentioned before, direct discrimination in law and practice tends to disappear; however, indirect discrimination which is more difficult to detect and fight against exists in various ways. There are some indicators pointing out discrimination such as disabled people works for lower wages in working life, they have low level of career expectations, they receive less vocational support and their human capital was ignored at personal level. In this framework, examples of indirect discrimination explained above appear as such that 17.2% of disabled people stating that they were always asked to do jobs requiring lower a level of capacity than their own and 15.7% stating this frequency as often, 22.5% of them stating that they were always employed for the positions far from the ones having opportunities of promotion and 14.7% stating this frequency as often, 17.9% of them stating that they were always restrained from vocational training services and 13.8% stating this frequency as often (Table 15).

Table 15. Mean value and Percentage Distributions of Perception of Discrimination according to Items

			(%)				
	N	$\bar{X} \pm SS$	Never	Rarely	Sometimes	Often	Always
1. I was not employed despite having the same qualifications as or higher qualifications than a non-disabled applicant	486	2.56±1.59	43.2	10.5	11.1	17.3	17.9
2. I, because of my disability, was asked to do jobs requiring much lower or higher than my capacity.	489	2.48±1.59	45.6	11.2	10.2	15.7	17.2
3. I, because of my disability, was not employed for a position enabling promotion comparing other employees' positions.	484	2.62±1.67	44	10.1	8.7	14.7	22.5
4. I, because of my disability, was restrained from vocational training and services comparing to other employees.	485	2.42±1.61	48.9	9.7	9.7	13.8	17.9
5. I, because of my disability, was exposed to unfair treatment and mobbing behaviours by employers or superiors when compared to other employees.	487	1.93±1.38	61.6	10.3	11.5	6.4	10.3
6. There were no physical arrangements for my disability in my workplace.	488	2.90±1.70	36.9	9.0	11.1	13.5	29.5

The most important problem encountered by disabled people in working life is defined in the present literature as access to work and lack of necessary physical arrangements in workplace. Responses of the sample group given to the relevant question support this finding. The percentage of disabled people who think that they are always exposed to discrimination because there are no physical arrangements for their disabilities is 29.5%. The percentage of the ones stating this frequency of perception as often is 13.5%. Having no appropriate physical arrangements in the workplace is a factor directly affecting the work performances of disabled people. For this reason, it is of key importance in terms of both career and wage expectation and disabled people being obliged to make a choice about continuing/discontinuing the work.

Table 16. ANOVA Findings on the Item "There Were No Physical Arrangements for My Disability in My Workplace"

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Report	a. No report	4	4.00	2.00	3.49** sd = 4, 480	between c and e
	b. 20%- 39%	4	3.50	1.73		
	c. 40%- 59%	182	2.60	1.66		
	d. 60%- 79%	110	2.82	1.69		
	e. 80 and over	185	2.90	1.69		

** $p < .01$

As seen in the table above, as the level of disability rises, the need of the disabled employees for the necessary physical arrangements in the workplace rises, too. Besides, according to the research results, physical conditions in the workplace are far away from meeting the disabled individuals' needs. The ones with a 60%-79% of disability level and with a level of 80% and over perceive higher levels of discrimination because of the lack of necessary physical arrangements in the workplace compared to the ones with a disability level of 40%-59%.

According to the research results, it is observed that the ones perceiving discrimination about the Item "there were no physical arrangements for my disability in my workplace" agree more widely with the Item "disabled people are exposed to discrimination in Turkey more than the other members of the society" which aims to measure the perception of general discrimination and with the Item "whether disabled people are exposed to discrimination in working life more than other individuals" which especially aims to measure the perception of discrimination in working life (Table 17).

Table 17. T-Test Findings on the Item "There Were No Physical Arrangements for My Disability in My Workplace"

Variable	Category	N	\bar{x}	SS	t
Item 12 (Perception general discrimination)	Low	310	2.69	1.64	-3.42**
	High	177	3.23	1.73	
	High	255	2.92	1.71	
	High	157	2.71	1.84	
Item 23 (Discrimination in the area of employment)	Low	149	2.59	1.60	-2.80*
	High	337	3.02	1.72	
	No	13	2.69	1.93	
	special	192	2.96	1.61	

** $p < .01$, * $p < .05$

This result should be interpreted in two ways. First of all, having a higher level of awareness about the general disability discrimination creates a higher level of perception about the discrimination seen in the particular areas of social life such as employment and working life. Building a relation between the Item lack of physical arrangements in the workplace and the perception of both general discrimination and discrimination in working life, proves that accessibility of the physical environment is of crucial importance for disabled people to participate in all areas of social life. As pointed out before, it can be suggested that it will be a waste of time and effort to try to persuade employers to employ disabled people as long as access to workplace and accessible physical arrangements in the workplace are not provided. However, it should be prevented that the strong relation between disabled people's perceptions of discrimination and the perceptions of discrimination caused by lack of physical arrangements causes disabled people to ignore other kinds of direct or indirect discriminative regulations and applications they are exposed to in working life. The aim of eliminating disability discrimination should be interpreted as a different kind of challenge which covers awareness about various regulations and practices in different areas of social life harmonizing various social policy goals.

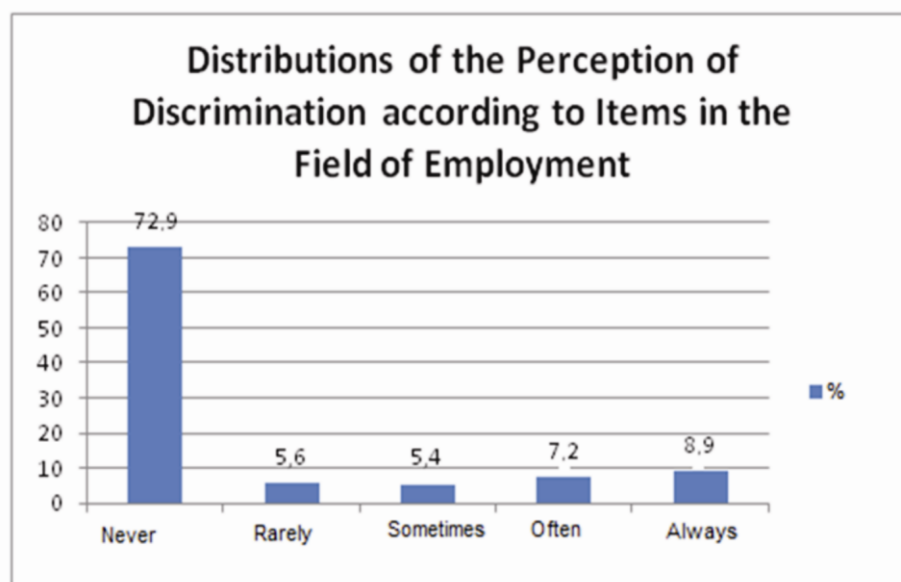


Figure 30. Distributions of the Perception of Discrimination according to Items in the Area of Employment

According to the research results, one of the significant findings in terms of the discrimination perception in the area of employment and working life is the mandatory employment of disabled people, in other words the positive attitudes towards quota applications.

72.9% of the answers to the item “I was not given any duties although I was employed in accordance with the mandatory employment of disabled people” stated they never encounter with this kind of a situation. Whereas 8.9% of the people state that they always encounter with this situation, it is seen that 7.2% of them state they encounter with this situation most of the time (Figure 30). When we consider that disabled people benefit from the positive discriminatory applications and employers are glad as disabled people do their duties like other people, it can be said that the quota application has positive outcomes. However this assessment can only be a limited assessment when the people with mental disabilities, disabled people with high severity, disabled people with low education and disabled women are taken into consideration. For these groups, in order to supply vocational rehabilitation and create employment, the government adopts the idea of “protected working places” by supporting them technically and financially.²⁷⁵ It is planned that the protected employment and quota application will complete each other and it will help to supply the desired conditions for the disabled people’s working lives in a more participatory way by considering the special situations of the disabled. Within the scope of the research, the fact that the perception of general discrimination in the area of employment and working life can vary depending on the certain variances actually support this assessment.

²⁷⁵ ÖZİDA, <http://www.ozida.gov.tr>.

Table 18. ANOVA Findings on the Aggregate Variable of Perception of Discrimination in the Area of Employment

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a.Mentally Disabled	12	2.46	1.05	3.19** sd= 5, 465	between group b and groups d-e-a
	b.Inarticulate/ Speaking	5	3.43	.82		
	c. Hearing Disabled	23	2.84	1.28		
	d. Visually Disabled	209	2.30	.96		
	e.Orthopaedic	196	2.22	1.03		
	f. Multiple Disabilities	26	2.59	1.18		
	b. Town	56	2.33	1.23		
	c. City	152	2.31	1.02		
	d. Metropolitan	231	2.36	.99		
Level of Education	a. Illiterate	6	1.83	.99	3.50** sd = 6, 465	between c and e
	b. Literate	12	2.71	1.21		
	c. Elementary School	92	2.60	1.28		
	d. Secondary School	84	2.47	.96		
	e. High School	172	2.15	.93		
	f. Academy-University	100	2.18	.88		
	g.Post-graduate	6	2.85	1.13		
Personal Income	a. less than 500	90	2.49	1.16	5.93** sd = 3, 456	between d and a-b
	b.500-1,000	200	2.46	1.05		
	c.1,001-2,000	155	2.12	.86		
	d.2,001 and over	15	1.71	.84		
Economic Condition	a. less than 500	52	2.68	1.15	4.16** sd = 4,462	between e and a
	b.500-1,000	190	2.42	1.06		
	c.1,001-2,000	168	2.15	.92		
	d.2,001-3,000	39	2.19	1.03		
	e.3,001 and over	18	1.94	.79		
	b. 20%- 39%	4	2.31	.80		
	c. 40%- 59%	177	2.23	1.06		
	d. 60%- 79%	106	2.48	1.08		
	e. 80 and over	180	2.30	.95		

** $p < .01$

When looked at the table 18, it is seen that perception level related to discrimination disabled people face in employment and working life significantly varies according to type of disabilities, education level, personal income levels and home incomes. According to the findings of analysis made for the source of these differences, when compared to mentally orthopaedic and visually disabled people, language/speaking disabled people significantly face much more discrimination in employment field. Again, when compared to high school graduates, primary school graduates face much more discrimination. If we look for the aspect of personal income, the group with 2,001 TL and over significantly faces less discrimination than the group whose personal income is lower than 500 TL and between 500-1000 TL. In a similar figure, a group whose household income (economic situation) is 3001 TL and over significantly face less discrimination than the group whose family income is lower than 500 TL in employment area.

Table 19. T-Test Findings on the Variable of Perception of Discrimination in the Area of Employment

Variable	Category	N	\bar{x}	SS	t
Gender	Female	86	2.22	1.05	1.01 p=.31
	Male	382	2.35	1.02	

According to research findings, it was concluded that discrimination perception doesn't change depending on gender variable in employment and working life areas. On the other hand, considering the gender distribution of the sample group, it is seen that 27,2% of them is women. According to the 2002 Turkey Disability Survey of TUIK, when compared to ratio of disabled women over disabled people ratio in Turkey (41.3%), the ratio of disabled women is seen below of Turkey mean value. But it does not seem possible to make an evaluation on this issue since there is no data about the memberships of disabled women to the associations serving for disabled people. In addition to this, when looking at the data related to participation rates of women to labor force, it is seen that ratio of disabled women to labor force is lower in women (6,71%) than men (32,22%). According to the same data, disabled women (21,54%) face with unemployment problem more than men (14,54%). Finally, almost all of the disabled women do not involve in working life (93,29%) (The number of participation in labor force of disabled men is 67,78%). This situation supports the assumption that disabled women live a dependent life at home and on others because of the discriminative attitudes towards their gender. Besides, disabled women at the ratio of 93,29% are not participating into working life, instead they work already in informal sector, small family enterprises or mostly at home as unpaid domestic or family labourer. Again according to the research of TUIK, the rate of disabled women who are within social security mechanisms and who has her own social security is only 17,04%, the rest 82,96% ratio depends on a social security of someone else's and therefore disabled women lead a life away from employment conditions and dependent. So, it is the first problem to bring the disabled women who are invisible and mostly away from institutional support mechanisms out. On the other hand, it will be important for disabled women to cope with double disadvantaged social situation if various social service and supports are presented and enhancing regulations developed for those women.

4.6.3. Poverty

It was shown above that both in terms of participation in employment and in working life, disabled individuals experience discrimination much more than other individuals. As it was underlined before, because of the discrimination in education area, disabled people who get insufficient education and are being employed at low wage jobs because of having lack of professional knowledge and skills and are expected to have higher personal care and health expenses than the other individuals emerge as one of the groups which faces the risk of poverty in society.²⁷⁶

²⁷⁶ Kitchin, Shirlow and Shuttleworth, 1998 transferring from Berthoud *et al.* 1993; Purdam, *et al.* 2008 transferring from Smith *et al.* 2004 and Thornton 2005.

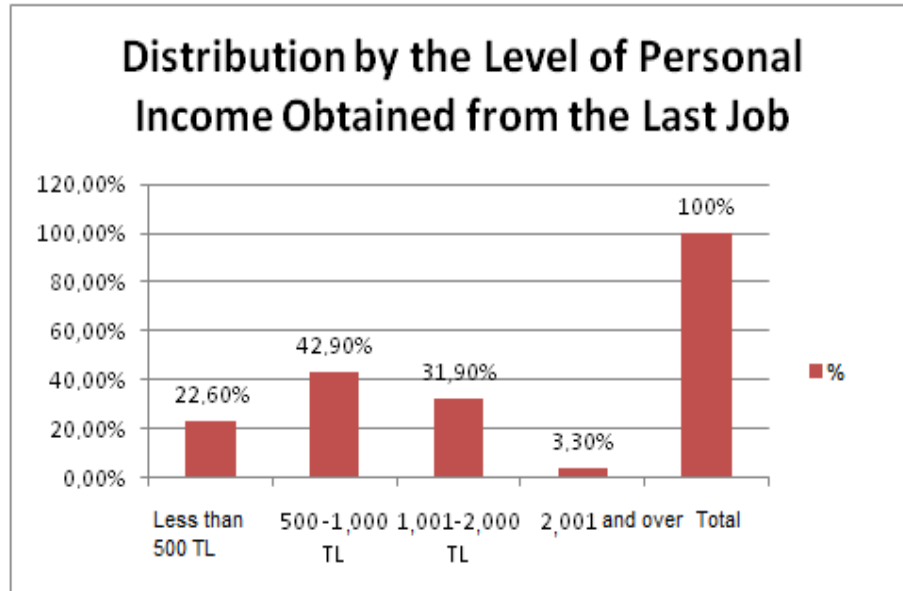


Figure 31. Distribution by the Level of Personal Income Obtained from the Last Job

According to research results, 22,6% of people within 54,8% of sample group who is working get 500 TL personal incomes lower than minimum wage, 599 TL which is accepted, June 2009. Findings show that most of the people in sample group get income between 500 and 1000 TL (Figure 31).

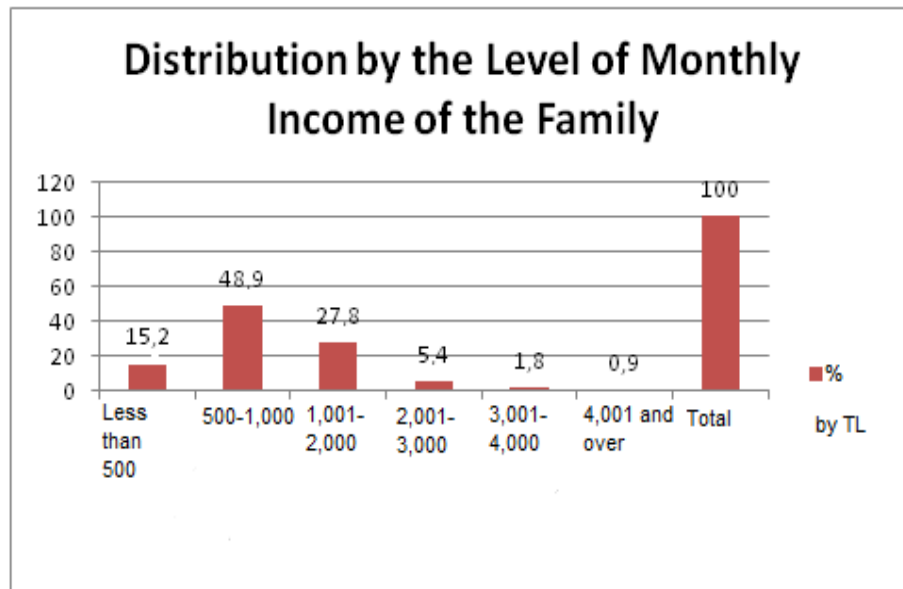


Figure 32. Distribution by the Level of Monthly Income of the Family

Thinking that disabled people may not be the only income generator, employed person within family and there may be some paid sources contributing to the income of family, it is seen that with 64,1% ratio, monthly household income of a home of disabled people is under 915,60 which is the hunger threshold of a four members family. When the same results are evaluated considering the 2389,573 TL, the poverty threshold of a four members family, individuals involved in sample group and whose monthly household income is 2000 TL and lower cover a 91,9% ratio which is quite big.(Figure 32)

When considering the facts that disabled people are paid employees and there are disabled people who do not work, social security payments emerge as the only source to cover life expenses.

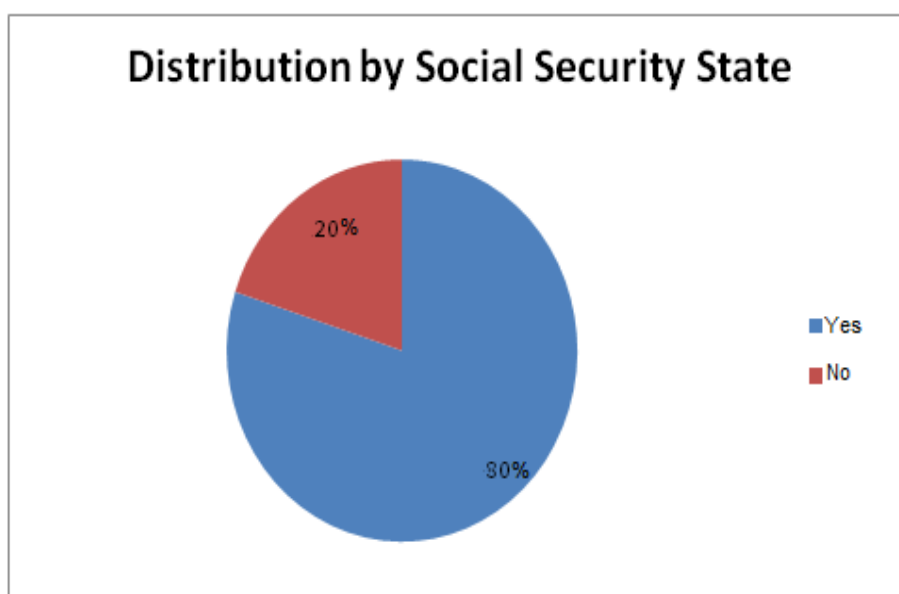


Figure 33. Distribution by Social Security State

When looked at research results, it can be seen that the sample group has a high ratio of social security, 80%; only a 20% ratio does not have a social security. (Figure 33) When compared with the research of TUIK, this ratio does not reflect the situation of social security of disabled people. According to research of TUIK, 47,55% of disabled people in Turkey has social security; 52,45% does not have it. The high population of disabled people not having a social security shows that people face risk of poverty. Within the scope of the research, the high number of having social security, in other words not reflecting the Turkey general numbers may be interpreted as now, disabled people who are members of associations and benefit from social support are more informed and active. Besides, 59,6% of the employed people in the sample group work in public sector so they increase the rate of having a social security.

It is thought that poverty increases disability and disability increases poverty.²⁷⁷ Research findings also support this assumption. According to this, the discrimination perception disabled people face in employment area differs depending on level of education and economic situation of the sample group. When looking at research results, primary school graduate disabled individuals face much more discrimination than high school graduate disabled individuals. Again, people with 500 TL or 500-1000 TL personal income face much more discrimination than people with 2001 TL and over personal income. Lastly, people whose household income is lower than 500 TL and 500-1000 TL have the perception that they face much more discrimination in employment area than people whose household income is 1001–2000 TL, 2001–3000 TL and 3001 TL and over. Disabled people's facing discrimination in employment and working life causes them to face more discrimination as economically and socially. On the other hand, disabled people who do not have enough education, professional knowledge and skills and proper employment conditions need institutional and social supports in order to cope with the situation they are in. Otherwise, poverty becomes an element which aggravates disability discrimination.

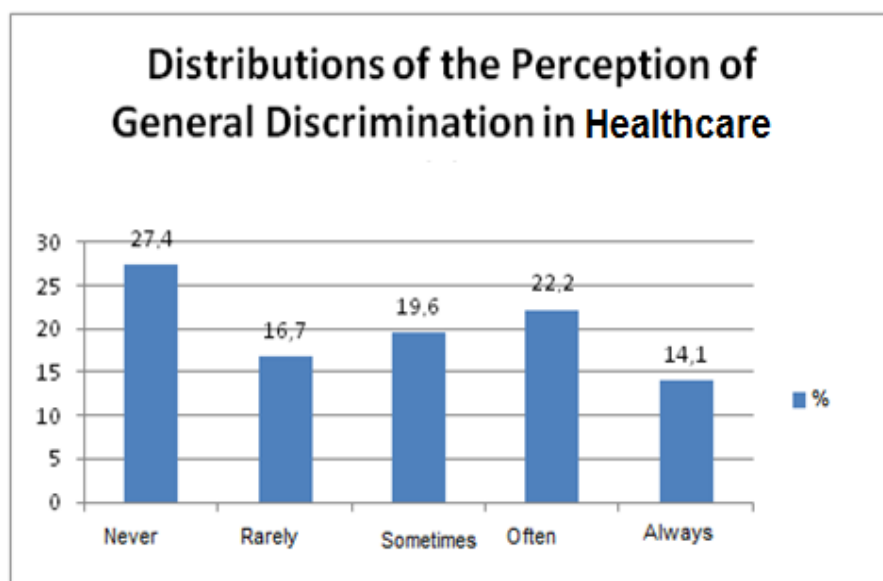
²⁷⁷Kauppinen, 1995 quoted from Beresford, 1996.

Table 20. ANOVA Findings on the Aggregate Variable of Perception of Discrimination in Employment

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Level of Education	a. Illiterate	6	1.83	.99	3.50** sd = 6, 465	between c and e
	b. Literate	12	2.71	1.21		
	c. Elementary School	92	2.60	1.28		
	d. Secondary School	84	2.47	.96		
	e. High School	172	2.15	.93		
	f. Academy-University	100	2.18	.88		
	g. Post-graduate	6	2.85	1.13		
Personal Income	a. less than 500	90	2.49	1.16	5.93** sd = 3, 456	between d and a-b
	b. 500-1,000	200	2.46	1.05		
	c. 1,001-2,000	155	2.12	.86		
	d. 2,001 and over	15	1.71	.84		
Economic Condition	a. less than 500	52	2.68	1.15	4.16** sd = 4,462	between e and a
	b. 500-1,000	190	2.42	1.06		
	c. 1,001-2,000	168	2.15	.92		
	d. 2,001-3,000	39	2.19	1.03		
	e. 3,001 and over	18	1.94	.79		
	b. 20%- 39%	4	2.31	.80		
	c. 40%- 59%	177	2.23	1.06		
	d. 60%- 79%	106	2.48	1.08		
	e. 80 and over	180	2.30	.95		

** $p < .01$

4.7. DISCRIMINATION IN HEALTHCARE

**Figure 34. Distributions of the Perception of General Discrimination in Healthcare**

Healthcare is an area where disabled people need to receive service, which directly determines whether they will sustain their lives or not and the life quality. In this section, findings related with the discrimination perception of disabled people in this significant area are discussed together with the related literature.

According to Figure 34, 55.9% of sample group think that there is sometimes, often or always discrimination in health sector. When adding the people who said they rarely perceive discrimination to this ratio, the ratio increases to 72.6%.

It was also found out in the related literature that the health needs of disabled people are not met.²⁷⁸ This data is in harmony with the general findings in the related literature.

Table 21. T-Test Findings on the Perception of Discrimination in Healthcare

Variable	Category	N	\bar{x}	SS	t
Gender	Female	387	2.92	1.39	-2.15*
	Male	1047	2.73	1.43	
Social Security	Yes	1145	2.73	1.42	-3.16**
	No	285	3.03	1.36	
General Discrimination *	Low	499	2.31	1.32	-9.54***
	High	936	3.03	1.40	
Personal Discrimination *	Low	787	2.45	1.33	-10.34***
	High	648	3.20	1.41	
	High	807	3.09	.77	

* $p < .05$; ** $p < .01$; *** $p < .001$

* According to the mean values of the related Items, groups were created with the names of perception of low discrimination and perception of high discrimination

When looking how the perceptions of different disabled groups differ in this area, it is found that women, those who do not have social security and those whose discrimination perception is high generally perceive higher level of discrimination than men, those who have social security and those whose discrimination perception is lower (Table21).

If we take into account the problems faced by women in the related literature in healthcare area about having the necessary needs for their reproductive health and accessing the general preventive healthcare services;²⁷⁹ the difference of knowledge level of disabled women about health is high,²⁸⁰ it may be thought that those problems reflected upon discrimination perception. But, if we take into account that disabled women do not perceive discrimination at a higher ratio (Table24), we may say that the source of these discrimination questions are not personal, they are sourced from observation or these discrimination questions do not cover the problems of women about their reproductive health.

When we look at social security variable, different from gender variable, the perception of general discrimination of people who do not have social security (Table21) and discrimination perception arising from their personal experiences (Table24) are similarly high. People who do not have social security perceive a higher ratio of discrimination in health area.

As it is seen in Table 21, there is a connection between general and personal discrimination perceptions and discrimination perceptions disabled people are exposed in health area, so these areas support each other. It is generally an expected finding that people who are sensitive in discrimination and have high personal discrimination perception also will have high discrimination perception in health area.

²⁷⁸ Iezzoni et. al. 2002; Jha et. al. 2002; den; Kroll, Beatty & Bingham 2003; Kroll & Neri, 2004 quoted from Hwang et. al. 2009, p. 28.

²⁷⁹ Becker, Stuifbergen & Tinkle 1997; Chan et. al. 1999; Iezzoni et. al. 2000 quoted from Hwang et. al. 2009, p. 29.

²⁸⁰ Capriotti 2006 quoted from Hwang et. al. 2009, p. 29.

Table 22. ANOVA Findings on the Perception of General Discrimination in Healthcare

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of disability	a. Mental	111	2.91	1.50	3.95** sd =5, 1429	between c and others
	b. Inarticulate/ Speaking	14	2.71	1.73		
	c. Hearing	69	3.49	1.32		
	d. Visually Disabled	541	2.75	1.30		
	e. Orthopaedic	527	2.72	1.46		
	f. Multiple Disabilities	173	2.78	1.50		

** $p < .01$

As it is seen in Table 22, perception of disabled people about facing discrimination in healthcare area significantly vary according to type of disability; hearing disabled group significantly perceive much more discrimination than all other groups. This finding is interestingly compatible with the results of the research done in USA with service providers. It was found out that service providers in USA thought that hearing disabled people (33%) would have problem over accessing to healthcare.²⁸¹ Even though a similar research for Turkey has not been found, it is seen that service providers could still predict who would have more problems in reaching to healthcare services. Despite many differences in physical equipment and process in Turkey, hearing disabled people were found to be the group which perceives discrimination at the highest ratio in healthcare area. This finding is also compatible with the result of personal discrimination experience in healthcare area (Table 25).

4.7.1. Discrimination Experience in Healthcare

Table 23. Mean and Standard Deviation Values of Discrimination Experience in Healthcare

Variable	N	\bar{X}	SS
Discrimination in healthcare services (aggregate score)*	1438	1.96	.98

*Variable of discrimination in the area of healthcare was formed of the aggregate score of the Items developed for the discrimination in the area of healthcare.

The mean value discrimination experience is found 1,96 “rarely” in healthcare services area.

Table 24. t-Test Findings on the Variable of Discrimination Experience in Healthcare Services

Variable	Category	N	\bar{X}	SS	t
Social Security	Yes	280	1.91	.94	-3.21**
	No	1147	2.12	1.10	
General Discrimination ¹	Low	497	1.69	.83	-7.51***
	High	933	2.09	1.02	
Personal ¹	Low	789	1.73	.84	-9.96***
	High	642	2.23	1.06	
Perception of General Discrimination In Healthcare ¹	Low	627	1.52	.66	-16.40***
	High	794	2.30	1.04	

** $p < .01$; *** $p < .001$

According to the mean values of the related Items, low and high groups were created.

²⁸¹ Drainoni, et. al. 2006, p. 133.

When one searches for the distribution of this data between different groups of persons with disabilities in Table 24, one can see that people who do not have social security, people whose general, personal and area-related discrimination perception is high, experience discrimination more frequently.

Table 25. ANOVA Findings on the Aggregate Variable of Healthcare Perception

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	110	1.90	.99	4.34** Sd =5, 1424	between d and c-e-f
	b. Inarticulate/ Speaking	14	1.96	1.19		
	c. Hearing	66	2.23	1.02		
	d. Visually Disabled	536	1.83	.91		
	e. Orthopaedic	529	2.01	.95		
	f. Multiple Disabilities	175	2.11	1.16		
Economic Condition	a. less than 500	216	2.21	1.10	7.43*** sd =4, 1419	between c-b-d and a and e;
	b.500-1,000	696	1.92	.97		
	c.1,001-2,000	397	1.84	.86		
	d.2,001-3,000	77	1.88	.88		
	e.3,001 and over	38	2.37	1.27		

** $p < .01$; *** $p < .001$

As it is seen in Table 25, the level of facing discrimination of sample group in healthcare services area significantly differ according to type of disability and economic situation (family income level). According to the analyses related with the cause of this difference, hearing, orthopaedic and more than one disability owner group significantly experience more frequent discrimination in healthcare services area than visually disabled group.

Furthermore, people whose income rate is lower than 500 TL and people whose income rate is higher than 3001 TL stated that they significantly experience discrimination more frequently than the other disabled groups.

4.7.2. Analyzing and Discussing the Discrimination Experiences in Healthcare Services Grouped as Arising from Structural and Social Reasons

After analyzing the source of discrimination perception above according to its disabled group, report condition and social security, in this section, discrimination experience will be analyzed and discussed in relation to demographic variables and variables related to his experience. For this reason, questions are grouped as “structural reason” and “social reason” according to the source of discrimination experience. Discrimination arising from reasons such as; physical environment, regulations related to presentation of healthcare services and treatment coverage of health insurance are evaluated as “discrimination sourcing from structural reasons”;²⁸² discrimination arising from direct human relationships and attitudes is evaluated as “discrimination sourcing from persons”.²⁸³

²⁸² “ Since I am disabled, I was serviced at lower standards compared to other individuals of society”, “The health institution did not give me the healthcare services I needed because of my disability.”, “ Since my health insurance did not cover the healthcare services (equipment and devises etc.), I couldn’t benefit from healthcare service”

²⁸³ “ Since I am disabled, I was serviced at lower standards compared to other individuals of society” and “Health personnel (doctor, nurse etc.) treated me negative than the other individuals of society”

4.7.3. Discussing and Interpreting the Discrimination Experience Arising From the Structural Reasons in Healthcare Services Area

Table 26. Findings on the Discrimination Experience in Healthcare Services Based on Structural Reasons

Variable	Category	N	\bar{X}	SS	t
General Discrimination ¹	Low	497	1.83	.99	-7.03***
	High	936	2.25	1.14	
Personal Discrimination	Low	879	1.87	1.00	-9.01***
	High	645	2.39	1.17	
Perception of General Discrimination In Healthcare Services ¹	Low	628	1.68	.86	-13.01***
	High	796	2.44	1.17	

** $p < .01$; *** $p < .001$

¹ Low and high groups were formed according to the mean values of the related items.

² Variable formed within the general sum of the questions 57, 58 and 60.

As it is seen in Table 26, when compared to people with low levels of general and personal discrimination perceptions, people with high perceptions experienced more frequent discrimination depending on structural reasons in healthcare services area. Again, people who think disabled people face discrimination much more in healthcare services area stated that they faced discrimination much more in health area depending on structural reasons. Generally, individuals who are sensible about discrimination experience more discrimination in healthcare services area.

Table 27. ANOVA Findings on the Discrimination Experience in Healthcare Services Based on Structural Reasons

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Economic Condition	a. less than 500	217	2.41	1.24	7.44*** sd =4, 1422	between b-c-d and a and e
	b.500-1,000	698	2.04	1.09		
	c.1,001-2,000	397	1.99	1.02		
	d.2,001-3,000	77	2.06	1.02		
	e.3,001 and over	38	2.59	1.41		

*** $p < .001$

As it is seen in Table 27, people with less than 500 TL family income and people with more than 3000 TL income stated that they are significantly much more exposed to discrimination arising from structural reasons than any other income groups.

4.7.4. Discrimination Experience Arising from People in Healthcare Area

As it is seen in Table 28, when compared to people whose general and personal perceptions depending on being disabled are lower, people with higher perceptions and when compared to people who perceive less discrimination, people who think that disabled people face more discrimination in healthcare services area stated that they are significantly more frequently exposed to discrimination arising from people in health area.

Table 28. t-Test Findings on the Discrimination Experience in Healthcare Services Based on Persons

Variable	Category	N	\bar{X}	SS	t
General Discrimination ¹	Low	503	1.50	.85	-6.33***
	High	942	1.86	1.11	
Personal Discrimination ¹	Low	796	1.53	.88	-8.70***
	High	650	2.00	1.17	
Perception of General Discrimination In Healthcare Services ¹	Low	633	1.28	.63	-15.96***
	High	803	2.10	1.16	

*** $p < .001$ ¹ Low and high groups were formed according to the mean values of the related Items.

As it is seen in Table 29, experience related to facing discrimination sourcing from the attitudes of people in healthcare services area varies according to place of residence and economic condition. People living in metropolitan stated that they are significantly more frequently exposed to discrimination than people living in cities or towns. Besides, when compared to groups whose income is 500-1000, 1001-2000 and 2001-3000; people whose income is over 3000 TL significantly stated that they were more frequently exposed to discrimination arising from the attitudes of people in healthcare services area.

Table 29. ANOVA Findings on the Discrimination Experience in Healthcare Services Based on Persons

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Place of Residence	a. Village	108	1.78	1.11	3.47* sd =3, 1442	between c and b-d
	b. Town	199	1.61	.98		
	c. City	454	1.86	1.12		
	d. Metropolitan	685	1.69	1.00		
Economic Condition	a. Less than 500	219	1.92	1.16	4.95** sd=4, 1433	between e and b-c-d
	b. 5 00-1,000	703	1.74	1.74		
	c. 1,001-2,000	399	1.60	1.60		
	d. 2,001-3,000	78	1.61	1.62		
	e. 3,001 and over	39	2.10	1.33		

*** $p < .001$ ¹ Variable formed by the sum of the Items 56 and 59.

4.7.5. Analyzing Personal Discrimination Experience in the Area of Healthcare Services According to Questions

If one wants to interpret the questions on this table, one sees that the most frequent discrimination is experienced about physical regulations when one examines discrimination perception according to questions. The coverage of health insurance is the second area where discrimination is experienced most. It was stated that, discrimination was experienced less because of service quality, inability to meet required health service due to disability, the attitude of the health personnel.

4.7.5.1. Physical Arrangement

Table 30. Mean Value and Percentage Distributions of the Discrimination Experience in Healthcare Services According to the Items

	N	$\bar{x} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
I had difficulties with benefiting from healthcare services because there were no physical arrangements for disabled people in the healthcare institution.	1454	2.39±1.51	46.1	10.7	14	16.2	13.1

The most often experienced types of discrimination in the field of healthcare are related to physical environment and regulations. When looked from the aspect of physical environment and regulations, only 46,1% of the sample group stated that they never had such a difficulty, 43,3% stated that they had rarely, mostly or always have difficulty about it. In a research by Bodur and Durduran, it was found that the first healthcare institution the families of disabled children prefer is hospitals (53,5%): 28,3% of the families do not find these institutions physically proper.²⁸⁴ In Kilimcioğlu Güler's research, it was seen that patients had to be carried on arms²⁸⁵ to the upstairs of the polyclinics in general state hospitals, despite the fact that a circular is issued by the Ministry of Health about this issue,²⁸⁶ physical access and getting service are serious problems.

Table 31. ANOVA Findings on Agreeing or Disagreeing with the Item "I Had Difficulties with Benefiting from Healthcare Services Because There Were No Physical Arrangements for Disabled People in the Healthcare Institution."

Variable	category	N	\bar{x}	SS	F	Significant Difference
Type of Disability	a. Mentally	111	2.05	1.38	5.00*** sd= 5, 1440	between a-c-d-f and e
	b. Inarticulate/ Speaking	16	2.36	1.54		
	c. Hearing	68	2.21	1.58		
	d. Visually Disabled	541	2.27	1.41		
	e. Orthopaedic	532	2.64	1.55		
	f. Multiple Disability	178	2.38	1.62		
Report	a. No Report	20	1.70	1.34	5.94*** sd=4, 1444	between a and e
	b. 20%- 39%	19	1.84	1.30		
	c. 40%- 59%	449	2.20	1.46		
	d. 60%- 79%	405	2.41	1.54		
	e. 80%and over	556	2.59	1.51		

*** $p < .001$

A detailed analysis was done in means of people who agree or disagree with the statement "In a healthcare institution, since there are not proper physical arrangements for disabled people, I had trouble getting healthcare service." When discrimination problem is analyzed from the

²⁸⁴ Bodur and Duduran, 2009.

²⁸⁵ Güler, 2005, p. 137.

²⁸⁶ Numbered 05.06.2008 dated 2008/43 circular published by the Ministry of Health.

perspective of different disabled groups, as it is also seen from the table, orthopedically disabled people significantly experience more frequent discrimination than other disabled groups.

4.7.5.2. Coverage of Healthcare Insurance

Table 32. Mean value and Percentage Distributions Related to Coverage of Healthcare Insurance in Healthcare Services Area

	N	$\bar{x} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
I could not benefit from health service since the healthcare services I should get because of my disability (including equipment and devices) were not included in health coverage.	1448	2.15±1.50	56	9.7	10.4	11	12.9

The relation of whether health service and equipment are within health coverage and discrimination experience in reaching health services is defined by the 34,3% of sample group as a discrimination that is experienced sometimes, often or always. Considering that not all of sample group may have needs like that, this ratio is important. When we take into consideration the ones who claim that such a situation has rarely happened to them, then this ratio increases to 44% (Table 32).

Table 33. Anova Results According to “I could not benefit from healthcare service since the healthcare services I should get because of my disability (including equipment and devices) were not included in healthcare coverage” statement

Variable	Category	N	\bar{x}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	111	1.92	1.42	5.29*** sd=5, 1434	Between a-d and c-e-f
	b. Language/Speaking Disability	15	1.73	1.33		
	c. Hearing Disabled People	68	2.41	1.54		
	d. Visually Disabled People	537	1.95	1.39		
	e. Orthopedically Disabled People	534	2.29	1.56		
	f. More Than One	175	2.43	1.59		

*** $p < .001$

When looking at the disability group and social security variables related to this area, it is seen that a significant difference occurs according to type of disability. People who have hearing, orthopaedic disability and more than one disability significantly experienced more frequent discrimination than visually disabled people. It is seen that most commonly, hearing and orthopedically disabled people and people with more than one disability, experience discrimination. This situation does not differ according to medical report ratios.

Table 34. t-Tests Results According to “I could not benefit from healthcare service since the healthcare services I should get because of my disability (including equipment and devices) were not included in healthcare coverage” statement

Variable	Category	N	\bar{x}	SS	t
Social security	Yes	1153	2.07	1.47	-3.97***
	No	284	2.46	1.58	

*** $p < .001$

When looking at the evaluation of this data in means of social security, it is seen that people with no social security experienced discrimination at a higher ratio in this area. Considering that disabled people have higher health service needs than non-disabled people, they need more expense and the demanded issues in the related literature are not paying contribution margin or free health service, it may be said that social security does not meet healthcare expenses or being lack of opportunity to benefit from social security increase discrimination experiences. Therefore, it is also compatible with related literature that people without social security experience more discrimination.

4.7.5.3. Service Quality

Table 35. Mean Value and Percentage Distributions Related to Article in Healthcare Services Area

	N	\bar{X}	(%)				
			Never	Rarely	Sometimes	Often	Always
I was given lower standardized and quality healthcare service than the other members of society because I am a disabled person.	1456	1.80 SS=1.27	65.6	19.3	10.1	9.4	5.6

25% of sample group thinks that they are sometimes, often or always being serviced at lower standards and quality than non-disabled people. It was also found out in the related literature that there are communication problems, long waiting times,²⁸⁷ doctors being unable to understand the situation²⁸⁸ or not sparing enough time to answer the questions²⁸⁹ which may be the reasons of this (Table 35).

Table 36. Anova Results According to “I was given lower standardized and quality healthcare service than the other members of society because I am a disabled person” statement

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of disability	a. Mental	110	2.00	1.34	5.65*** sd=5, 1442	Between b-c and d
	b. Inarticulate/SPEAKING	16	2.31	1.58		
	c. Hearing	69	2.33	1.36		
	d. Visually Disabled	541	1.64	1.13		
	e. Orthopaedic	534	1.80	1.28		
	f. Multiple Disabilities	178	1.93	1.41		

*** p<.001

When this data is analyzed according to disability group and report (Table36), it is seen that language, speaking, hearing disabled people significantly think that they are given lower quality service. This situation parallels the result that the perception of general discrimination of people with hearing disabilities is higher. First of all disabled people having communication problems think that they are given lower quality service.

²⁸⁷ Coughlin et. al. 2003 quoted from Hwang et. al. 2009, p. 29.

²⁸⁸ Kroll & Neri 2004' quoted from Hwang et. al. 2009, p. 29.

²⁸⁹ Iezzoni et. al. 2002'den; Kroll et al 2004 quoted from Hwang et. al. 2009, p. 29.

Table 37. t-Test Results According to “I was given lower standardized and quality health service than the other members of society because I am a disabled person” statement

Variable	Category	N	\bar{X}	SS	t
Social Security	Yes	1157	1.77	1.24	-2.23*
	No	287	1.95	1.37	

* p < .05

The second detailed analysis about this question is made about social security. People without social security perceived a higher level of discrimination which will be a significant difference than people with social security.

4.7.5.4. Not Providing the Service Needed Because of the Disability

Table 38. Mean Value and Percentage Distributions Related to Discrimination Arising from Not Providing the Required Service Because of the Disability

	N	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
The healthcare service provider institution could not provide the healthcare service I need because of my disability.	1453	1.76±1.25	66.4	10.6	8.7	8.5	5.8

23% of sample group stated that they sometimes, often or always did not get the health service he/she needed because of his/her disability in means of the health service provider institution's inability to provide the health service needed because of disability. When also people who stated they rarely faced this situation are added, this ratio increases to 33,6%.

Table 39. t-Test Results According to “The healthcare service provider institution could not provide the healthcare service I need because of my disability.” Statement

Variable	Category	N	\bar{X}	SS	t
Social security	Yes	1153	1.71	1.21	-3.05**
	No	288	1.97	1.38	

** p < .01

Except basic healthcare services, the reason of not providing some special healthcare services required according to disability situation may be about the capacity of the institution applied. But again the significant higher levels of this among people without social security make us think that people without social security have economic problems over access to health service.

4.7.5.5. Attitude of the Healthcare Personnel

Table 40. Mean Value and Percentage Distributions Related to Discrimination Arising from the Attitude of the Healthcare Personnel in Healthcare Area

	N	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Some times	Often	Always
Healthcare personnel (doctor, nurse) treated me more negatively than the other individuals because of my disability.	1454	1.67±1.56	68.2	12	8.9	6.0	4.8

When combining the discrimination experience arising from the negative attitudes of the healthcare personnel with sometimes, often and always results, it is seen that 19.7% of the sample group experiences negative attitude towards the healthcare personnel and this data is compatible with the data of the research by Bodur and Durduran conducted in a province about how the disabled children benefit from healthcare services. In the research conducted by Bodur and Durduran, 21,3% of the families of disabled children underlined that healthcare personnel had negative attitudes such as “being rude to disabled children, ignoring, and staring in a disturbing way”.²⁹⁰ Even though 19,7% of sample group stated that they sometimes, often or always experience negative attitudes of healthcare personnel, some disabled groups faced this discrimination much more.

Table 41. Anova Results According to “Healthcare personnel (doctor, nurse) treated me more negatively than the other individuals because of my disability.” statement

Variable	Category	N	\bar{x}	SS	F	Significant Difference
Type of Disability	a. Mental	111	1.67	1.39	6.08*** sd=5, 1440	Between c-f and a-d-e
	b. Inarticulate/Speaking	15	2.07	1.33		
	c. Hearing	69	2.14	1.46		
	d. Visually Disabled	540	1.62	1.06		
	e. Orthopaedic	533	1.56	1.09		
	f. Multiple Disabilities	178	1.96	1.39		
Report	a. No Report	20	1.30	.92	2.42* sd=4, 1444	Between c and d
	b. 20% - 39%	19	1.42	1.02		
	c. 40% - 59%	451	1.59	1.11		
	d. 60% - 79%	403	1.79	1.27		
	e. 80 and over	556	1.67	1.12		

*** $p < .001$, * $p < .05$

When people who agree that health personnel generally treats negatively disabled people are analyzed according to disability groups and medical report ratios; hearing disabled individuals and language-speaking disabled individuals significantly experience this situation more frequently than the other disability groups. When looked from the aspect of medical report, people who have a medical report at the ratio of 60-79% experience discrimination more frequent than people whose report ratio is lower 40-59%.

4.8. Discrimination in the Area of Participation in Political Life

Participation in political life is very important since it is a significant channel where disabled individuals affect country policy in a way to include the policy about them and it is a part of benefiting from political rights as equal citizens.

In order to evaluate the barriers arising from discrimination within the political participation of groups with disabilities, firstly we should be aware of their political behaviours. In this section, perception of general discrimination in this area and results related to discrimination experience have been discussed and interpreted within the light of findings related to political behaviour types of different disabled groups and their views about political parties. For this, first of all political behaviour types and political parties' views about disability policies were interpreted, later within the light of these information, findings related to discrimination perception and experience were discussed and interpreted.

²⁹⁰ Bodur and Durduran, 2009, p. 172.

4.8.1. Political Life Participation Behaviours and Views about Political Parties' Disability Policies

Within the title of participation in political life behaviours, voting behaviours and being a member to a political party behaviour have been evaluated from the aspect of different disabled groups.

70,1% of sample group, including mentally disabled individuals stated that they always, 81% of them stated that they often or always used vote (Figure 35).

4.8.1.1. Voting Behaviour of Disabled Individuals

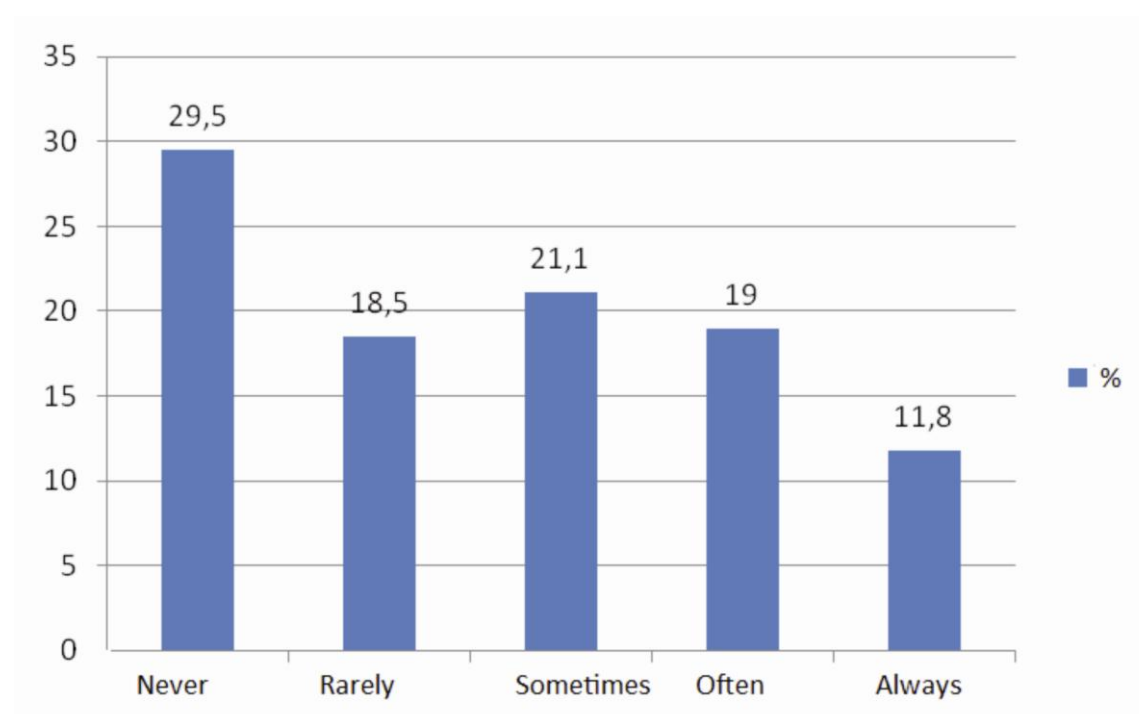


Figure 35. Distribution of Question “How frequently did you vote on elections where you had right to vote?”

This result is close to 99% ratio found in the research made with visually disabled and orthopedically disabled people in Ankara, in 2007 by Bayram Oran. Although the finding of Oran seems quite high, since the sample group of the Research “Measuring Disability Discrimination in Turkey ” is the people in associations, it may be said that this particular group of disabled people participated elections at a high rate despite all the difficulties they faced while voting.

It is difficult to compare the participation rate of sample group with the participation rate of the people who do not have any disabilities. First, there is no control group that one can compare the results. Moreover, the participation rate found in this survey depends on declaration made by the sample group and it may not as accurate as the participation rate of a general election. Still, if one makes a comparison with the participating rate of general elections of deputies which was 79%,1 for 2002 and 84%,2 for 2007, and it may be said that sample group participates to voting with an approximately 10% difference from general population.²⁹¹

²⁹¹ Registered voter according to election year and number of voters who voted, 1950 – 2007, http://www.tuik.gov.tr/VeriBilgi.do?tb_id=42&ust_id=12 (Access date: 31.08.2010).

Table 42. t-Test Findings of Voting Frequency

Variable	Category	N	\bar{X}	SS	t
Gender	Women	332	4.19	1.33	1.98*
	Men	968	4.35	1.22	
Social Security	Yes	1033	4.38	1.19	4.09***
	No	263	4.03	1.44	
Employed or Unemployed	Yes	793	4.49	1.05	6.56***
	No	513	4.03	1.47	

*p<.05; *** p<.001

It is seen that voting behaviours of disabled people vary according to gender, social security and work situation. When compared to women, people without social security and unemployed people, men, people with social security and employed people significantly vote more frequently (Table 42).²⁹² The fact that men's using more vote than women may be related with women's less interest in politics.²⁹³ We may interpret the statement of people with social security and employed people about using more frequent vote with the conversion that these parts generally participate to social life more so their interests and participation in political life are high.

Table43.ANOVA Findings Related to Voting Frequency

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Age	a.18-25	246	3.68	1.71	26.18*** sd=4, 1260	Between a and others; b and e
	b.26-35	419	4.34	1.17		
	c.36-45	337	4.54	.99		
	d.46-60	225	4.64	.86		
	e.61 and over	38	4.76	.59		
Type of Disability	a. Mentally Disabled	61	3.82	1.53	4.21** sd= 5, 1297	Between a and d-e; d and f
	b. Inarticulate/Speaking Disability	10	4.00	1.63		
	c. Hearing Disabled People	64	4.18	1.47		
	d. Visually Disabled People	527	4.42	1.14		
	e. Orthopedically Disabled People	524	4.33	1.18		
	f. More than one	117	4.03	1.57		
Is the Disability Congenital	a. Congenital	564	4.17	1.37	6.59** sd=2, 1298	Between a and b
	b. Not Congenital	722	4.42	1.15		
	c. Unknown	15	4.20	1.32		
Education Level	a. Illiterate	66	3.31	1.80	10.81*** sd=5, 1299	Between a and others
	b. Lettered	56	4.33	1.20		
	c. Primary School	373	4.43	1.10		
	d. Elementary School	245	4.16	1.40		
	e. High School	415	4.40	1.16		
	f. University	150	4.42	1.13		

*** p<.001, **p < .01

²⁹² In his research in Ankara, Oran founded that When compared to women, people without social security and unemployed people, men, people with social security and employed people vote more frequently but the difference was not meaningful.

²⁹³ Baykal, 1970 referred in Oran, 2007, p.9.

Another variance emerges according to age, type of disability, whether the disability is congenital or not and education level (Table 43). Disabled people aged 18-25 stated that they vote less than the other age groups. Young disabled people are not interested in voting. Similarly, 61 and over aged group and younger group that is aged 26-35 have different frequency of voting, over 65 age people stated that they vote more frequent. When evaluating these two data together, we can see that elder disabled people vote more frequent than younger disabled people (Table 43).

From the aspect of type of disability, mentally disabled people stated that they vote less than visually disabled and orthopedically disabled people. There is also a significant difference between visually disabled people and people with multiple disabilities. Visually disabled people stated that they vote more than people with multiple disabilities.

When looking at the relationship between whether the disability is congenital or not and voting behaviour, congenitally disabled people stated to vote less than not congenitally disabled people (Table 43).

And when looking at the relationship between education and voting behaviour, it is seen that illiterate people vote less frequently (Table 43).

Table 44. Distribution of Voting Frequency According to Mentally Disabled People (add percentage)

		Never	Rarely	Sometimes	Often	Always	Total
Report	a. No report	1	0	1	0	1	3
		33,3%	0,0%	33,3%	0,0%	33,3%	100,0%
	b. 20% - 39%	2	0	0	2	1	5
		40,0%	0,0%	0,0%	40,0%	20,0%	100,0%
	c. 40% - 59%	3	4	2	3	22	34
		8,8%	11,8%	5,9%	8,8%	64,7%	100,0%
	d. 60% - 79%	3	2	2	2	8	17
		17,6%	11,8%	11,8%	11,8%	47,1%	100,0%
	e. 80 and over	9	6	5	8	33	61
		14,8%	9,8%	8,2%	13,1%	54,1%	100,0%
	Total	18	12	10	15	65	120
		15,0%	10,0%	8,3%	12,5%	54,2%	100,0%

If the answer of the questions related with voting frequency of disabled people is compared with the responses of mentally disabled people; 54,2% of people stated that they are mentally disabled and answered the questions of voting frequency said that they always vote (Table 44). One should take into notice that this people may have other type of disabilities, and their rate of disability may not be based on mental disability, only.

This ratio is parallel to the findings in the literature that mentally disabled people have difficulty in benefiting from their political rights because of discrimination. But still, inexistency of a very big difference may be interpreted as there is not a sharp exclusion against mentally disabled people.

4.8.1.2. Behaviour of Being a Member of a Political Party

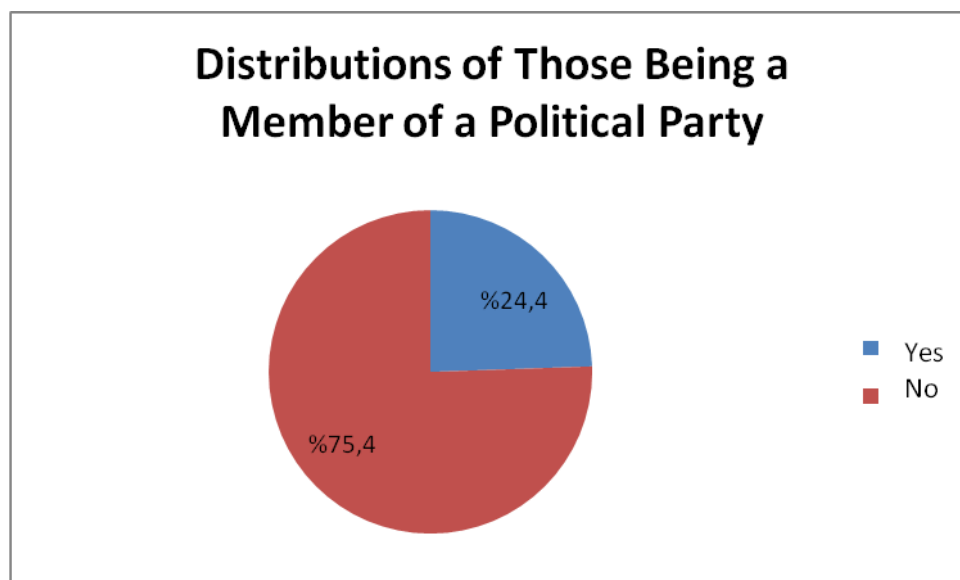


Figure 36. Distributions of the Question “Have you attempted to be a Member of any Political Party?”

Disabled people's using political rights is also investigated in means of discrimination they may face while being a member to a political party. 24.4% of sample group stated that they had an attempt to be a member to a political party (Figure 36).

24.4% ratio emerging in The Research on Measurement of Disability Discrimination in Turkey is close to upper limit interval 2-30%²⁹⁴ which is the ratio of general population throughout Turkey of being a member to a political party, Oran quoted from Eroglu. If this ratio is compared with disabled people's being a member to a political party ratio, 2%²⁹⁵ the reason of high attempts to be a member of a political party may be that the sample group in this frame represents the people whose political interests are high.

When voting and being a member to political party behaviours are evaluated together, it is seen that disabled people answering the survey have high tendencies to participate political life. This interest is lower in those whose participation in social life is higher; men, employed people, people with social security, people who are not congenitally disabled and elder people and literate, educated disabled people.

Except this demographic data, mentally disabled people and people with multiple disabilities constitute the groups whose political participation behaviours are low.

4.8.1.3. Evaluating the Perception of Policies of Political Parties towards Disabled People

When the views that can be a barrier for disabled people's participation in political life are evaluated within the light of data above, it is seen that the reason of high participation of disabled people into political life is the positive approaches of political parties towards disabled people.

²⁹⁴ Eroglu, 1999 quoted from Oran, 2007, p.83.

²⁹⁵ Oran, 2007.

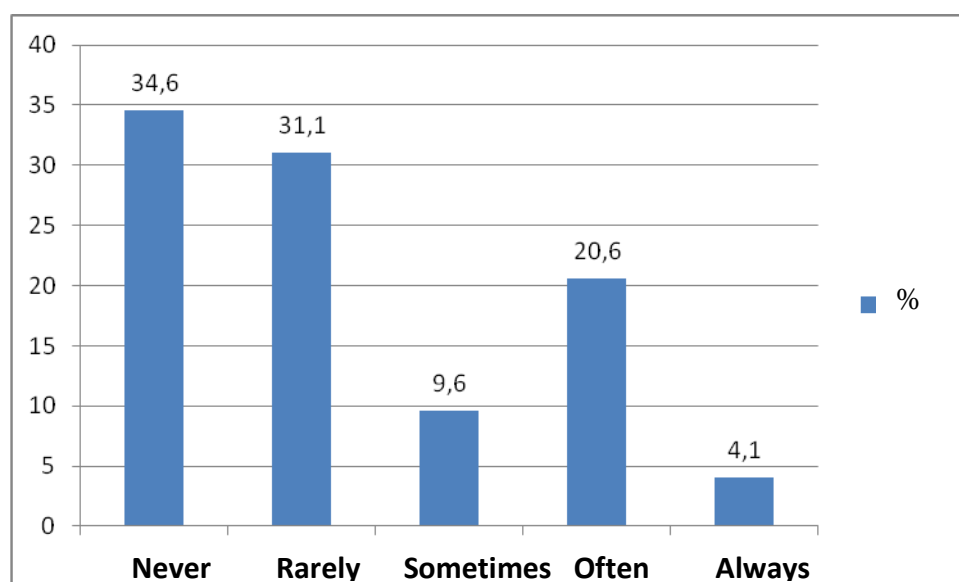


Figure 37. Distributions of Agreeing to “Political Parties in Turkey Produce Active Policies for Disabled People” Statement

When we look at the view about whether political parties produce active policies for the problems of disabled people or not, 4,1% of the sample group stated that they always agree with this statement (Figure 37). This result is compatible with the ratio 2%,²⁹⁶ people who stated political parties and their leaders show the necessary care for the problems of disabled people found in Oran’s research in the related literature.

Table 45. t-Test Findings of Agreeing to “Political Parties in Turkey Produce Active Policies for Disabled People” Statement

Variable	Category	N	\bar{X}	SS	t
Employed or Unemployed	Yes	794	2.18	1.26	-3.42**
	No	654	2.41	1.22	
General Discrimination ¹	Low	502	2.39	1.26	2.39*
	High	943	2.22	1.23	
Personal Discrimination ¹	Low	794	2.35	1.25	2.36*
	High	652	2.19	1.23	

**According to mean values of related articles low-high groups have been constituted.

Looking at the distribution of sample group who stated that they agree with this statement, it is seen that the ratio of employed people, people who have high general and personal discrimination agree this statement less. As it is seen in Table 45, compared to people whose general and personal discrimination perception is higher agree to “Political Parties in Turkey Produce Active Policies for Disabled people” statement more than people whose perception is lower. This situation may be interpreted as, people whose discrimination perception is lower adopt current policies more or people who approach current policies more positively have lower discrimination perceptions. People who have not worked until today agree more to “Political Parties in Turkey Produce Active Policies for Disabled people” statement than the ones who have worked (Table45).

As it is seen in Table 46, 18-25 age groups significantly agree to “Political Parties Produce Active Policies for Disabled people in Turkey” statement more than 26-35 and 36-45 age groups.

²⁹⁶ Oran, 2007, p.66.

When this situation is evaluated with voting behaviour, it may be said that young individuals seeing the policies of political parties towards disabled people positive vote less frequent.

Looking from the aspect of type of disability, people with multiple disabilities significantly agree to “Political Parties in Turkey Produce Active Policies for Disabled People” statement more than orthopedically Disabled People (Table 46). Again when evaluated together with voting behaviour, it is seen that people with multiple disabilities who evaluate policies of political parties towards disabled people more positively than orthopedically disabled people prefer to vote less.

Compared to illiterate, literate and primary school graduates, high school-university graduates agree to “Political Parties Produce Active Policies for Disabled People in Turkey” statement less (Table46). Therefore, the higher the education level, the lower the satisfaction ratio of policies towards Disabled people.

Table 46. Anova Findings of Agreeing “Political Parties in Turkey Produce Active Policies for Disabled People” Statement

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Age	a.18-25	373	2.47	1.24	3.11* sd=4, 1403	Between a and b-c
	b.26-35	433	2.21	1.19		
	c.36-45	337	2.19	1.28		
	d.46-60	227	2.24	1.28		
	e.61 and over	38	2.18	1.22		
Type of disability	a. Mentally Disabled	109	2.36	1.31	2.55* sd=5, 1439	Between e and f
	b. Inarticulate/Speaking Disability	16	2.31	1.30		
	c. Hearing Disabled People	69	2.04	1.21		
	d. Visually Disabled People	539	2.28	1.24		
	e. Orthopedically Disabled People	534	2.20	1.24		
	b. Inarticulate/speaking disability	178	2.53	1.23		
Education level	a. Illiterate	159	2.67	1.25	6.80*** sd=5, 1442	Between A-b-c and f
	b. Literate	75	2.47	1.26		
	c. Primary School	386	2.37	1.28		
	d. Elementary School	256	2.23	1.18		
	e. High School	421	2.16	1.22		
	f. University	151	1.97	1.21		

*** $p < .001$, * $p < .05$

Generally, the connection between policies of political parties and voting can be structured as groups with more positive approaches to policies vote less, groups with more critical approaches to policies vote more.

4.8.2. Discussing and Interpreting the Discrimination Perception and Experiences in Participation in Political Life

After getting information about the political behaviour forms of sample group, their perceptions and experiences about discriminative conditions, hindering their participation in political life will be discussed and interpreted. The main titles in the discussion are: perception of general discrimination about participation in political life, discrimination experience faced while using right to vote and discrimination experience faced while being a member to a political party.

4.8.2.1. Perception of General Discrimination in Participation to Political Life

Only 26,2% of sample group think that there is no discrimination, 58,8% think sometimes, often or always there is discrimination (Figure 38).

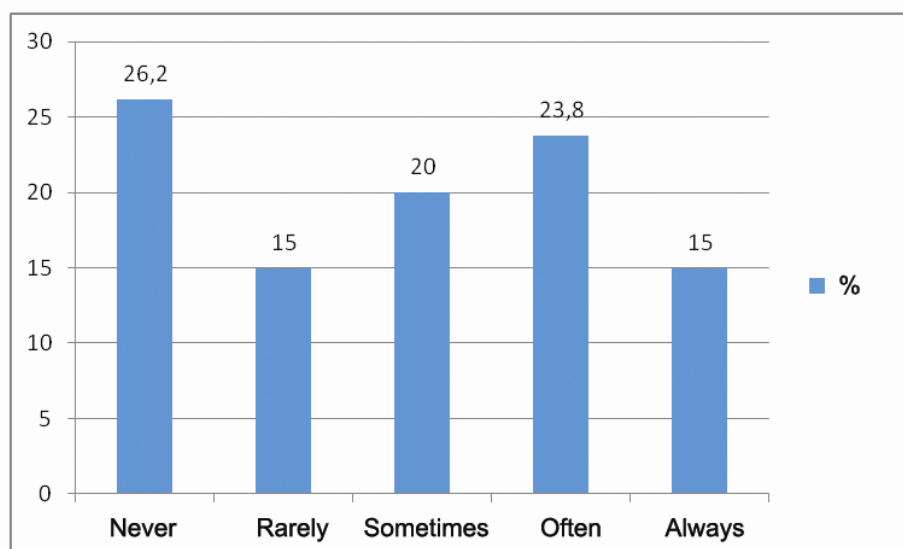


Figure 38. Mean value and Percentage Distributions of Perception of General Discrimination in the Area of Participation in Political Life

Low and high discrimination perception groups were formed according to the mean values of the related Items.

Table 47. t-Test of Perception of General Discrimination in Means of Participation in Political Life

Variable	Category	N	\bar{X}	SS	t
Gender	Women	383	2.99	1.34	-2.09*
	Men	1047	2.82	1.44	
Personal Discrimination Perception in the Area (Experience)	Low	207	2.73	1.48	-3.50**
	High	157	3.28	1.47	
General Discrimination ¹	Low	497	2.45	1.37	-8.14***
	High	934	3.08	1.39	
Personal Discrimination ¹	Low	788	2.62	1.39	-7.14***
	High	644	3.16	1.40	

* $p < .05$, ** $p < .01$, *** $p < .001$

Looking at the distribution of perception of general discrimination over different groups, women, people with high general discrimination and personal discrimination perception are found to have high discrimination perception in this area (Table 47).

From the aspect of women, they have high perception of general discrimination but there is no difference in means of their personal discrimination experience (Table 50), so this may mean that these views are not arising from personal experiences. Therefore, even if women think there is more discrimination in this area than men, they did not experience more discrimination. It was

found that people who said there was general discrimination in Turkey and who said they also experienced personal discrimination thought there was more disability discrimination in means of participation in political life (Table 47). This is also compatible with the results of other areas. People with high levels of perception for general and personal discrimination also have perception of general discrimination for areas like participation in political life.

As it is seen in the table 48, perceptions of the discrimination disabled people face in participation in political life significantly vary according to type of disability, economic situation (family income level), disability level (disability ratio report) and education level.

Visually impaired people significantly experience higher level of discrimination in this area than hearing disabled people. While this data is not compatible with the personal experience results of this area, it is not compatible with the results of voting experience (Table 56). Therefore, the perception of general discrimination of visually disabled people may be arising from general observations. In this research, there were questions which found out the difficulty visually disabled people face while they vote with the help of someone else. For this reason visually disabled people may reflect this problem upon perception of general discrimination.

Table 48. ANOVA Findings of Perception of General Discrimination in Participation in Political Life

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	108	2.77	1.38	3.89** sd =5, 1426	Between c and d
	b. Inarticulate/Speaking Disability	14	3.00	1.47		
	c. Hearing Disabled People	69	2.31	1.30		
	d. Visually Disabled People	537	3.03	1.36		
	e. Orthopedically Disabled People	532	2.79	1.48		
	f. Multiple Disabled	172	2.83	1.44		
Economic Situation	a. Less Than 500	217	2.77	1.48	3.27* sd =4, 1421	Between a-b-c and d-e
	b.500-1.000	699	2.81	1.42		
	c.1.001-2.000	397	2.87	1.39		
	d.2.001-3.000	76	3.29	1.27		
	e. 3.001 and over	37	3.35	1.30		
Report	a. No report	20	2.65	1.50	9.03*** sd =4, 1430	Between e and c and d
	b. 20% - 39%	18	3.06	1.43		
	c. 40% - 59%	447	2.61	1.41		
	d. 60% - 79%	369	2.77	1.44		
	e. 80 and over	554	3.13	1.37		
Education Level	a. illiterate	153	2.87	1.36	5.22*** sd =5, 1428	Between f and others
	b. Literate	75	2.48	1.47		
	c .Primary School	384	2.74	1.46		
	d. Elementary School	252	2.79	1.40		
	e. High School	419	2.95	1.39		
	f. University	151	3.32	1.39		

* $p < .05$, ** $p < .01$, *** $p < .001$

As it is seen in the Table 48, perceptions of the discrimination disabled people face in participation in political life significantly vary according to type of disability, economic situation (family income level), disability level (report ratio) and education level.

Visually disabled people significantly experience higher level of discrimination in this area than hearing disabled people. While this data is not compatible with the personal experience results of this area, it is also not compatible with the results of voting experience (Table56). Therefore, the perception of general discrimination of visually disabled people may be arising from general observations. In this research, there were questions which find out the difficulty visually disabled people face while they vote with the help of someone else. For this reason visually disabled people may reflect this problem upon perception of general discrimination.

As it is clearly seen in Table 48, people whose economic situation is better, having 2001-3000 TL and 3001 TL and over income level perceive much more discrimination in participating political life than the people in other income groups. But, it can not be said that this perception stems from the personal discrimination experiences in participating political life. This vies of the area might have emerged as a result of the evaluation of other income groups.

Disability level is also an effective variable to prove there is discrimination in participation in political life. Group with 80% and over disability level think they face more discrimination than the groups with 40-59% and 60-79% disability level (Table 48). This situation is parallel to finding about discrimination experienced while voting.

Lastly, high school/university graduates believe there is more discrimination in participating in political life than all other education groups (Table 48). But this result is not arising from personal discrimination experience. This situation may be interpreted as discrimination perception arising from the observations of other groups not arising from the personal experiences.

4.8.2.2. Discussing the Findings of from Personal Discrimination Experience of Disabled People in Participation in Political Life

In this area, basically personal experience about voting and being a member to a political party right were investigated. These two data together make up the personal experience total variable specific to this area.

Table 49. Mean value and Standard Deviation Values of Discrimination Experience of Participation in Political Life Variable and Total Variables in Sub-Areas

Variable	N	\bar{X}	SS
Discrimination in Participation in Political Life (Total Point)*	300	1.81	.84

*From the total points of Discrimination Experience of Participation in Political Life articles, Participation in Political Life Variable was made.

Note: People who did not have right to vote did not answer 72,73 numbered questions, people who did not attempt to be a member of a political party did not answer 74-75 numbered questions. Therefore, total points of participation in political life were only constituted over people who both have right to vote and right to be a member of a political party. Besides, participation in political life variable differs for voting variable and participation in political life presented in this section.

When compared to many different areas, discrimination experience about participation in political life is an area where relatively lower discrimination is experienced in means of discrimination. For example, mean value of access to information 2,59 (Table91), mean value of access to justice is 1,99 (Table63), mean value of access to health is 1,96 (Table23) and mean value of access to participation in political life is 1,81' "never-rarely" (Table49). Therefore, this area may be thought as an area where discrimination is experienced relatively lower.

Table50.t-Test Findings of Discrimination Experience in Participation in Political Life

Variable	Category	N	\bar{X}	SS	t
General Discrimination in the Area	Low	169	1.20	.28	-25.96***
	High	161	2.61	.63	
General Discrimination	Low	102	1.53	.72	-4.26***
	High	197	1.96	.87	
Personal Discrimination	Low	155	1.57	.72	-5.53***
	High	143	2.08	.89	

*** $p < .001$

*According to mean values of related articles, low discrimination perception and high discrimination perception groups were made.

People with high perception of general discrimination about the area, people whose perception of general discrimination in Turkey is high and people with high generally personal discrimination perception experience discrimination more frequently (Table 50).

Table51.ANOVA Findings about Total Variable of Discrimination Experience in Participation in Political Life

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	10	2.42	.94	2.69* sd =5, 291	Between c and a
	b. Inarticulate/Speaking Disability	3	2.08	.38		
	c. Hearing Disabled People	9	1.22	.38		
	d. Visually Disabled People	132	1.78	.81		
	e. Orthopedically Disabled People	120	1.80	.80		
	f. Multiple Disabled	23	2.11	1.12		

* $p < .05$

Personal experience in this area varies significantly according to type of disability (Table51). Mentally disabled sample group significantly experienced more discrimination than hearing disabled sample group. This information is also parallel to information of sub-areas. Relatives of mentally disabled individuals think that they do not have right to vote, people who think they have right to vote, vote less than other groups and experience more discrimination in this area. This information makes us think that the discrimination which was found out about problems of voting rights of disabled people and their participation in political life²⁹⁷ also occurs in the discrimination experience of mentally disabled people in Turkey.

Table52. Mean value and Standard Deviation Values of Discrimination Perception of Voting Sub-Area Variable and Discrimination Variables in Sub-Areas

Variable	N	\bar{X}	SS
Discrimination in Voting Sub-Area (total point)*	1251	1.99	1.24

*From the total points of articles developed for discrimination in voting area (78-79), discrimination variable of discrimination in voting area was made. It was only made over the responses of participants who had right to vote.

²⁹⁷ Redley, 2008, p. 376.

Table53. Mean value and Standard Deviation Values of Discrimination Perception of Being a Member to a Political Party and Sub-Area Variable and Discrimination Variables in Sub-Areas

Variable	N	\bar{X}	SS
Discrimination in Being a Member to a Political Party Sub-Area (total point)*	307	1.53	.89

* From the total points of articles developed for discrimination in being a member to a political party (80-81), discrimination variable of discrimination in being a member to a political party area was made. It was only made over the responses of participants who had right to be a member to a political party.

Discrimination perception of using right to vote (1,99) is higher than discrimination perception of being a member to a political party (1,53) (Table52, 53).

4.8.2.3. Discrimination Experience about Right to Vote

Table54. Mean value and Percentage Distributions of Discrimination Experience of Voting Right of Participation in Political Life

	Number	\bar{X} +SS	(%)				
			Never	Rarely	Some times	Often	Always
Even though I was registered disabled to election ballot, necessary arrangements (putting the election ballot box on the first floor, not putting them on queue etc.) were not organized.	1263	2.37±1.69	54.9	6.8	7.0	9.0	22.3
Although I needed to vote with the help of someone else because of my disability, I was not allowed to do so.	1254	1.61±1.25	76.1	6.5	5.8	3.0	8.5

It was found that the most common discrimination experience about participation in political life and using political rights was related with voting of disabled people. There were problems such as: Even though they were registered disabled to election ballot, necessary arrangements such as election ballot was put on the first floor, disabled people had to wait at the queue. 45,1% of sample group stated to experience this situation rarely, sometimes, often or always (Table54). This result is similar to finding that most of the studies done in USA proved election ballots are physically inaccessible.²⁹⁸ The most common barrier faced in participation in political life in Turkey is inaccessibility of election ballots or not arranging the necessary regulation in order not to wait disabled people.

In the answer of the other question about voting, it was stated that although 23,8% of sample group needed to vote with the help of someone else, they were not allowed to do so. Disabled group which needed to vote with the help of someone else make up a part of the group and this may be the reason of low ratio.

²⁹⁸ Harrington, 1999, p. 90.

Table55. t-Test Findings of Discrimination Variable in Voting Sub-Area

Variable	Category	N	\bar{X}	SS	t
General Discrimination in the Area	Low	205	1.26	.49	-22.49***
	High	156	2.31	1.11	
General Discrimination	Low	431	1.71	1.11	-5.86***
	High	816	2.14	1.28	
Personal Discrimination	Low	695	1.74	1.11	-8.17***
	High	550	2.31	1.33	

*** $p < .001$

*According to mean values of related articles, low and high groups were made.

As it is seen in Table 55, the group which perceives that disabled people generally experience general discrimination in participation in political life at a higher level, the groups whose general and personal discrimination perceptions are higher because of their disability significantly experience higher discrimination.

Table56. ANOVA Findings of Discrimination Variable in Voting Sub-Area

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Age	a.18-25	224	1.69	1.08	5.89*** sd =4, 1206	Between a and b-c-d-
	b.26-35	407	2.00	1.22		
	c.36-45	328	2.14	1.31		
	d.46-60	215	2.12	1.28		
	e.61 and over	37	1.59	.94		
Type of Disability	a. Mentally Disabled	61	1.69	1.13	2.31* sd=5, 1239	Between a and e Between c and e
	b. Inarticulate/Speaking Disability	10	2.30	1.44		
	c. Hearing Disabled People	57	1.68	1.26		
	d. Visually Disabled People	502	1.97	1.16		
	e. Orthopedically Disabled People	507	2.09	1.29		
	f. Multiple Disabled	108	1.94	1.41		
Report	a. No Report	18	1.77	1.17	8.37*** sd =4, 1242	Between c and d and e
	b. 20% - 39%	16	1.69	1.12		
	c. 40% - 59%	369	1.72	1.14		
	d. 60% - 79%	317	2.01	1.26		
	e. 80 and over	528	2.19	1.27		
Is Disability Congenital or Not	a. Congenital	534	1.90	1.17	3.15* sd =2, 1239	Between a and b
	b. Not Congenital	693	2.07	1.29		
	c. Unknown	15	1.73	1.43		
Education Level	a..... literate	59	2.30	1.45	3.75** sd =5, 1241	Between c and e
	b. Literate	53	2.20	1.34		
	C .Primary School	363	2.15	1.33		
	d. Elementary School	233	1.89	1.17		
	e. High School	399	1.84	1.14		
	f. University	140	1.99	1.22		

* $p < .05$, ** $p < .01$, *** $p < .001$

As it is seen in Table 56, about being exposed to discrimination in voting sub-category, 18-25 age groups significantly perceive less discrimination than 26-35, 36-45 and 46-60 age groups. Looking at voting behaviour according to age, as it is seen in Table 43, we can say 18-25 age groups significantly vote less than 26-35 and 61 and over age groups. Therefore, 18-25 age groups which have tendency to vote less frequent experience less discrimination.

In voting area, people with orthopaedic disability significantly experience more frequent discrimination than mentally disabled or hearing disabled people (Table 56). Looking at voting behaviour, when interpreted together; it is seen that visually disabled and orthopedically disabled people vote more frequent than mentally disabled group (Table 43). In this situation, mentally disabled group's perceiving less discrimination in voting may be arising from their voting less or preferring not to go voting. This will be clearer when we take into account the definition in the related literature; the most common and seriously discriminated group about using political rights is mentally disabled group²⁹⁹. While voting, hearing disabled people experienced least, orthopedically disabled people who face with access problem most frequently experienced discrimination most.

When sample group experiencing discrimination while using their voting right is evaluated according to disability level, people having 40-59% and 60-79% disability level significantly experienced less discrimination than people having 80% and over disability level (Table56). This situation may be interpreted as the higher the disability level, the higher problems in physical access and because of this the higher times spent on the queue, the higher problems to get permission to get help of someone else and the higher discrimination experience.

About using right to vote, people who are not congenitally disabled significantly faced discrimination more than congenital disabled people (Table56). Looking at voting behaviour, it is seen that people who are not congenitally disabled significantly vote more frequent congenital disabled people (Table43). This situation shows that not congenital disabled people who votes more experience higher discrimination.

Looking at the relation between education level and discrimination experience in voting, it is seen that primary school graduates significantly more experience higher discrimination than high school graduates.

4.8.2.4. Discrimination Experience about Being a Member to a Political Party

Table57. Mean value and Percentage Distributions of Discrimination Experience of Voting Right of Participation in Political Life

	Number	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Some times	Often	Always
My application to be a member to a political party was not accepted because I am disabled.	312	1.24±.85	91.7	1.6	1.3	2.2	3.2
Even though I am a member of a political party, I was not assigned actively because I am disabled.	307	1.84±1.41	68.7	6.5	6.8	7.5	10.4

²⁹⁹ Marcus, 2008.

Second most common discrimination of participation in political life found as not assigning disabled people actively (Table57). 24,7% of sample group answering this question said they are not assigned actively sometimes, often or always in the party. It is also interesting that there are people who stated that even though they applied to be a member of a political party, their application was denied because of their disability. While being not assigned actively means indirect discrimination, even it is a low ratio; there are some direct examples as not accepting the membership. While 91,7% of people answering this question³⁰⁰ said they had never experienced something so, 8.3% stated they sometimes, often or always experience such a situation.

Table58. t-Test Findings of Discrimination Variable in Participation in Political Party Sub-Area

Variable	Category	N	\bar{X}	SS	t
General Discrimination in the Area ¹	Low	169	1.13	.34	-10.22***
	High	131	2.05	1.09	
General Discrimination ¹	Low	104	1.35	.70	-2.64**
	High	202	1.63	.96	
Personal Discrimination ¹	Low	159	1.39	.76	-2.90**
	High	146	1.68	.99	

** $p < .01$; *** $p < .001$

¹ According to mean values of related articles, low and high groups were made.

As it is seen in Table 58, generally people whose perception related to discrimination disabled people are exposed is higher significantly experience more frequent discrimination than people with lower perceptions and people whose general and personal discrimination perceptions are higher because of their disability experience more frequent discrimination than with lower perceptions.

Table59. ANOVA Findings of Discrimination Total Variable in Participation in Political Life Sub-Area

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	10	2.40	1.29	4.51** sd =5, 298	Between a and b and c
	b. Inarticulate/Speaking Disability	3	1.33	.58		
	c. Hearing Disabled People	9	1.22	.51		
	d. Visually Disabled People	136	1.48	.81		
	e. Orthopedically Disabled People	123	1.45	.81		
	f. Multiple Disabled	23	2.09	1.28		
Place of Residence	a.Village	20	2.00	1.28	2.71* sd =3, 301	Between a and others
	b.Town	36	1.31	.70		
	c.City	84	1.51	.77		
	d. Metropolitan	165	1.54	.91		

* $p < .05$, ** $p < .01$

As it is seen in Table 59, being exposed to discrimination experience in participation in a political party varies according to type of disability. Mentally disabled people significantly experience higher level of discrimination than inarticulate and speaking disabled people. This situation shows that mentally disabled people also experience higher discrimination in means of being a member to a party.

³⁰⁰ The question where "My application to be a member to a political party was not accepted because I am disabled.." statement is asked.

It was found that being exposed to discrimination experience in participation in a political party significantly varies according to place of residence. People who have spent most of their time in villages significantly experience higher discrimination than those living in big residential areas (Table 59).

4.9. Discrimination in the Area of Access to Justice

Even though judicial and punitive institutions are not like the institutions individual need in order to participate to the social life, such as education, health, employment, they are the institutions one needs to apply because of juridical and punitive processes, so presenting equal access opportunities to justice and not making discrimination based on disability are vitally important.

4.9.1. Perception of general discrimination in Access to Justice

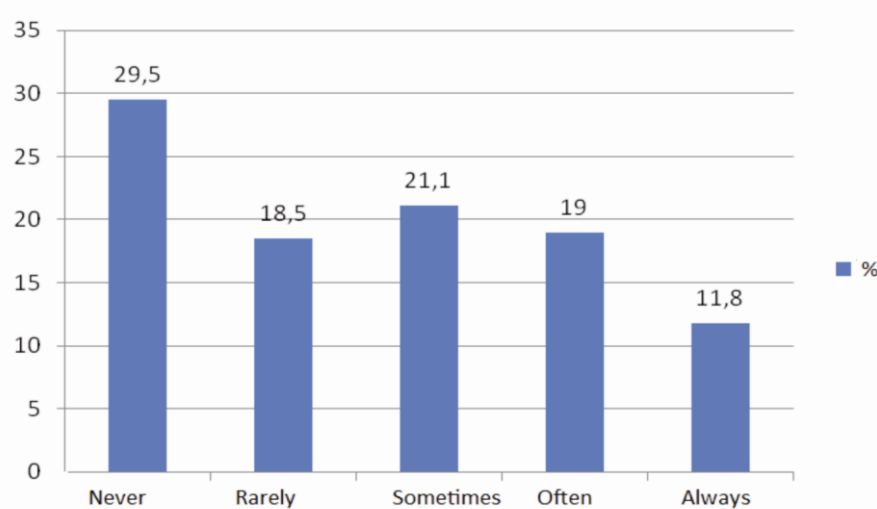


Figure 39. Mean value and Percentage Distributions of Perception of General Discrimination in Access to Justice

As it may also seen from Figure 39, 29,5% of sample group think there is no discrimination based on disability in access to justice, 51,9% think there is sometimes, often or always discrimination in this area.

Table60. t-Test Results of Discrimination Perceptions in Access to Justice

Variable	Category	N	\bar{X}	SS	t
Gender	Women	385	2.79	1.31	-2.40*
	Men	1041	2.60	1.40	
Social Security	Yes	1139	2.60	1.37	-2.45*
	No	284	2.83	1.40	
General Discrimination	Low	490	2.28	1.33	-7.45***
	High	938	2.84	1.37	
Personal Discrimination	Low	781	2.33	1.29	-9.91***
	High	648	3.03	1.39	

* $p < .05$, *** $p < .001$

Low and high discrimination perception groups were formed according to the mean values of the related Items.

Looking at the distribution of discrimination perception in access to justice, it is seen that women, people with no social security and people with high discrimination perception have high discrimination perception in this area (Table 60).

In access to justice area, the perception of general discrimination of women is higher. But the situation causing discrimination perception is not included in the related (Table 64, Table 70) questions or it may be possibly stemming from their observations not personal experiences.

The high discrimination perception of people with no social security in the area of access to justice should be similarly stemming from observation not personal experiences because there is not a difference related to personal experiences in this group.

Table 61. ANOVA Findings of Perception of general discrimination in the Area of Access to Justice

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Place of Residence	a.Village	106	2.43	1.33	3.11* sd =3, 1426	Between d and a-b
	b.Town	197	2.45	1.43		
	c.City	452	2.65	1.39		
	d. Metropolitan	675	2.74	1.36		
Report	a. No report	20	2.65	1.42	5.80*** sd =4, 1426	Between b and others
	b. 20% - 39%	19	3.47	1.31		
	c. 40% - 59%	445	2.43	1.36		
	d. 60% - 79%	398	2.69	1.42		
	e. 80 and over	549	2.78	1.34		

* $p < .05$, *** $p < .001$

As it is shown in Table 61, people who have spent most of their life in metropolitans have higher perception about discrimination in access to justice than people living in village or town.

Table 61 shows that disability ratio also varies discrimination perception in access to justice. People with 20-39% disability ratio have higher discrimination perception in the area of justice. This situation is not parallel to personal discrimination experience (Table 69).

4.9.2. Discrimination Experience in the Area of Access to Justice

After general discrimination experience of access to justice questions, questions about personal experiences of this area were asked. Therefore, sample group was firstly asked whether they had ever gone to a police station or courts for any reason or not, to the people who answered this question yes, questions about possible discrimination that may be faced in this area were asked.

Table 62. Mean value and Percentage Distributions of People Who Had to Go Police Station or Courts for Any Reason

	Number	Percentage
Yes	532	36.8
No	912	63.2
Total	1444	100

36,8% of sample group stated that they faced with a situation which made them to go police station or courts. The ratio of people answering to this question is 63,2%. (Table 62)

Table 63. Mean and Standard Deviation Values of Discrimination Perception Variable of Access to Courts and Total Variables of Sub-Areas

Variable	N	\bar{X}	SS
Discrimination in the area of Access to Justice (total point)*	527	1.99	1.04

*Discrimination variable in the area of discrimination of access to justice was made from the total points of articles developed for discrimination in access to justice. People who never faced with a situation which made them to go to a police station or courts did not answer those articles.

About the discrimination experience in this area, two titles were established: physical arrangements, lack of communication facilities; and arising from human behaviours, discrimination arising from individuals. These two areas make total discrimination experience. When the total point of mean value discrimination experience of “rarely” access which is 1,99 is compared with some other areas, it is seen that it is higher than 1,81 value of political participation and access to healthcare, lower than 2,59 of access to information.

Table 64. t-Test Findings of Discrimination Experience Variable of Access to Justice

Variable	Category	N	\bar{X}	SS	t
General Discrimination in the Area	Low	153	1.89	1.04	-3.88***
	High	39	2.61	.99	
General Discrimination	Low	154	1.65	.75	-5.02***
	High	371	2.14	1.10	
Personal Discrimination	Low	281	1.72	.88	-6.76***
	High	245	2.31	1.13	

*** $p < .001$

¹ According to the mean values of the related Items, low and high groups were created.

Total discrimination perception in access to justice is found to be related with perception of general discrimination in the area and personal discrimination perception. This situation shows that generally the part of society which is sensitive for discrimination more frequently experience discrimination in access to justice (Table 64).

Table 65. ANOVA Findings of Discrimination Experience Variable of Access to Justice

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Economic Situation	a. Lower than 500	69	1.93	.99	2.71* sd =4, 517	Between e and others
	b.500-1.000	262	2.01	1.08		
	c.1.001-2.000	140	1.89	.90		
	d.2.001-3.000	35	1.89	1.07		
	e.3.001 and over	16	2.75	1.34		

* $p < .05$

The discrimination experience in access to justice of the group having high income is found higher than the other income groups. This shows that group having high income more frequently experience discrimination. (Table65).

Table 66. Mean value and Percentage Distributions of Discrimination Perception in Access to Justice*

	N	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
I had difficulty since there were not proper physical arrangement and communication facilities in police station or court	530	2.68±1.64	41.1	9.2	12.6	14.3	22.6
Since I am disabled, my complaint or testimony or defence was ignored.	529	1.75±1.36	72.8	4.9	6.4	6.4	9.5
Since I am disabled, police and/or gendarme treated me bad.	530	1.54±1.12	76.4	8.3	5.8	3.8	5.7

*Those who had never faced a situation which made them to go police station or court did not answer these questions.

When we look at this general table over questions, it is seen that the highest perceived discrimination in access to justice is arising from physical arrangements and communication facilities. Those who stated that they faced a situation which made them to go police station or courts experienced discriminations mostly because of physical arrangements and communication facilities. 49.5% of sample group stated that they sometimes, often or always face physical arrangements and communication facilities problems.

Table 67. Mean and Standard Deviation Values of Discrimination Experience Arising from Physical Arrangements and Lack of Communication Facilities

Variable	N	\bar{X}	SS
Discrimination Arising from Physical Arrangements and Lack of Communication Facilities	530	2.68	1.64

As it may be also seen from table67 and table 68, discrimination arising from physical arrangements and improper communication facilities are experienced more than discrimination arising from people.

Table 68. Mean and Standard Deviation Values of Variables Based on “Since I am disabled, my complaint or testimony or defend was ignored” and “Since I am disabled police, gendarme treated me bad.” Statements

Variable	N	\bar{X}	SS
Discrimination Arising From People *	527	1.64	1.05

* Total point variable made up of 86 and 87 numbered questions.

Firstly when we look at the distribution of discrimination arising from physical arrangements and communication facilities, it is seen that discrimination perception of visually disabled people arising from physical arrangements and communication facilities is more rare, discrimination perception of orthopedically disabled people is more frequent.

Table69. ANOVA Findings of Discrimination Experience Arising from Physical Arrangements and Communication Facilities

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	20	2.25	1.44	2.47* sd =5, 523	Between d and e
	b. Inarticulate/Speaking Disability	4	1.50	1.00		
	c. Hearing Disabled People	19	2.63	1.54		
	d. Visually Disabled People	232	2.49	1.51		
	e. Orthopedically Disabled People	212	2.92	1.74		
	f. Multiple Disabled	42	2.88	1.84		
Report	a. No Report	5	3.60	1.52	3.83* sd =3, 525	Between c and d and e
	b. 20% - 39%	--				
	c. 40% - 59%	151	2.32	1.61		
	d. 60% - 79%	116	2.86	1.69		
	e. 80 and over	257	2.79	1.60		

* $p < .05$

Especially, the complaints of orthopedically disabled people about this were suited and discussed in the related literature.³⁰¹ The movement difficulties of orthopedically disabled people, their need to get help in order to make their personal needs in prisons or jails, lack of physical arrangements are discrimination reasons for this disabled group. For this area, a person whose disability level is over 60% experiences more discrimination than people with 40-59% disability level.

4.9.3. Discrimination Experience in Access to Justice Arising from People

Table70. t-Test Findings of Discrimination Experience Variable in Access to Justice Arising from People

Variable	Category	N	\bar{X}	SS	t
General Discrimination in the Area	Low	101	1.51	.93	-2.93**
	High	91	1.96	1.18	
General Discrimination	Low	154	1.42	.78	-3.26**
	High	371	1.74	1.15	
Personal Discrimination	Low	281	1.43	.85	-5.03***
	High	245	1.89	1.22	

** $p < .01$; *** $p < .001$

1 According to the means of the related Items, low and high groups were created.

Looking at discrimination experience in access to justice arising from people (Table 70), we can see that people whose perception of general discrimination in the area, perception of general discrimination and personal discrimination perception are high have high discrimination experience arising from people.

Discrimination experience arising from people is less experienced than discrimination experience arising from physical arrangements and communication facilities. Still 22.3% of sample group stated that since they were disabled, their testimony or defence sometimes, often or always

³⁰¹ Greifinger, 2006; Çakmak, 2006, p.199.

was ignored (Table 66). This finding is parallel to problem³⁰² founded in the related literature about merciful and sympathy approaches of judges or lawyers and protecting them, not seeing them as equal individuals.

Again 23,6% of people going to police station or courts said they were sometimes, often or always exposed to negative attitude by police officers since they were disabled people. This information, however low the number is, shows that disabled people experience discrimination arising from police officers.

As it is seen in Table 71, discrimination experience arising from people significantly varies according to type of disability and economic condition. According to findings, people with multiple disabilities and mentally disabled ones may experience more discrimination than orthopaedic and visually disabled people.

Table71. ANOVA Findings of Discrimination Experience Total Variable in Access to Justice Arising from People

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	20	2.15	1.45	3.22** sd =5, 520	Between a-f and d-e
	b. Inarticulate/Speaking disability	4	1.63	.95		
	c. Hearing Disabled People	8	1.56	1.04		
	d. Visually Disabled People	230	1.66	1.07		
	e. Orthopedically Disabled People	212	1.50	.93		
	f. Multiple Disabled	42	2.08	1.26		
Economic Condition	a.Lower500	69	1.56	.98	2.46* sd =4, 517	Between e and others
	b.500-1.000	262	1.69	1.11		
	c.1.001-2.000	140	1.51	.88		
	d.2.001-3.000	35	1.54	1.03		
	e.3.001 and over	16	2.28	1.43		

* $p < .05$, ** $p < .01$

In a research conducted in UK, it was found out that mentally disabled people may be subjected to ill treatment during custody, since they do not understand the processes, the information of investigation and prison is not enough for mentally disabled people, they could stop listening during judging since the speech is too fast and complicated for them and they may be punished with penalties they do not deserve.³⁰³ Because of the prison reform in UK, 154 mentally disabled people were interviewed and it was stated that mentally disabled people “systematically and routinely experience violation of rights and discrimination”.³⁰⁴ Therefore the finding of the research is parallel to related literature.

Besides, as it is seen in Table 71, people with 3000 TL and over income significantly experience more discrimination than other income groups.

³⁰² Harlan Hann, 1996.

³⁰³ Allen, 2008; Talbot 2008'den quoted from Jones and Talbot, 2010, p.4

³⁰⁴ “Discrimination is ‘routine’ in the criminal justice system”, 2008.

4.10. Discrimination in the Area of Participation in Resting and Leisure Time Activities

In this section, perception of general discrimination of disabled people in participation in resting and leisure time activities, distributions of their participation in resting and leisure time activities and the discrimination level they experience in participation in resting and leisure time activities are presented. Besides, findings of analyses conducted over whether discrimination perception of participation in resting and leisure time activities varies according to some variables or not.

4.10.1. Perception of general discrimination in Participation in Resting and Leisure Time Activities

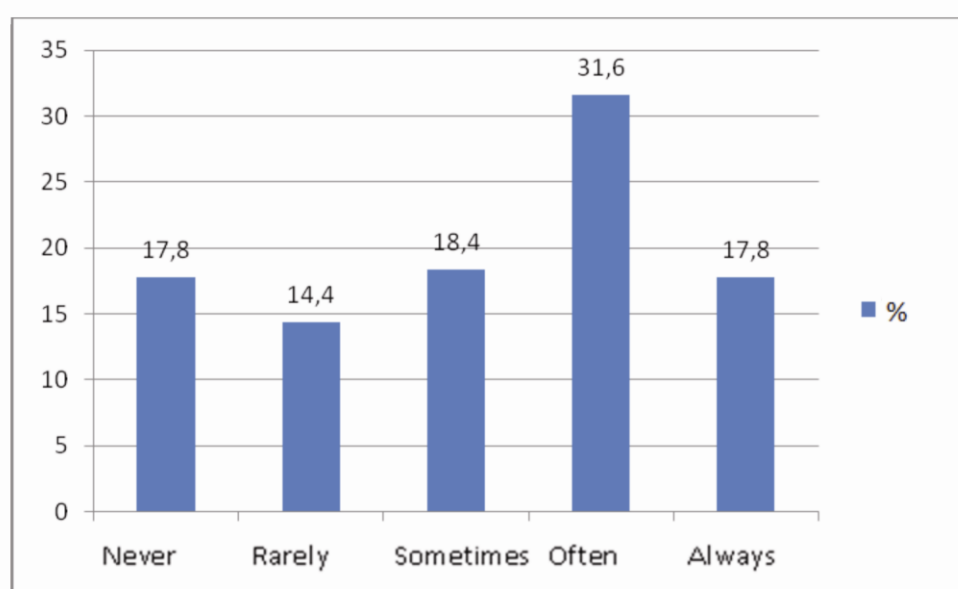


Figure 40. Means and Percentage Distributions of Perception of General Discrimination in Participation in Resting and Leisure Time Activities

As it is seen in Figure 40, mean of discrimination of sample group about their participation in resting and leisure time activities is found 3,17. According to this, the perception of general discrimination in this area is between “sometimes-often” frequency intervals. Compared to related mean of other areas, it is seen that this area is third after employment and education among the highest discrimination perceived areas. For this context, it may be said that sample group perceive higher discrimination in participation in resting and leisure time activities compared to some other areas and they expect primary solution for this area.

17,8% of sample group generally state that disabled people never, 14,4% state rarely, 18,4% state sometimes, 31,6% often and 17,8% state always experience discrimination in participating resting and leisure time activities. As it is seen, almost half of sample group (49.4%) state disabled people often or always experience discrimination in participation in resting and leisure time activities. This perception is generally consistent with the findings in related literature that disabled people are being exposed to discrimination in this area.³⁰⁵

³⁰⁵ Burns and Graefe, 2007.

Table 72. Means and Percentage Distributions of Participation in Activities Such As Cinema, Theatre, Kermes and Concert

	N	\bar{X}	SS	Never	Rarely	Sometimes	Often	Always
Participation level of activities Such As Cinema, Theatre, Kermes and Concert (Question 62)	1458	2.55	1.18	23.1	25.8	31.6	12.4	7.1

Previous researches showed that disabled people participate less to leisure time activities than non-disabled people.³⁰⁶ Because non-disabled people are not included into this research, we will not make a comparison in this area but as it is seen in Table 72, 23,1% of sample group stated they never, 25,8% stated they rarely, participated those kinds of activities. In other words, the ratio of people who never or rarely participated leisure time activities is approximately half (48.9%) of sample group. It was assumed in the related literature that leisure time activities can decrease stress³⁰⁷ and function as a support to struggle discrimination in society.³⁰⁸ So it is seen that half of disabled people never or rarely benefit from those kinds of positive effects. On the other hand, 31,6% of sample group state they sometimes, 12,4% state they often and 7.1% state they always participate those kinds of activities. Generally, it is seen that mean score of participation in leisure time activities is 2,55, so it is between rarely and sometimes interval.

4.10.2. Findings of Discrimination Experience in Participation in Resting and Leisure Time Activities

In this section, distributions of discrimination experience in participating resting and to leisure time activities according to Items in the particular scale, distribution of related total variable and advanced analyses results are presented.

4.10.2.1. Distributions of Discrimination Experience in Participation in Resting and Leisure Time Activities According to Items

As it is seen in Table 73, 35,5% of sample group state they never, 11,9% state rarely, 16,7% state sometimes, 18,5% state often and 17.3% state always agreed the statement "Since necessary arrangements and/or information for disabled people were not done, I could not benefit from cultural activities such as cinema, theatre. " Therefore, the ratio of sample group who perceives higher (sometime, often and always) discrimination in this Item makes up for 52%, the half of sample group. Mean value of related Item is 2,70, so it is between rarely and sometimes interval. 70,5% of sample group state they never, 9.2% state rarely, 8.3% state sometimes, 6.5% state often and 5.5% state always agreed the statement "I was asked to sit somewhere else where non-disabled people did not prefer to sit in a place where cultural activities such as cinema, theatre took place." Mean value of related Item is 1,67 so it is between never and rarely interval. 48,9% of sample group state they never, 11.2% state rarely, 10,7% state sometimes, 12,9% state often and 16,3% state always agree to the statement "I could not benefit from support services such as counselling and hobby activities which may ease the life of disabled people." Mean value of related Item is 2,36, so it is between rarely and sometimes interval. 38.5% of sample group state they never, 12% state rarely, 12.9% state sometimes, 16,6% state often and 19.9% state always agreed the statement "I could not benefit from theatre, music, art despite my interest because of

³⁰⁶ Harris, 2000.

³⁰⁷ Bedini, 2000 and Trenberth, 2005.

³⁰⁸ Stodolska, 2005.

the lack of facilities (inadequate personnel, physical arrangement) for disabled people.” Mean of related Item is 2,67, so it is between rarely and sometimes interval.

Table73. Means and Percentage Distributions of Distributions of Discrimination Experience in participation in resting and leisure time activities according to Items

	N	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
1.Since necessary arrangements and/or information for disabled people were not done, I could not benefit from cultural activities such as cinema, theatre.	1435	2.70±1.53	35.5	11.9	16.7	18.5	17.3
2.I was asked to sit somewhere else where non-disabled people did not prefer to sit in a place where cultural activities such as cinema, theatre took place.	1426	1.67±1.19	70.5	9.2	8.3	6.5	5.5
3.I could not benefit from support services such as counselling and hobby activities, which may ease the life of disabled people.	1424	2.36±1.56	48.9	11.2	10.7	12.9	16.3
4.I could not benefit from theatre, music, art despite my interest because of the lack of facilities (inadequate personnel, physical arrangement) for disabled people.	1430	2.67±1.59	38.5	12	12.9	16.6	19.9

As it is seen, the statement of “I was asked to sit somewhere else where non-disabled people did not prefer to sit in a place where cultural activities such as cinema, theatre took place” is less experienced than the other three statements. Approximately 70% of sample group state they never experienced this situation. For the other three Items except this one, it is seen that frequency (sometimes, often and always) of being exposed to discrimination change between 64.5% and 52.1%. Therefore, analyzing the percentage and mean scores based on Items, it is seen generally sample group experience discrimination in participation in resting and leisure time activities because necessary arrangement and/or information, support service and facilities (personnel inadequacy, physical arrangements etc.) are not met. It was mentioned that similar reasons are among the barriers disabled people have in full participation in resting and leisure time activities³⁰⁹

4.10.2.2. Findings Discrimination Experience in Participation in Resting and Leisure Time Activities

On the other hand, the mean of perceptions of sample group about disabled people’s being exposed to discrimination in resting and leisure time activities was found 3,17 and this values is between “sometimes and often” intervals. Therefore, it may be thought that perception of general discrimination of sample group is higher than their personal discrimination experience.³¹⁰

³⁰⁹ Darcy and Daruwalla, 1999; Bedini, 2000.

³¹⁰ But it should be considered that personal discrimination is measured within some Items and general discrimination is measured at more generally, so this kind of comparison will not be proper.

Table 74. Mean and Standard Deviation Scores of Discrimination Experience in Participation in Resting and Leisure Time Activities

Variable	N	\bar{X}	SS
Discrimination Experience in Participation in Resting and Leisure Time Activities*(total point)	1416	2.27	1.18

*From the total points developed for discrimination perceptions in participation in resting and leisure time activities, discrimination variable in participation in resting and leisure time activities was created.

As it is seen in Table 74, the mean of personal discrimination level of sample group in participation in resting and leisure time activities was found 2.27. This mean score is between rarely and sometimes intervals. Besides, analyzing the general discrimination mean values of areas, resting and leisure time activities is the fifth among the most discrimination perceived areas.

Table 75. t-Test Findings of Total Variable of Discrimination Perceptions in Participation in Resting and leisure time activities

Variable	Category	N	\bar{X}	SS	t
Gender	Women	380	2.26	1.18	.34 p=.73
	Men	1026	2.28	1.18	
Discrimination Perceptions in Participation in Resting and Leisure Time Activities(Item55) ¹	Low	706	1.93	1.07	-11.53***
	High	694	2.63	1.18	
Employment Situation (last 5 year)	Yes	500	2.18	1.17	-2.42*
	No	462	2.37	1.18	

* p<.05; *** p<.001

¹ According to the mean values of the related Items, low and high groups were created.

As it is seen in Table 75, discrimination perceptions of participating resting and leisure time activities significantly differ according to gender. In other words, there is a significant difference between women and men participants. But people with high perception of general discrimination in participating resting and leisure time activities significantly have higher personal discrimination perception in this area. This may be evaluated as an expected finding. Generally those who think disabled people experience higher discrimination perceive the discrimination they face higher also as parallel to this. Besides, people who are employed within the last five years significantly experience less discrimination than those who are unemployed. Considering that the group which is not employed has more leisure time, they will perceive higher discrimination in this area and this may have a negative effect over their life quality. In this situation, those people, despite having more free time, may have the tendency to stay away from those kinds of activities.

Table 76. ANOVA Findings of Discrimination Perceptions in Experience to Participate in Resting and Leisure Time Activities

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Age	a.18-25	366	2.17	1.12	1.70 p=.15 sd =4, 1366	Between c and e
	b.26-35	427	2.29	1.15		
	c.36-45	325	2.40	1.24		
	d.46-60	220	2.25	1.20		
	e.61 and over	33	2.28	1.19		
Marital Status	a. Married	758			1.73 p=.29 sd =2, 1407	
	b. Single	602				
	c. Other	50				
Type of Disability	a. Mentally Disabled	109	2.12	1.49	.79 df= .60 sd =5,1407	
	b. Inarticulate/Speaking Disability	16	2.29	1.20		
	c. Hearing Disabled People	66	2.50	1.10		
	d. Visually Disabled People	518	2.25	1.15		
	e. Orthopedically Disabled People	524	2.31	1.21		
	f. Multiple Disabled	175	2.28	1.23		
Place of Residence	a. Village	105	2.13	1.24	.62 p=.60 sd =3, 1405	
	Town	195	2.25	1.21		
	City	451	2.29	1.16		
	d. Metropolitan	658	2.29	1.18		
Economic Situation	a.Lower than 500	211	2.31	1.27	.13 p=.97 sd =4, 1396	
	b.500-1.000	684	2.29	1.19		
	c.1.001-2.000	396	2.25	1.13		
	d.2.001-3.000	72	2.24	1.01		
	e.3.001 and over	38	2.32	1.27		
Report	a. No Report	20	1.96	1.43	2.34 p=.053 sd =4, 1406	
	b. 20% - 39%	19	2.32	1.21		
	c. 40% - 59%	442	2.15	1.16		
	d. 60% - 79%	391	2.34	1.18		
	e. 80 and over	539	2.34	1.19		
	b. Not Congenital	741	2.28	1.21		
	c. Unknown	16	2.60	1.17		
Education Level	a.Illiterate	153	2.19	1.17	2.57* sd =5,1410	
	b. Literate	69	2.21	1.22		
	C .Primary School	379	2.44	1.26		
	d. Elementary School	254	2.31	1.16		
	High School	415	2.19	1.11		
	f. University	145	2.14	1.12		

* $p < .05$

As it is seen in Table 76, perceptions about being exposed to discrimination in participation in resting and leisure time activities did significantly vary according to sample group's age, marital status, type of disability, place of residence where they have spent most of their times, economic situation and disability level. It was found in the related literature that the group having difficulty to participate resting and leisure time activities are mostly made up of women, relatively elder and less educated people.³¹¹ Besides, in the previous studies it was found that youngest and oldest

³¹¹ McCormick, 2000.

disabled groups participate resting and leisure time activities more than youngest and oldest non-disabled groups, disabled group of middle aged people participate resting and leisure time activities less.³¹² Again it is stated in the literature that full participation in resting and leisure time activities of individuals of different disabled groups may vary but related studies are limited.³¹³ In this research, a significant difference was not seen among disabled groups. In the research conducted by Harris, it was found middle disabled individuals face with fewer barriers in many areas including participation in resting and leisure time activities of than high disabled individuals.³¹⁴ In this research, it is seen that discrimination does not vary according to level of disability. Perceptions of being exposed to discrimination in participation in resting and leisure time activities significantly vary according to education level. According to analysis conducted, it was found that primary school graduates significantly perceive more discrimination in participation in resting and leisure time activities than university graduates. This finding is in consistency with the finding that the group having difficulty in participating in such activities is generally less educated, as it is also mentioned above.

4.11. DISCRIMINATION IN RESPECT OF PARTICIPATION IN SOCIETY

Discrimination perception in respect of participation in society, discrimination experiences resulting from inaccessibility of physical environment and discrimination experiences resulting from the discriminative attitudes of individuals have been assessed in this section.

4.11.1. Discrimination Perception

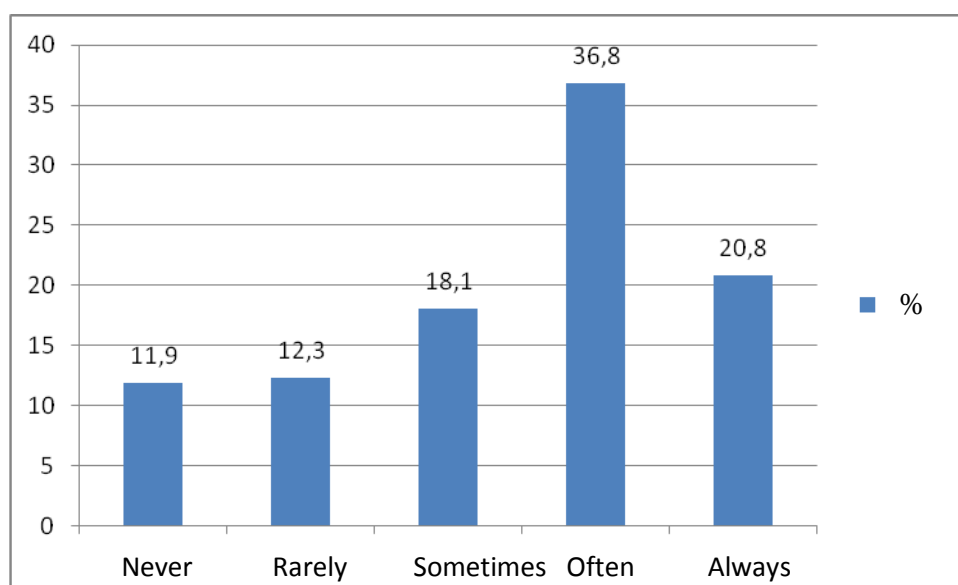


Figure 41. Mean value Related with General Discrimination in Respect of Participation in Society and Percentage Distributions

As it may be seen in Figure 41, evidences related to perception of general discrimination in this area point out the discrimination level which is highly perceived ($=3.42$). Only 11.9% of sample group states that they have “never” met discrimination. The most given answer of this question is “often” (36.8%); the total number of the people who have answered “often” and “always” is 57.6%. This situation matches up with the international and national results but the

³¹² McCormick, 2000.

³¹³ Williams et. al. 2004 quoted from Burns and Graefe, 2007

³¹⁴ N.O.D. Harris, 2000.

prevalence and the high density of discrimination is interesting. Participation in the society which is perceived by the 92.1% of the sample group is the highest area after employment (3.81) and education (3.47) with its 3.49 mean value.

Table 77. ANOVA Results Related with Discrimination Perceptions in Respect of Inclusion in Society

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Age	a.18-25	374	3.43	.124	2.74* sd =4, 1401	Between e and other groups
	b.26-35	433	3.55	1.20		
	c.36-45	336	3.39	1.32		
	d.46-60	225	3.34	1.33		
	e.61 and over	38	2.94	1.29		
Residential Place	a.Village	109	3.03	1.42	4.56** sd =3, 1441	Between a and other groups
	b.Town	200	3.33	1.41		
	c.City	451	3.45	1.23		
	d. Metropolitan	685	3.50	1.22		
Economic Situation	A .Less than 500	219	3.31	1.39	3.41** sd =4, 1432	Between e and a-b-c
	b.500-1.000	702	3.38	1.28		
	c.1.001-2.000	400	3.48	1.22		
	d.2.001-3.000	77	3.67	1.09		
	e.3.001 and over	39	3.97	1.04		
Medical Disability Report	a. No Report	20	3.70	1.17	2.06* sd =4, 1442	Between c and e
	b. 20% - 39%	19	3.52	1.31		
	c. 40% - 59%	448	3.28	1.28		
	d. 60% - 79%	405	3.42	1.31		
	e. 80 and over	555	3.53	1.23		
Education Level	a.Illiterate	158	3.46	1.30	2.98* sd =5, 1440	Between b-c and f
	b. Literate	75	3.20	1.41		
	c. Primary school	384	3.31	1.38		
	d. Elementary school	257	3.38	1.27		
	e. High school	421	3.47	1.19		
	f. University	151	3.71	1.04		

$p < .05$, ** $p < .01$

The research findings seen in table 77 correspond to the results found in the literature related with the area. It was found that the general perceptions of the sample group about disabled people's being subjected to discrimination may significantly vary according to age, residential area, economic situation, the level of disability (medical report) and education level. It was found that compared to the other age groups, 61 and the over age group and the people who has spent most of their time in villages have significantly lower discrimination perceptions. It was found that compared to 40% and 59%, people with 80% and over disability; compared to people with 1500 TL monthly income people with 3001 and over; compared to only lettered and primary school graduates, university and vocational school graduates; have significantly more discrimination perceptions. These findings show, as it is also expected, that younger, more educated, more income, more disabled and urbanized individuals have higher discrimination perceptions in means of participation in the society.

Table 78. t-Test Results Related to Perception of general discrimination in Respect of Participation in Society

Variable	Category	N	\bar{X}	SS	t
General Discrimination (question 10) ¹	Low	494	2.29	.92	-10.54***
	High	932	2.86	.96	
Personal Discrimination (question 11) ¹	Low	786	2.39	.92	-12.02***
	High	641	2.99	.95	
Gender	Women	387	2.58	.98	2.13*
	Men	1036	2.70	.99	
Employment	Yes	787	2.71	.98	1.99*
	No	641	2.61	.99	
Visibly disabled	Yes	915	2.75	.95	4.33***
	No	498	2.51	1.01	

* $p < .05$, *** $p < .001$

According to the mean value of related items, two groups have been made as low discrimination perception and high discrimination perception.

The results seen in table 78, except gender variable, correspond to the results seen in the literature. It is seen in the table that when compared to women, men, when compared to employed people, unemployed people, when compared to invisibly disabled people, visibly disabled people, people with higher general and personal discrimination perceptions have significantly higher level of discrimination perceptions.

Table 79. Mean Related to Discrimination Variable in means of Participation in the Society and Standard

Variable	N	\bar{X}	SS
Discrimination in Means of Participation in the Society* (Total Point)	1433	2.67	.98

Discrimination Variable in means of Participation in the Society is made up from the total points of Items developed for Discrimination in means of Participation in the Society.

As it may be seen from table 79, discrimination experience of disabled people in respect of inclusion in Society is lower than the discrimination perception seen in Table 47 ($\bar{X} = 3.42$) with its 2.67 mean value. This situation shows that general perception related with discrimination in means of participation in society is quite higher than the assessed questions under the topic of being subjected to discrimination experience. This difference can be interpreted as a difference between general perception and concrete experience related with some certain events.

Table 80. T-Test Results Related to Discrimination Perceptions in Respect of Inclusion in Society

Variable	Category	N	\bar{X}	SS	t
General Discrimination (Question 10) ¹	Low	500	2.89	1.28	-12.00***
	High	943	3.69	1.18	
Personal Discrimination (Question 11) ¹	Low	793	3.07	1.29	-12.30***
	High	651	3.86	1.10	
Gender	Women	389	3.63	1.13	-3.70***
	Men	1053	3.35	1.31	

*** $p < .001$

According to the mean value of related Items, two groups have been made as low discrimination perception and high discrimination perception.

As it may be seen from table 80, discrimination experience of disabled people in respect of participation in society can significantly vary according to gender and perception level related to

disability discrimination. When compared to men, women, when compared to people with low perception level related to disability discrimination, people with high perception have significantly higher level of being subjected to discrimination.

Table 81. ANOVA findings Related to Discrimination Variable in Respect of Inclusion in Society

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Age	a.18-25	364	2.44	.96	6.55*** sd =4, 1387	Between a and b-c-d
	b.26-35	433	2.76	.94		
	c.36-45	331	2.75	.96		
	d.46-60	226	2.67	1.02		
	e.61 and over	38	2.62	1.00		
Type of Disability	a. Mentally Disabled	110	2.13	.93	13.90*** sd =5, 1419	Between b and d-e-c-f
	b. Inarticulate/Speaking Disability	15	2.02	1.02		
	c. Hearing Disabled People	68	2.46	.94		
	d. Visually Disabled People	535	2.86	.92		
	e. Orthopedically Disabled People	528	2.68	.94		
	f. Multiple Disabled	169	2.52	1.13		
Place of Residence	a. Village	109	2.55	1.10	8.51*** Sd =3, 1422	Between c and others
	b. Town	199	2.47	1.10		
	c. City	445	2.84	.91		
	d. Metropolitan	673	2.62	.99		
Medical Disability Report	a. No Report	20	2.41	.95	36.41*** sd =4, 1423	Between e and a-b-c
	b. 20% - 39%	19	2.36	1.08		
	c. 40% - 59%	445	2.29	.97		
	d. 60% - 79%	397	2.65	.98		
	e. 80 and over	547	3.00	.88		
Education Level	a. Illiterate	150	2.38	1.03	3.66** sd =5, 1423	Between a and c-f
	b. Literate	72	2.65	.97		
	c. Primary School	384	2.72	1.02		
	d. Elementary School	256	2.66	.97		
	e. High School	419	2.66	.96		
	f. University	148	2.84	.88		

** $p < .01$; *** $p < .001$

It is seen in the table 81 that being subjected to discrimination in means of inclusion in society can significantly vary according to age, type of disability, settlement, level of disability and education level. When compared to people aged 26-35, 36-45 and 45-60, people aged 18-25; when compared to people with hearing disabled, visually disabled, orthopedically impaired and multiple impaired, people with inarticulate/speaking disability; when compared to primary and university graduates, non-lettered people have significantly lower level of experiences in means of being subjected to discrimination. When compared to people in other groups, people who have spent most of their time in cities; when compared to people with no report, with 20% and 39 and 40% and 59, people with 80% and over disability level have significantly higher lower level of experiences in means of being subjected to discrimination.

4.11.2. Accessibility of Physical Environment

Table 82. Mean Value Related to Discrimination Rising from Accessibility of Physical Environment and Percentage Distributions

	N	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
1. I faced difficulties because there was not necessary arrangement and information in public areas, markets, shops and restaurants	1455	2.98±1.55	29.8	9.1	17	21.4	22.6
2. I faced difficulties because there was not necessary arrangement and information in public areas (such as roads, pavement, and parks).	1454	3.40 ±1.55	22.7	7.1	11.1	25.2	33.9
3. I could not use intra city public transports (coach, metro, ferryboat, minibus etc.) since there was not proper arrangement for disabled people.	1456	3.17 ±1.62	27.9	9.3	12.1	19.6	31
4. I could not use intercity public transports (coaches, plane) since there was not proper arrangement for disabled people.	1455	2.47 ±1.62	41	11.6	10.5	15.6	21.3

As it is also seen in table 82.70% of the sample group stated that they had transportation problems since there was not necessary arrangement in the buildings where public services were given. 44% of them stated that they often or always had these difficulties. These ratings rise when accessibility to public areas such as roads, pavements and parks is also a problem. 77.3% of sample group state that they have problems because there is not necessary arrangement for disabled people. 59.1% states that they have always or often experience these difficulties. 72.1% of sample group states that they cannot use intra city public transport because there is no necessary arrangement for disabled people. 50.6% states that they have always or often experience these difficulties. These ratings are at a much lower level in intercity public transports such as plane and auto buses when accessibility is a problem. 59% of sample group state that they have problems because necessary arrangement for disabled people is not in place. 36.9% states that they have always or often experience these difficulties.

Discrimination experience rising from inability to reach the physical environment has been found to be highest in open public areas; later public transportation, buildings open to public and inter cities public transportation respectively.

Table 83. t-Test Findings Related to Discrimination Rising from Inability to Reach Physical Environment

Variable	category	N	\bar{X}	SS	t
General Discrimination (Question 10) ¹	Low	499	2.70	1.29	-7.41***
	High	941	3.22	1.25	
Personal Discrimination (Question 11) ¹	Low	791	2.81	1.27	-7.66***
	High	650	3.33	1.25	

*** $p < .001$

1 Low perception and high perception groups have been constituted according to rates of related Items.
Variable constituted from the total points of the following questions 64, 65, 66, 67.

As it is seen from table 83, compared to people with lower perceptions, people with higher general or personal perceptions because of their disability have significantly more highly experience being subjected to discrimination. This situation makes us think that problems experienced in means of accessibility of physical environment generally have a decisive effect over the evaluations of people about disabled people.

Table 84. ANOVA Findings Related to Discrimination Rising from Inability to Reach Physical Environment

Variable	Category	N	\bar{X}	SS	F	Significant difference
Age	a.18-25	371	2.72	1.27	9.12*** sd =4, 1399	Between a and b-c
	b.26-35	435	3.19	1.27		
	c.36-45	333	3.22	1.25		
	d.46-60	227	3.01	1.28		
	e.61 and over	38	2.97	1.29		
Type of Disability	a. Mentally Disabled	111	2.20	1.16	21.77*** sd =5, 1433	Between a-b and d-e Between f and a-b
	b. Inarticulate/Speaking Disability	15	2.02	1.23		
	c. Hearing Disabled People	68	2.49	1.04		
	d. Visually Disabled People	537	3.18	1.18		
	e. Orthopedically Disabled People	530	3.28	1.28		
	f. Multiple Disabled	178	2.79	1.42		
Residential Area	a. Village	109	2.91	1.39	7.92*** sd =3, 1436	Between c and others
	b. Town	199	2.95	1.43		
	c. City	449	3.29	1.22		
	d. Metropolitan	683	2.93	1.25		
Report	a. No report	20	2.90	1.32	29.06*** sd =4, 1437	Between b-c and e
	b. 20% - 39%	19	2.66	1.39		
	c. 40% - 59%	448	2.58	1.31		
	d. 60% - 79%	402	3.08	1.30		
	e. 80 and over	553	3.42	1.22		
Is Disability Congenital or Not	a. Congenital	661	2.94	1.25	3.34* sd =2, 1435	Between a and b
	b. Not Congenital	761	3.12	1.31		
	c. Unknown	16	3.17	1.25		
Education Level	a. Illiterate	157	2.71	1.31	3.33** sd =5, 1436	Between a and e-f
	b. Literate	72	3.06	1.25		
	c. Primary School	385	3.06	1.28		
	d. Elementary School	258	2.99	1.26		
	e. High School	422	3.10	1.31		
	f. University	148	3.27	1.20		

* $p < .05$, ** $p < .01$, *** $p < .001$

As it is seen in Table 84, the frequency of being exposed to discrimination because of accessibility of physical environment significantly vary according to age, type of disability, residential area, the level of disability, whether the disability is congenital or not and education

level. When compared to 26-35 and 36-45 age group, 18-25, when compared visual and orthopedically disabled people and also to people who have more than one disability mentally disabled and inarticulate/speaking disabled people, when compared to not congenital disabled people, congenital disabled people are significantly exposed to discrimination less. When compared to other group, people who have spent most of their times in cities, when compared to people with 20-39% and 40-59% disability level, people with 80% disability level, when compared to non-lettered people, high school or university graduates have found to be exposed discrimination much more.

4.11.3. The Discriminatory Behaviours of Individuals

Table 85. Mean Value and Percentage Distributions Related to Discrimination Rising from the Discriminatory behaviours of Individuals

	N	$\bar{X} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
1. The people I do not know behaved me negatively (humiliating, ignoring, mocking etc.) because I am a disabled person.	1456	2.47 \pm 1.33	35	16	25,2	14,6	9,1
2. I was exposed to ill treatment (humiliating, ignoring, mocking etc.) by public officers because I am a disabled person.	1453	1.89 \pm 1.23	57.3	14.9	15.6	6.1	6.1
3. Even it is not written in laws, I was treated differently than other individuals at official institutions and /or banks where there were operations which needs signature (asking for a guarantee, rejecting the demand and etc.)	1447	2.15 \pm 1.54	58.2	8.2	8.5	10.6	14.6

As it is also seen in Table 85, anonymous third parties are frequently exposed to anti-social behaviours. 65% of sample group has experienced these kinds of negative attitudes; approximately one fourth of people have stated that they face these kinds of situations very often. Being exposed of discriminatory behaviours of public officers is relatively at a lower level. 42.7% of sample group has stated that they are badly treated by public officers; 12.2% has stated that these kinds of situations happen very often. 41.8% of sample group state that when making a transaction in official institutions or banks, they are exposed to discriminatory behaviours of officers. 25.2% faces these very often.

Table 86. t-Test Findings Related to Discrimination Rising from the Discriminatory Behaviours of Individuals

Variable	Category	N	\bar{X}	SS	t
General Discrimination (Question 10) ¹	Low	495	1.77	.83	-11.11***
	High	938	2.36	1.01	
Personal Discrimination (Question 11) ¹	Low	790	1.85	.86	-14.12***
	High	644	2.54	1.01	
Gender	Women	389	2.19	1.01	2.15*
	Men	1042	2.07	.96	
Employment	Yes	790	2.21	1.04	1.79 p=.07
	No	646	2.11	.94	
Visible Disability	Yes	921	2.14	.97	-1.37 p=.17
	No	500	2.21	1.04	

*** $p < .001$

¹According to the mean value of related groups, low, high groups were constituted

² variables constituted from the total points of questions 62, 63, 68

As it may be also seen in Table 86, contrary to common result in the related literature, frequency of discrimination experience rising from the discriminatory behaviours of individuals does not significantly differ according to visual disability. In Table 86 it is seen that when compared to men, women, when compared to people with lower discrimination perceptions because of disability, people with higher discrimination perceptions face this discrimination of sub-category at a higher frequency. The difference about gender may be related with being less defensive to the actions and therefore multi-discrimination. When the individual's being exposed to discriminative actions rise, it is thought that their perceptions related with disability discrimination (general or personal) multiply also.

Table87. ANOVA Test Findings Related to Discrimination rising from the Discriminatory behaviours of Individuals

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Type of Disability	a. Mentally Disabled	110	2.04	.94	19.67*** sd =5, 1427	Between e and c-d
	b. Inarticulate/Speaking Disability	16	2.08	1.00		
	c. Hearing Disabled People	69	2.43	1.21		
	d. Visually Disabled People	538	2.44	.97		
	e. Orthopedically Disabled People	531	1.87	.87		
	f. Multiple Disabled	169	2.19	1.12		
Residential Area	e. Village	109	2.08	1.04	9.89*** sd =3, 1430	Between b and others
	Town	199	1.82	.87		
	City	449	2.25	1.00		
	d. Metropolitan	677	2.21	1.00		
Medical Disability Report	a. No Report	20	1.76	1.00	22.91*** sd =4, 1431	Between a-c and e
	b. 20% - 39%	19	1.98	1.00		
	c. 40% - 59%	447	1.89	.89		
	d. 60% - 79%	399	2.09	1.00		
	e. 80 and over	551	2.45	1.00		
Education Level	A .Illiterate	151	1.97	.98	3.33** sd =5, 1431	Between a and c-d-f
	b. Literate	75	2.09	.97		
	c. Primary School	385	2.26	1.11		
	d. Elementary School	256	2.24	.99		
	E High School	420	2.07	.90		
	f. University	150	2.28	.94		

** $p < .01$; *** $p < .001$

As it is seen in Table 84, the frequency of being exposed to discrimination because of accessibility of physical environment significantly vary according to type of disability, residential area, the level of disability, and education level. When compared to hearing and visually disabled groups, orthopedically disabled groups; when compared to groups with no report and 40% disability level groups, individuals with 80% and over disability level are significantly much more subjected to discriminatory behaviours of people. When compared to other groups, people who have spent most of their time in town are significantly much less exposed to discriminatory behaviours of people. This situation is compatible with the structure in Scotland research.³¹⁵ When compared to primary school, elementary school and university graduates, non-lettered people are much less exposed to discriminatory behaviours of people.

³¹⁵ Disability Rights Commission for Scotland ve Capability Scotland, 2004.

4.12. Discrimination in the Area of Access to Information

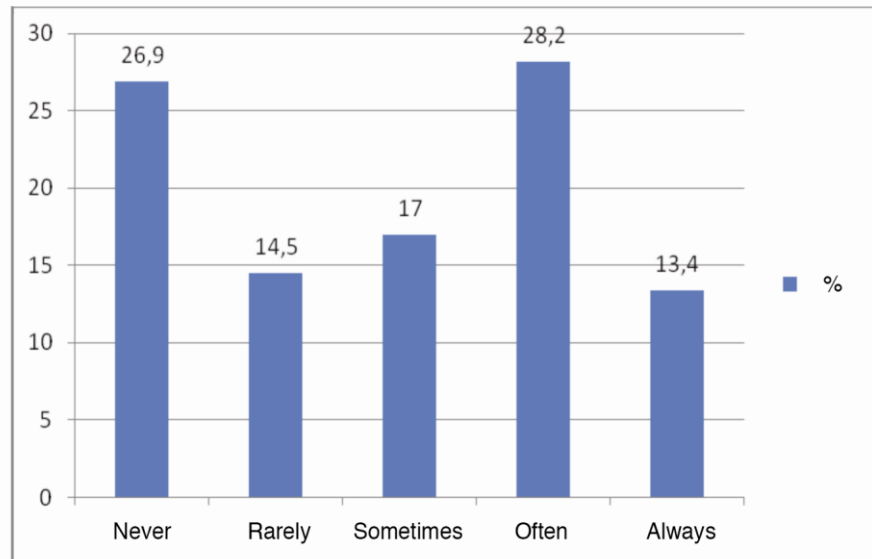


Figure 42. Mean Value and Percentage Distributions Related to General Discrimination in the Area of Access to Information

In access to information area, discrimination experiences rising from discrimination perceptions and communication systems general in area, announcements for public, communication of public institutions with citizens and accessible websites of public institutions are measured.

As it is also seen in figure 42, 73.1% of sample group think that, disabled people generally experience discrimination in the area of access to information. 41.6% of sample group think that disabled people “often” or “always” experience discrimination in this area. It was seen that with its 2.87 mean value discrimination perception related to area is significantly lower than the discrimination perception mean values generally made to disabled people in Turkey (3.75) and it is also lower than the discrimination perception mean values made to disabled people (3.15). While this situation may be interpreted as there is lower direct discrimination in this area; it may also be interpreted that this area is relatively less preferred by disabled people as the findings of the research done in United Kingdom also shows.³¹⁶

Table 88. t-Test Related to Perception of General Discrimination in Access to Information Area

Variable	Category	N	\bar{X}	SS	t
Gender	Women	388	3.12	1.35	-4.09***
	Men	1048	2.77	1.44	
General Discrimination (question 10) ¹	Low	495	2.36	1.33	-10.07***
	High	942	3.13	1.39	
Personal Discrimination (question 11) ¹	Low	789	2.58	1.40	-8.52***
	High	649	3.21	1.38	

*** $p < .001$

¹According to the mean values of related articles, low discrimination perception and high discrimination perception groups have been constituted.

³¹⁶ Sheldon, 2001.

It was found that discrimination perception in the area of access to information vary according to gender, perception of general discrimination based on disabled people (Table 88); type of disability, residential area, economic situation and the level of disability (Table 89). According to this, people with high general or personal discrimination perception based on disabled people, women, hearing disabled, people who have spent most of their time in cities, people who have over 3000 TL income and people with low disability level perceive that disabled people experience much more discrimination in the area of access to information. Education level which is especially expected to be important in means of access to information is not significantly apparent for general discrimination related to area (Table 89).

Table 89. ANOVA Findings Related to Perception of general discrimination in Access to Information Area

Variable	Category	N	\bar{x}	SS	F	Significant difference
Type of Disability	a. People With Mental Disabilities	110	3.20	1.39	12.24*** sd =5, 1433	Between c and e
	b. Person With Language/Speaking Disability	16	2.88	1.36		
	c. Hearing Disabled People	69	3.55	1.40		
	d. Visually Disabled People	539	3.03	1.38		
	e. Orthopedically Disabled People	532	2.53	1.39		
	f. More Than One	173	2.96	1.46		
Residential Area	a. Village	106	2.79	1.49	3.13* Sd =3, 1434	Between c and d
	b. Town	198	2.75	1.47		
	c. City	451	3.03	1.40		
	d. Metropolitan	683	2.80	1.40		
Economic Situation	a. Lower than 500	219	2.74	1.49	2.43* sd =4, 1425	Between e and a
	b.500-1.000	698	2.85	1.43		
	c.1.001-2.000	399	2.88	1.37		
	d.2.001-3.000	77	3.17	1.38		
	e.3.001 and over	37	3.35	1.38		
Medical Disability Report	a. No Report	20	3.56	1.36	9.60*** sd =4, 1435	Between a-b and c
	b. %20 - %39	18	3.33	1.41		
	c. %40 - %59	448	2.55	1.41		
	d. %60 - %79	398	2.97	1.46		
	e. 80 and over	556	3.01	1.36		
Whether the Disability is Congenital or Not	a. Natural	663	2.94	1.37		
	b. Later	759	2.79	1.46		
	Doesn't Know	15	3.80	1.47		
Education Level	a. Illiterate	154	3.03	1.41	1.58 p=.16 sd= 5, 1436	Between c and a-b
	b. Literate	74	2.69	1.35		
	c. Primary School	387	2.80	1.50		
	d. Elementary School	257	3.02	1.37		
	e. High School	419	2.81	1.40		
	f. University	151	2.88	1.39		

* $p < .05$, ** $p < .01$, *** $p < .001$

In this section, possible discriminative events will be sampled and four questions which investigate the frequency of interviewed people's facing those kinds of events will be included (Question between 83 and 86). In these questions, the topics are respectively: access of communication and information, access of public information, ability to get accessible form of information from public offices and web access of public offices.

Table 90. Mean Value and Percentage Distributions Related to the Articles of Access to Information

	N	$\bar{x} \pm SS$	(%)				
			Never	Rarely	Sometimes	Often	Always
1. I had difficulty because there were not necessary arrangements for disabled people in means of access, use to communication tools and essential information (telephone, telephone guide, emergency services and internet service).	1444	2.70±1.49	34.8	10.9	19.1	19.7	15.5
2. I was not informed since announcements which are important for the whole society were not done proper to disabled people.	1440	2.71±1.51	33.8	13	18.2	17.8	17.2
3. I could not access the information I need because there were not necessary arrangements for my disability (Braille alphabet, sign language etc.) in public offices I applied	1430	2.46±1.58	46.8	9.6	10.7	16.3	16.6
4. I could not reach the information I wanted because there was not proper direction which includes communication forms proper to disabled people in the websites of Public Offices.	1419	2.49±1.57	45.6	8.9	12.5	16.6	16.4

As it is seen in table 90, 65.2% of sample group had problems because the lack of reasonable accommodations for access to communication and information tools. The total of people answering “often” and “always” for related experience is 35.2%. 66.2% of sample group state that since the public information is not done proper to disabled people, they are unaware. The total of people answering “often” and “always” for related experience is 35%. 53.2% of sample group state that they have applied to public offices but they could not reach the information they need because related arrangements were absent. The total of people answering “often” and “always” for related experience is 35%. 54.4% of sample group state that they cannot access to information they want since there are not proper directions including proper communication forms for disabled people in the websites of public offices. The total of people answering “often” and “always” for related experience is 33%.

Table 91. Mean value and Standard Deviation Values of Discrimination Variable in the Area of Access to Information

Variable	N	\bar{x}	SS
Discrimination Variable in the Area of Access to Information (total point)	1412	2.59	1.25

*Discrimination variable in the area of access to information is constituted from the total points of articles developed for discrimination in the area of access to information.

Considering the four questions evaluated in table 90, experiencing discrimination in the area of access to information was found 2.59. This value is lower than perception of general discrimination mean value related to area, 2.87 (figure 42). This difference may be explained by saying that perception of general discrimination related to area covers much more experiences than answered in those four questions.

Table 92. t-Test Results Related to Discrimination in the area of Access to Information

Variable	Category	N	\bar{X}	SS	t
Perception of general discrimination in the Area	Low	587	2.05	1.11	-14.86***
	High	815	2.98	1.20	
General Discrimination (question 10) ¹	Low	484	2.25	1.16	-7.34***
	High	920	2.76	1.26	
Personal Discrimination (question 11) ¹	Low	776	2.32	1.17	-8.92***
	High	629	2.91	1.28	

* $p < .05$, ** $p < .01$; *** $p < .001$

¹ According to the mean values of related articles, low and high groups have been constituted.

As it is seen in Table 92, there is a positive relationship between perception levels related to discrimination and experience to face discrimination in the area of access to information. According to this, it was found that people whose perception of general discrimination, personal discrimination perception based on disabled people and discrimination perception based on disabled people in the area of access to information are high also experience more discrimination event in the area of access to information.

Table 93. ANOVA findings Related to Discrimination Variable in the Area of Access to Information.

Variable	Category	N	\bar{X}	SS	F	Significant Difference
Disability Type	a. People With Mental Disabilities	108	2.25	1.16	22.94*** sd =5, 1399	Between c and others and d and b-e-a
	b. People With Language/Speaking Disabilities	15	2.28	1.28		
	c. Hearing Disabled People	68	3.43	1.06		
	d. Visually Disabled People	527	2.88	1.13		
	e. Orthopedically Disabled People	524	2.25	1.21		
	f. More Than One	162	2.65	1.48		
Residential Area	a. Village	106	2.37	1.37	7.49*** sd =3, 1402	Between b and c and b and d,
	b. Town	198	2.30	1.19		
	c. City	443	2.76	1.25		
	d. Metropolitan	659	2.59	1.24		
Economic Situation	a. Lower than 500	214	2.69	1.40	1.16 p=.33 sd =4, 1393	
	b.500-1.000	681	2.58	1.26		
	c.1.001-2.000	397	2.51	1.20		
	d.2.001-3.000	71	2.60	1.17		
	e.3.001 and over	35	2.84	1.45		
Medical Disability Report	a. No Report	20	2.27	1.46	16.29*** sd =4, 1402	Between c and d-e others
	b. %20 - %39	19	2.30	1.29		
	c. %40 - %59	443	2.24	1.18		
	d. %60 - %79	387	2.63	1.31		
	e. 80 and over	538	2.85	1.19		
Education Level	A .Illiterate	147	2.37	1.42	1.91 p=.09 sd= 5, 1401	
	b. Literate	71	2.45	1.25		
	c. Primary School	382	2.70	1.24		
	d. Elementary School	244	2.66	1.28		
	E High School	417	2.55	1.19		
	f. University	146	2.53	1.20		

*** $p < .001$

As seen in Table 93, discrimination experiences in the area of access to information significantly vary according to type of disability, residential area and disability level. As it is also expected, hearing disabled individuals have more problems in access than the other groups; and visually disabled people have more problems in access than language/speaking disabled people, orthopedically disabled people and people with mental disabilities. Besides, again as it is

expected, people who have spent most of their time in cities and people with 60% and over disability level relatively have more difficulty in the area of access. Economic situation and education level do not make a significant difference in means of experience frequency of concrete discrimination which was measure in the questions 83 and 86.

4.13. Ways to Cope with Discrimination

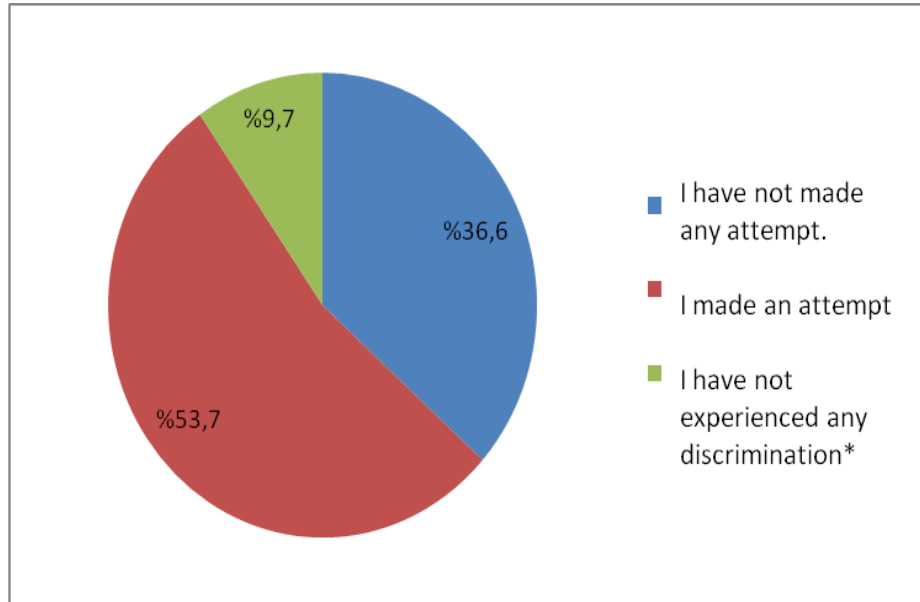


Figure 43. Distribution According to Asking for Right Situation Made up for Analyses

*This category was constituted over the responses given for the question 87 "I have not experienced discrimination".

As it is also seen in figure 43, the rate of people who have stated that they have never experienced discrimination is 9.7%. In this situation, 90.3% of sample group thinks that they have experienced discrimination in a way. Among people facing discrimination, those who have stated that they have not made any attempts account for 36,6%, people who have stated that they have made attempts is 53,7%. More than half of the people stating to have discrimination have made attempts.

4.13.1. The Ways People use to Cope with Discrimination

When we look whether the demographic information related to handling discrimination change or not, we can see that this data change according to age, economic situation, education level. As it is seen in Table 94, the rate of 18-25 age groups who have made attempt to cope with discrimination is lower than the ones who have not made; the rate of higher age group who have made attempt is higher than the ones who have not made attempt. Considering this data, we may say that efforts to struggle with discrimination change with age and experience.

About economic situation, while the rate of people whose monthly income is between 1000 and 2000 TL and who have not made attempt is lower than the ones who have made attempt; the higher the people who have over 2000 TL monthly income, the higher using rates of the ways to cope with discrimination. People with high income level are more tended to struggle against discrimination.

Table 94. Cross Percentage Results of Distributions According to Some Variables of Ways to Cope with Discrimination

Variable	Category	People Who Use Ways to Cope with Discrimination	People Who Use Ways to Cope with	People Who Do not Use Ways to Cope with	People Who Do not Use Ways to Cope with	Total
		(Number)	(Percentage)	(Number)	(Percentage)	
Age	a.18-25	170	49,0	177	51,0	347
	b.26-35	248	61,2	157	38,8	405
	c.36-45	181	60,3	119	39,7	300
	d.46-60	145	73,6	52	26,4	197
	e.61 and over	22	66,7	11	33,3	33
	Total	766	59,8	516	40,2	1282
Economic Situation	a. Lower than 500	109	53,7	94	46,3	203
	b.500-1.000	362	56,4	280	43,6	642
	c.1.001-2.000	228	64,2	127	35,8	355
	d.2.001-3.000	53	72,6	20	27,4	73
	e.3.001 and over	26	81,3	6	18,8	32
	Total	778	59,6	527	40,4	1305
Education Level	a. Illiterate	68	48,6	72	51,4	140
	b. Literate	36	50,0	36	50,0	72
	c. Primary School	188	54,0	160	46,0	348
	d. Elementary School	145	60,9	93	39,1	238
	e High School	239	62,1	146	37,9	385
	f. University	108	81,2	25	18,8	133
	Total	784	59,6	532	40,4	1316

***p<.001

When analyzed in means of education level, it is easily seen that when the education level increases, the tendency to struggle against discrimination rise. Those who refer to the ways to cope with discrimination increases starting from people who have been educated at primary school level to people who have been educated at higher levels.

When analyzed for the perspective of other data, the working condition, type of disability and disability rate are also found to be related with referring to the ways of coping with discrimination. According to this, the rate of people referring to the ways of coping with discrimination among workers is 66%, among non-workers is 52%. Workers are in the tendency to refer to the ways of coping with discrimination more than others. From the perspective of type of disability, in all type of disabilities the number of people struggling against discrimination is higher than the ones who do not struggle, especially in visually and language/speaking disabled people, this rate is higher. For the aspect of disability rate, it is clear that compared to people with lower disability level, people with 60% and over disability level struggle against discrimination much more. Among people with 80% medical report and over the tendency for struggling is higher (Table 95).

Table 95. Distribution of Ways to Cope with Discrimination According to Some Variables- Cross Percentage Results

Variable	Category	People Who Use Ways to Cope with Discrimination	People Who Use Ways to Cope with	People Who Do not Use Ways to Cope with	People Who Do not Use Ways to Cope with	Total
Whether s/he Employed Or Unemployed	a.Yes	242	51,7	468	65,9	710
	b.No	290	91,8	316	52,1	606
Disability Type	a. Mentally Disabled	46	82,1	56	54,9	102
	b. Language/Speaking Disability	4	40,0	10	71,4	14
	c. Hearing Disabled People	29	82,9	35	54,7	64
	d. Visually Disabled People	167	48,8	342	67,2	509
	e. Orthopedically Disabled People	208	80,6	258	55,4	466
	f. More Than One	77	96,3	80	51,0	157
Disability Rate (Report)	a. No Report	12	240,0	5	29,4	17
	b. %20-%39	13	260,0	5	27,8	18
	c. %40-%59	184	88,0	209	53,2	393
	d.%60-%79	158	73,5	215	57,6	373
	e.80 and over	165	47,3	349	67,9	514

4.13.2. The Ways of Those Who Do not Refer, Seek their Right

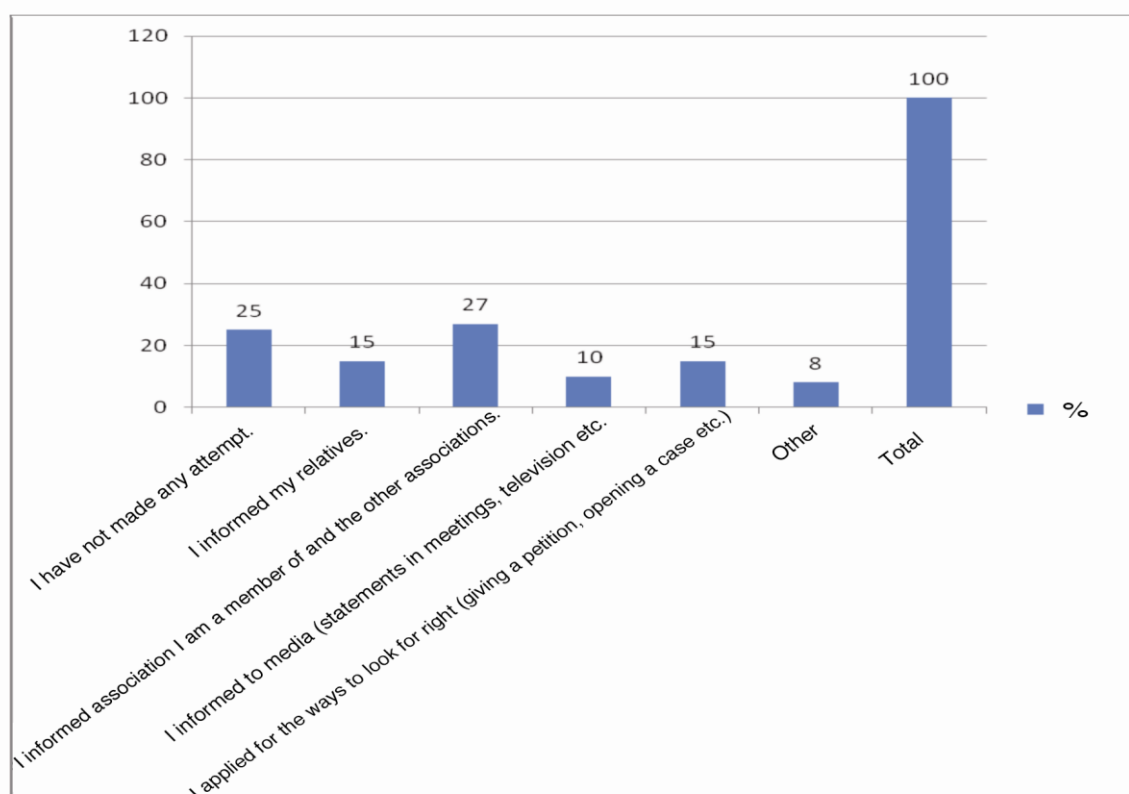


Figure 44. Distributions Related to Ways to Cope with Discrimination

As it is seen in Figure 44, the most referred attempt is to inform the associations which function for disabled people. 27% of sample group stated that they informed the discrimination they experienced to the associations functioning for disabled people. 25% stated that they did not make any attempt. The rate of people stating having referred for ways to seek their rights is 15%. Within the framework of European Union Minorities and Discrimination Research (EU-MIDIS) research which is also a discrimination research examining the discrimination based on disability in different European countries, it was found out that only 18% of people experiencing discrimination informed the authorized institutions in the area where the event happened or in somewhere else.³¹⁷ These two results are quite similar and they show that referring for ways to seek their right against discrimination is not generally preferred.

When analyzing the people who made an attempt including the ways to seek their right, it is seen that informing the associations functioning for disabled people is the most applied way. When looking at the responses written under the “other” title which covers the responses that are not covered in “I informed my relatives”, “I applied for the ways to look for right” options, it is seen that they showed personal reactions, shouted, walked away from a place to another alone or informed political parties.

In EU-MIDIS research, it was found that the rate of people not informing an authorized institution when they experienced discrimination vary according to countries and according to different population groups within countries. This situation shows that immigrant groups who feel insecure in the country are not confident to inform discrimination. When looking at the people experiencing discrimination because of disability, it may be expected that the applying rate of groups who feel insecure because of different reasons to ways to look for right may be lower. In the question 11, it was asked to sample group whether they face discrimination basing on age, sexual orientation, ethnicity, religion or not. When analyzing whether the people who stated that they faced discrimination because of one or more than one of those reasons apply for ways to cope with discrimination or not, a significant result has not been found.

4.13.3. The Reasons for Not Seeking for Rights

Most of the people who did not make any attempt despite experiencing discrimination said that the most important reason was unawareness about where to apply.

Among the reasons of not informing discrimination is the long duration of bureaucratic process, perception that informing can have negative results, the thought that the problem is not important, preferring to get it over with family or by himself and they are about same rates. Among the responses collected under “other” title are lack of personnel who knows sign language in the institution where he/she wanted to make his/her complaint, being unable to go to authorized institution because he/she did not have a wheelchair, facing ignorant behaviours in the police station, not having a monetary enforcement on the person which will be complained.

³¹⁷ European Union Agency for Fundamental Rights, 2009, *EU-MIDIS European Union Minorities and Discrimination Survey Main Results Report*, http://fra.europa.eu/fraWebsite/attachments/eumidis_mainreport_conference-edition_en_.pdf, (date of access: 06.09.2010), p. 13.

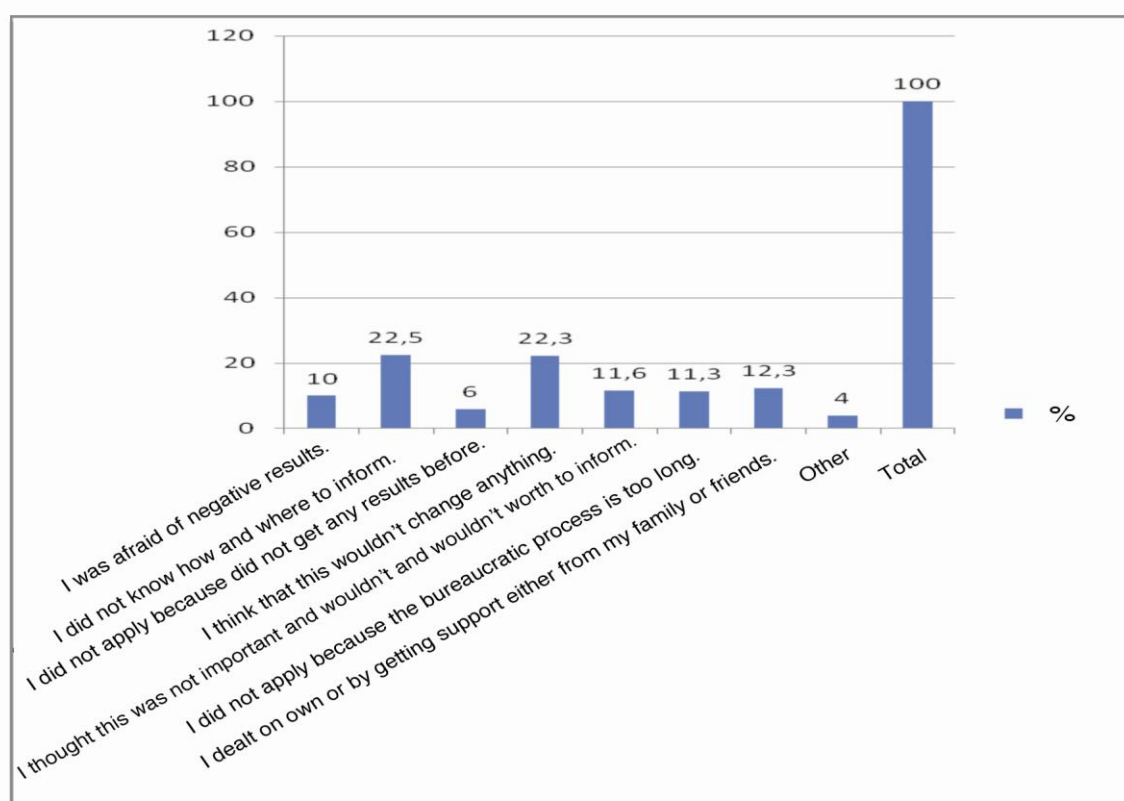


Figure 45. Distribution Related to Reasons of “People Who Have not Made Any Attempt”

The rate of people who stated that they did not make any attempts because there wouldn't be a result is close to the rate of people who stated that they did not know where to apply this situation in the data of Measuring Discrimination Based on Disability. In EU-MIDIS research, the most answered reason as a purpose of the reason of not informing discrimination is the thought that nothing would change. The third most answered reason is unawareness about where to apply. It is an important reason if the people do not know where to apply about this situation. In many countries one of third people said that they did not know where to apply. In EU-MIDIS research, when they were asked whether they were aware or unaware of the organizations functioning for struggling against discrimination in their countries, 63% of people stated that they were unaware of those organizations.³¹⁸

Table 96. Cross Percentage Results of Distributions According to Some Variables of Ways to Cope with Discrimination

Variable	Category	No	Yes	Total
Awareness of Application Place	Yes	153 (27,1%)	411 (72,9%)	564
	No	380 (50,7%)	369 (49,3%)	749

When this information was related with awareness of ways to look for right, the application rate to ways to cope with discrimination of people who state that they know where to apply when experience discrimination is 72,9%, it is 49,3% in people who state that they do not know. It was

³¹⁸ European Union Agency for Fundamental Rights, 2009, p.13.

found out that these two groups significantly differ from each other for the aspect of applying ways to cope with discrimination. It has been thought that this situation improves the information about applying ways to cope with discrimination and this information ease the applying ways to cope with discrimination.

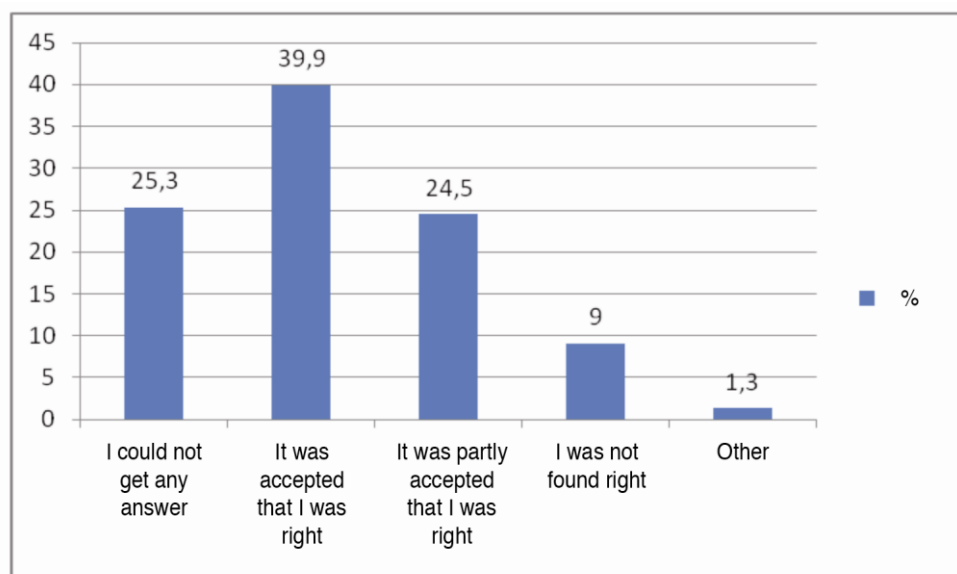


Figure 46. Distributions Related to Looking for Right Result

When looking at the process of people looking for right (Figure 46), it is seen that one of fourth could not get any answer. Among the people answering other, there are people stating that they gave it up because it was costly and people who stated that even they were accepted right, it did not make any change.

When analyzing the situation in means of getting support for looking right (Figure 47), it may be seen that organizations functioning for disabled people is the most applied place for support with its 32% rate. Disabled people who think they face discrimination stated that they get support from association, relatives, related public offices, lawyer, governorship, head offices and municipalities respectively. Considering the province and county human rights councils and municipalities of metropolitans which are institutions from where disabled people get legal consultancy, it may be said that only 10% of disabled people getting support, applied to a public institution which are assigned to give service for legal regulations.

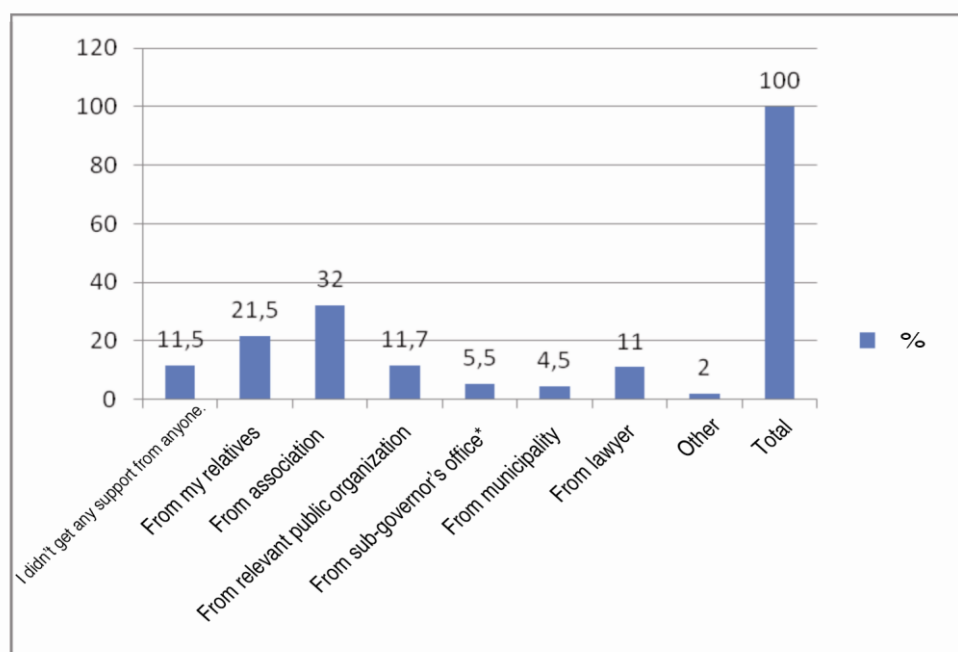


Figure 47. Distributions Related to Situation of Getting Support During Looking For Right

*Responses that may be grouped and stated in "other" title were distributed.

5. CONCLUSION AND RECOMMENDATIONS

The results of the research in this section are answered based on the problems that were stated at the beginning of the study and Recommendations related with the problem areas are offered.

5.1. LEVEL OF LEGISLATION KNOWLEDGE

5.1.1. Results Concerning the Level of Legislation Knowledge

In general, knowledge level of the sample group is little regarding where to apply for claiming their rights or get legal support when they face discrimination.

More than half of the sample group stated that they do not know where to apply for claiming their rights. Only one-third of the sample group had an idea when places mentioned by the people were considered. When sample group is considered to be from an organized group of disabled people, the lowness of the rates are more striking.

The most common addresses stated for getting support are the associations engaged to help the disabled people. The rate of those who state metropolitan municipalities that are responsible to establish centers for this purpose under the title of 'local government' is very low. The rate of people who are aware of the Convention on the Rights of Persons with Disabilities which is the most important text among the legal support related with discrimination is only one-fifth of the sample group. It can be said that the convention is widely unknown but a small number of disabled people who are aware of the Convention know it well.

The applicable legislation on discrimination based on disability is known more by the disabled people over 46 years old, those with higher level of income, those with higher level of education, those who live in big cities, those who have disability more than 59%, men and workers.

There is a direct relation between practice of coping along with perception of discrimination and level of legislation knowledge. Those with high perception of general and personal discrimination and those who claim their rights more have higher level of legislation knowledge. This information shows that coping process have critical importance in terms of learning the legislation. Therefore, it can be said that benefiting from the legislation and the process of learning the legislation support each other. Looking at the relation between perception of discrimination and knowledge of claiming a right, it is seen that the group who states they know how to claim their rights in case of discrimination also have high perception of general discrimination.

5.1.2. Recommendations Concerning the Level of Legislation Knowledge

Introduction should be made for the service units that are created by the metropolitan municipalities where disabled people can receive consultancy and human rights institutions to which disabled people can apply in case of a discrimination

Practices for raising awareness for disability rights and raising the basic knowledge level concerning especially the legislation under the leadership of human rights directorate of the prime ministry along with the Administration for Disabled People in cooperation with associations engaged in activities for disabled people and disabled people should be performed.

Basic information concerning the legislation can be announced widely in spot programs with the help of mass media and especially with television.

5.2. EMPLOYMENT AND WORKING LIFE

5.2.1. Results Concerning the Employment and Working Life

When the employment level of disabled people who are members of associations engaged in activities for disabled people is compared with the employment level of disabled people in Turkey, there is a high relative rate. At the same time, it is clear that disabled people who are members of associations are far from displaying full employment conditions. Almost fifty percent of the disabled people who took part in the research did not work in the last five years or they are still not working.

Disabled people who took part in the research have a strong perception of discrimination for people with disabilities in their employment and working life. Cases of discrimination can be grouped as employment, working life and reasons arising from the inconvenience of physical environment in the workplace. At the stage of employment, disabled people having relatively higher level perception of discrimination shows that disabled people confront discrimination at the beginning of their working life. Persons with disability have perception of discrimination as they are not employed in positions that enable them to promote. Apart from this, being away from the vocational training opportunities for career is also another important discrimination subject. As a result, because of the fact that disabled people experience difficulty in the stage of participating to working life because of insufficient educational opportunities and employment at lower wages and at jobs with lower promotion expectancy, compared to non-disabled people, disabled people face with conditions which limit their social and economic independency at personal level.

In a similar vein what usually causes the perception of discrimination is employment of disabled people in the jobs that are under their capacity. This means ignoring the labour force that disabled individuals have and causes them to be seen more inadequate or insufficient than other individuals or employees. The reason of facing lots of problems in employment and working life rises from the lack of suitable physical environment adjustments for disabled people. Lack of necessary physical environment adjustments in the work place becomes a fact that affects the job performance of the disabled people negatively and becomes decisive in terms of carrying on the job.

In contrast with the available literature, research results do not show a difference in the perception of discrimination according to the social gender. It will make it possible to make evaluation in terms of disabled women which is the most distinctive among the multi discrimination cases.

However, these results do not reflect the general situation as we take into account that disabled women in Turkey are far from employment conditions and they do not have social security and they lead a home-dependent life. This situation should be associated with the fact that the researched population is composed of educated and employed individuals. It is possible to draw a conclusion that disabled women that were included in the sample group were in a better society which is more equipped to provide economic and social conditions when compared with the disabled women in Turkey. For this reason, they have developed a better individual identity but they avoid identifying themselves in a situation that is related with discrimination. On the other hand, disabled women experience discrimination more frequent than disabled men and this is caused by the prejudices of the society about the gender. We should determine that awareness level related with this issue is low among disabled men and women.

Research results present findings that give rise to this thought: the discrimination that disabled people experience in employment and working life raise the impoverishment risk. Disabled people with a low personal income and low household income and also persons who could not benefit from adequate education opportunities have a higher and more frequent perception of discrimination. This makes one think that disabled people who constitute these social groups are widely deprived of means that are required to change their economic and social conditions.

5.2.2. Recommendations Concerning Employment and Working Life

1. Regulations that will provide disabled people to benefit from equal opportunities with other individuals in the process of employment should be made. Employment procedures should be planned in an objective way and open for inspection to have a fair competition environment.
2. Providing an employment chance to every disabled people that can work should be encouraged both with quota and the adjustments considering different type of disabilities and levels in sheltered workshops.
3. Necessary regulations should be made and inspection mechanisms should be established for disabled people to benefit from the vocational trainings intended for the career goals.
4. Measures for increasing awareness should be taken by providing regulation and inspection conditions within the corporation. Providing a position in which disabled people can use the labour force they possess is also important.
5. Necessary measures should be provided for creating a convenient physical condition in the workplace.
6. Necessary regulations should be made for providing disabled women to participate to work and subscribe into the social security system personally. Encouraging programs and campaigns should be conducted.
7. Disabled individuals should be encouraged to participate in education and employment by providing them opportunities to benefit from trainings, courses and programs that are thought to make a difference in the working life and income level of the disabled individuals who are defenceless against discriminatory approaches and attitudes because of their low level of education and that of income.

5.3. EDUCATION

5.3.1. Results Concerning Education

The level of education of disabled individuals that are member of associations which have activities intended for the persons who took part in this research is higher than the education level of the disabled people throughout Turkey. In this case, it is clear that the findings in the research concerning the level of education do not reflect general numbers in Turkey. Another result to draw from the findings of the research concerning the level of education is that disabled people with high level of education have a higher tendency to sense disability socially and their membership of associations has an aim to study on the subject of disability as a social fact with the associations. Besides, at a personal level, we should think that associations have positive roles which result in that encouraging higher education in providing the needed support and service when they face discrimination in the field of education.

It is seen that the sample group who took part in the research has a high level of perception when they face discrimination in the education area. Individuals in the group stated that they

mostly face discrimination because of the fact that necessary communicative media and technologies are not used. This case is a fact that affects the education success and social adaption in the educational institutions. Another fact that the interviewed disabled individuals have pointed out among the discriminatory approaches and exercises in the area of education is that: educators are not trained on the subject of disability. Any legal or institutional regulation against discrimination will not succeed if the administrators and educators in the educational institutions are not trained about disability. The necessity of giving an awareness training for administrators and educators in the educational institutions for providing both the education success of disabled people and elimination of discrimination that are caused by the approaches and attitudes of the educators is among the results of the research.

Another case pointed out by the sample group that included discrimination was the fact that disabled people could not benefit from the courses and programs for adult education and opportunities intended for vocational training. It is quite obvious that being deprived of opportunities for developing both their abilities and skills and gaining vocational knowledge and skill is an important fact that prevents disabled people to participate in employment. This should not be perceived as a situation particular for education intended for vocational training or adult education; the discrimination that occurs generally in the education field including the basic levels of education causes disabled people to become distanced from the working life.

The research results show that the persons who have hearing disability form the group that faces the most discrimination in the education area. Persons with hearing disabilities emphasize that they are exposed to unfair treatment and negative attitudes by their educators and this is a remarkable situation. It is possible to think that this situation is related with inadequate education tools and technologies that are necessary for especially persons with hearing disabilities and also more importantly the lack of necessary training given to the educators about working with persons with hearing disabilities. In addition, persons who have multiple disabilities and persons with higher levels of disabilities also have a high perception of discrimination in the area of education. Among the disability groups, persons with orthopaedic disability have a high perception of discrimination in the area of education. However, the discrimination experienced by the persons with orthopaedic disability arises from the inconvenient physical environment.

According to the research results, disabled individuals experience discrimination on the subject of benefiting from the education opportunities and to receive the level of education they desired. In accordance with the research findings, only one of every three persons in the sample group got the opportunity of education at the level of higher education.

5.3.2. Recommendations Concerning Education

1. Necessary regulations should be made for disabled individuals to benefit from the educational opportunities. In this frame, one of the two goals of education which is providing the information and skill that an individual needs can be thought with a goal of providing social interaction.
2. The usage of media and educational tools and technologies for disabled people should be popularized in parallel with types and levels of disability in educational institutions.
3. Adult education courses and programs should be formed in which disabled people can develop their personal interest and skills. Adjustments should be made so that disabled people can benefit from these courses and programs.
4. Measures should be taken which will provide disabled people to benefit from the programs and vocational training intended for professional knowledge and skill.

5. Vocational training and labour market activity areas should be made familiar within the frame of education and employment of disabled people.
6. Difficulties that are caused by the physical structure in the educational institutions should be eliminated.
7. Incentive and facilitative measures should be taken for disabled individuals to receive higher education.
8. Awareness level of administrators and educators working in the educational institutions should be raised by giving education about disability.

5.4. HEALTHCARE

5.4.1. Results Concerning Healthcare

More than half of the sample group think that there is sometimes, usually or always discrimination in the area of healthcare.

The most important variables that effects the discrimination in the healthcare area: income state, social security and type of disability.

In access to healthcare services, it appears that women, those who do not have social security and those with high perception of general and personal discrimination have a higher perception of general discrimination than men, those who have social security and those with low perception of general discrimination. The group with hearing Impairment has higher perception of discrimination in comparison with all other groups.

The lack of social security became a fact that raised the perception of discrimination in almost every sub title. People without social security have high perception of discrimination in the area of healthcare in addition to this they experience discrimination more frequent. When examining the experience of personal discrimination in the healthcare area; the people without social security experience discrimination more frequent because of disability, scope of the healthcare insurance, quality of service and lack of providing the needed service.

The discrimination experience of the sample group originating from structural reasons in the healthcare area is more frequent in the persons with high perception of general and personal discrimination than the persons with lower perception of discrimination. Those with a family income of less than 500TL and those with an income of more than 3000TL stated that they experienced discrimination depending on structural reasons in the healthcare area more than any income groups.

These two groups experienced discrimination more frequent because of structural reasons such as physical environment, regulations and scope of the insurance. It can be thought that the group with low income experience discrimination more frequent because they cannot make personal expensing and they are sometimes deprived of healthcare services. The group with high level of income has greater expectations so it can be thought that they experience discrimination more frequent. The attitude of persons with a family income of more than 3001 TL experienced discrimination at a higher level originating from the attitude of the healthcare personnel and the quality of the service. This strengthens the statement of having greater expectations that are not met.

In connection with this issue, persons with hearing Impairment, persons with orthopedical disabilities and other persons with disabilities who need expensive tools and equipments experience discrimination more frequent related with the scope of healthcare insurance.

When examined in terms of type of disability, those with a verbal communication disability, orthopaedic disability and those with more than one disability (probably those with hearing or orthopaedic disability) principally experience discrimination more frequent than the other groups. General discrimination experience of hearing disabled persons in access to healthcare is more frequent than other groups. When examined according to the areas, those with motor speech disorders and those with hearing Impairment experienced low service quality and low standards more frequent. Those with hearing Impairment and those with more than one disability experienced the negative attitude of the healthcare personnel more frequent. This situation shows that persons who especially have difficulty of hearing and persons who cannot communicate verbally experience discrimination in the healthcare institutions originating from serious communication problem.

Another group that experiences discrimination more frequent is the orthopedically disabled people. The discrimination experience related with physical access and regulations of orthopedically disabled people is more frequent at the persons with a higher report rate.

One third of the sample group defined healthcare service, tools and Items that are not covered by the healthcare insurance as a discrimination that happens occasionally, usually or always. Discrimination experience of the sample group originating from healthcare insurance coverage is more frequent among the persons who have hearing, orthopaedic and more than one disability when compared with persons who have mental or visual disability. For this reason, those who do not have social security experienced discrimination more frequently.

About the lack of healthcare services to be provided by the institutions for the disability; One fifth of the sample group stated that institutions occasionally, usually or always do not provide some healthcare services for their disability. The people who do not have social security experienced discrimination more frequently than the people who do have social security which is originated from the lack of service needed for the disability.

One fifth of the sample group stated that they occasionally, usually and always experienced discrimination caused by the negative attitude of healthcare personnel. The experience of the sample group caused by the negative attitude of healthcare personnel is much more frequent among the individuals with hearing disability and motor speech disorders than the other disability groups.

Although the perception of general discrimination of women is high in the area of healthcare, their personal discrimination experiences did not change. This may be caused by the questions related with discrimination since they do not examine³¹⁹ the reproductive healthcare comprehensively in which women can experience discrimination.

5.4.2. Recommendations Concerning Healthcare

1. Disabled people without social security are the same thing with putting an end to their life. It should be considered that this situation directly affects the life quality of this group which needs healthcare service at a higher rate. It should be considered to guarantee the social security of disabled people regardless of paying social security premium

It should be considered that healthcare card owners without insurance must pay contribution when they get equipments in a medical exam and this generally means inaccessible healthcare service. Collecting contribution fee from the disabled people should be abandoned.

Disabled individuals without social security can mean the same thing as ending their lives. It should be considered that it will effect the life quality of this group directly which needs

³¹⁹ Becker, Stuifbergen & Tinkle 1997'den; Chan et. al. 1999; Hwang et. al. 2009, p. 29 quoted from Lezzoni et. al. 2000.

healthcare service at a higher level. It should be thought that all the disabled people should be secured independently from the case of paying the premiums.

2. It is compulsory to provide physical access to the healthcare institutions and it is also compulsory to have physically accessible examination rooms, diagnosis equipments, toilets and canteens for disabled people.

3. Considering the high number of disabled individuals in the healthcare institutions who have difficulty in verbal communication, education of sign language should be supported. Paying a significant amount of language compensation to the healthcare personnel who have learned sign language can be considered as a method of encouraging the personnel to learn sign language. When doctors do not know the sign language and need to communicate with the patient, they should ask for help from the nurses who know sign language.

Appointment system in the healthcare institutions are also required to be accessible visually. To do this, as an alternative to the appointment by phone, making an appointment via internet should be possible. When selecting personnel for the appointment department, people who know sign language should be hired or giving a compulsory education about the sign language to every personnel is another solution.

Apart from this, methods such as making the announcements on screens with sign language should be adopted. Making visual communication more often should be adopted as a policy in the healthcare institutions. For this purpose, recruiting certain amount of personnel who know sign language can be made compulsory for the healthcare institutions.

4. A campaign can be planned such as revealing or displaying positive and negative example cases that will serve to eliminate or reveal the prejudices among the healthcare personnel that may prevent disabled people to benefit from treatment.

5.5. PARTICIPATION IN POLITICAL LIFE

5.5.1 Results Concerning Participation in Political Life

The sample group is very interested in institutional politics. If we evaluate together the attitude of voting and becoming a member of a political party, it is clear that the sample group is very interested in political life. Sample group's voting rate is higher among the men, persons with social security and employed persons than women, person without social security and unemployed persons. The group which was formed by the disabled people between the ages of 18-25 votes more rarely when compared with other age groups. Persons at the age of or older than 61 vote more often than the group which was formed between the ages of 26-35. The illiterate persons vote more rarely when compared with the other groups of different education levels.

The disabled groups with a lower attitude for participating to the political life are the people with mental disabilities and persons who have more than one disability. This case can be thought to be caused from the influence of the disabled group's perception by the society's prejudices about the people with mental disabilities and their legal status of political rights. Additionally, persons with congenital disability vote more rarely when compared with the persons who did not have congenital disability.

The most common discrimination in the subject of participation in the institutional politics is experienced during voting. There is slightly a lower rate of discrimination in the subject of joining to a political party. There were some people who were rejected because of their disability when they tried to become a member of a political party.

The most common discrimination experienced during voting is the physical inaccessibility of the voting boxes or lack of arrangements to avoid the voting queue. It appeared that group with older disabled people vote more than the group of young disabled people. As a result, the discrimination perception of the older group is higher than the younger group of disabled people. Similarly, persons who are not congenitally disabled vote more than the congenitally disabled people and as a result, persons that are not congenitally disabled have a higher level of discrimination perception. In general, the groups with high rate of voting also have higher level of experience of discrimination when they vote.

The group with the highest rate of discrimination experience in voting is the orthopedically disabled people who have difficulties of access. Persons with high rate of disability experience higher discrimination than the persons who have low disability rate.

In the subject of becoming a member of a political party, people with mental disabilities experience discrimination more frequently than the persons who have motor speech disorders and hearing disability. The persons who spent most of their life in villages have experienced more discrimination in this area than the persons who live in bigger settling areas.

5.5.2. Recommendations Concerning Participation in the Political Life

1. It is necessary to run campaigns for fighting against the discrimination in a way that would support participation of people with mental disabilities in politics and bring it up for discussion in front of the public opinion. Participation of people with mental disabilities to the political life should be discussed in order to change the negative viewpoint of the public opinion in a manner that would also include the right of working in political parties.

2. It is necessary to rearrange the voting durations, voting papers and guides for visually disabled people and other illiterate disabled groups. It is very easy to make arrangements for the visually disabled people that would not require the help of a companion. A walk-man and a pencil is enough to make such voting paper. Different voting procedures can be made for this group by benefiting from the experiences of other countries. Problems that are encountered by illiterate persons can be solved by designing more visual voting papers and guides or by simplifying the voting papers and introducing these solutions widely.

3. In order to make voting boxes physically accessible, the people responsible in the elections should know that it is compulsory to make arrangements such as accessible voting boxes and avoiding the queue. These arrangements should be announced for the people responsible in the election. We may think of some solutions such as; during the election days, voting boxes should be available for the accessibility inspection of organizations that are for disabled people. The responsible people for the inaccessible voting boxes can be personally blamed and sanctions can be applied. Beyond these partial solutions, it is compulsory to solve physical access problems of public buildings and open areas in the short term.

5.6. ACCESS TO JUSTICE

5.6.1. Results Concerning Access to Justice

About half of the sample group thinks that there is discrimination in access to justice occasionally, usually or always.

In the area of access to justice, women, persons without social security, persons with a disability rate between 20%-39%, persons who spent large part of their life in metropolises have a high perception of discrimination. However, personal discrimination experiences of these groups are significantly not so common.

The perception of general discrimination originating from personal experience in the area of access to justice of persons from the sample group who went to court or police station for some reason is higher among the persons with high perception of general and personal discrimination. The discrimination perception of the group with an income of 3001TL or higher is higher than the other income groups.

Individuals who stated that they encountered a situation which required them to go to a police station or a court-house have usually experienced discrimination originating from the lack of physical arrangements and communication facilities. If we look from the viewpoint of the sample group with disability, persons with orthopaedic disabilities and persons with high disability levels have more frequent discrimination experience originating from physical arrangements and communication facilities. The discrimination experience of the persons with a disability rate of more than 60% is significantly more frequent than the persons with a disability rate of 40-59%.

The discrimination experience of the high income group in the area of access to justice is more frequent than the other income groups.

Almost one fifth of the persons from the sample group who went to police station or court stated that their witnessing or defence was occasionally, usually or always neglected because they were disabled.

About one fifth of the persons from the sample group who went to police station or court house stated that they have rarely, occasionally, usually or always experienced negative attitude of the police force because they were disabled.

Persons with multiple disabilities and persons with a mental disability have experienced the neglect of their witnessing or defence and the negative attitude of the police force more frequent than the persons with orthopaedic and visual disability. In addition, persons with an income of 3000TL or more have significantly experienced this situation more than the other income groups.

5.6.2. Recommendations Concerning Access to Justice

Justice system must be reorganized to provide equal access for the disabled people. For this;

1. Since disabled people are physically disabled, tools that are used to take persons into custody, the court houses, police offices, prisons, detention houses must be designed and rearranged in a way that would not make disabled people suffer.

It must be kept in mind that if situations such as physical conditions and personal care go to law, it is evaluated as 'torture and ill treatment' in the European Court of Human Rights. Security forces must be taught that it is their responsibility to provide the personal care of the disabled people who require the need of another person in the processes of detention, arrest or punishment enforcement. Third persons should not be responsible for the personal care of the disabled people. Responsible institutions must be rearranged within the scope of this rule.

2. It should be considered that healthcare needs of the disabled people are more urgent and common. Routine health checks should be provided in case they ask for any healthcare service in the prisons.

3. Only amending the legislation may be inadequate to prevent discrimination. For this reason, required informing and education should be provided to change the mentality of the workers in the area of justice.

5.7. PARTICIPATION IN RESTING AND LEISURE TIME ACTIVITIES

5.7.1. Results Concerning Participation in Resting and Leisure Time Activities

It is claimed in the literature that spare time activities have positive effects for all the individuals in terms of psychological process,³²⁰ besides these kinds of places that are not official and where persons can socialize may have a supportive function while combating discrimination in the society by bringing interactive relation.³²¹ However, according to the research it is seen that almost half of the sample group does rarely or never participate in spare time activities. This means that half of the disabled people do never or rarely benefit from the possible positive impact.

The persons in the group think that disabled individuals “occasionally – usually” experience discrimination in the resting and leisure time activities. In addition, half of the sample group thinks that disabled people frequently –usually or always- experience discrimination in this area. Among the areas, resting and leisure time activities is the third area with the highest perception of discrimination.

In the area of resting and leisure time activities, the frequency of discrimination personally experienced by the sample group is seen to take place between rarely and occasionally. For the three subjects out of four, almost half of the sample group stated that they were exposed to discrimination in different levels (between rarely and always) of frequency. In this context, these individuals did not benefit from the possible positive impacts of the spare time activities or perceived these activities as stressful experiences because of the discrimination they percept contrarily.

It was also stated in the previous studies that similar reasons are among the difficulties for disabled people to fully participate in resting and leisure time activities.³²²

The discrimination perception in a personal level is significantly higher among the persons with higher perception of general discrimination for the participation in resting and leisure time activities than the persons with low perception of general discrimination.

It is found that the persons who worked in a job in the last five years have significantly lower perception of discrimination in the area of participation in resting and leisure time activities than the persons who did not work in a job in the last five years. Since the persons who do not work have more time than the ones who work, their perception of discrimination can be an important problem for the life quality of the disabled individuals who do not work.

The perceptions concerning the exposure conditions to discrimination in the area of resting and leisure time activities differ significantly according to the education level. According to the analyses carried out, in the area of resting and leisure time activities primary school graduates perceive discrimination in a significantly higher level than the university graduates. The group with a lower education level has higher discrimination perception than the group with a higher education level. This situation is consistent with the previous findings.

On the other hand, the perception of discrimination of the persons in the sample group differs significantly according to the age, marital status, type of disability, place of residence in which they spent large part of their life, economical status, rate of the disability and whether it is congenital disability or not.

³²⁰ Bedini, 2000; Trenberth, 2005.

³²¹ Stodolska, 2005.

³²² Darcy and Daruwalla, 1999; Bedini, 2000.

5.7.2. Recommendations Concerning Participation in Resting and Leisure Time Activities

1. The requirement to raise the participation of disabled people in resting and leisure time activities should be considered important because of its positive effects for fighting against discrimination and psychological health.
2. In order to eliminate situations that create discrimination, it is required to increase necessary arrangements and/or informing, support service and facilities (personal, physical arrangements etc.) that are related with the participation in resting and leisure time activities.
3. It is seen that increasing the necessary arrangements, informing, support activities that are related with the participation in resting and leisure time activities is specially important since the disabled people who do not work in a job have a higher perception of discrimination than the individuals who work.
4. Since the individuals with a lower education have a higher perception level of discrimination than the individuals with a higher education level, the measures stated above should be reorganized in a way that would consider the needs of individuals with a lower education level.
5. In connection with the literature, apart from being exposed to discrimination because of barriers related with disability, other barriers (transportation, cost, need of a companion, attitude of personnel, etc.) should be researched and raising the participation of disabled people in these areas should be provided.

5.8. PARTICIPATION IN SOCIETY

5.8.1. Results Concerning the area of Participation in Society

The discrimination perception of the sample group for the disabled people in the area of participation in society is generally very high: Almost the entire sample group believes that there is disability discrimination in this area. The perception concerning discrimination is significantly low among the persons who spent large part of their life in villages and persons who are at the age of 61 and above; but the perception concerning discrimination is found significantly high among those who spent large part of their life in a city, those with high education level, those with high level of income and those with high rate of disability.

It is extraordinary that men have significantly higher level of discrimination perception than women. This situation can be thought in line with multi discrimination thesis. In comparison with disabled women who are disadvantaged because of their gender, the disadvantage caused by disability is perceived in a more stressed way among men who are generally in an advantaged point. In terms of discrimination experience frequency in the area, the numbers are higher for women when compared with men which justify the multi discrimination thesis.

Discrimination experience arising from inaccessible physical environment is found very high in public domains; three out of four persons in the sample group stated that they could not access to public domains since there are no suitable arrangements. After, respectively urban public transport, public buildings and interprovincial public transport are among the other groups.

Like it was expected from the literature of the area, it is found that frequency of being exposed to discrimination arising from inaccessible physical environment significantly differs according to the type of disability, settlement area, rate of disability, whether the disability is

congenital or not, and level of education. It is found that persons with orthopaedic disability, high rate of disability, high level of education, those who were disabled after their birth, persons who spent large part of their life in a city are significantly exposed more to discrimination in this sub-area.

It is seen that discriminatory attitudes of individuals toward disabled people is an important source of discrimination in the area of participation in society. Two thirds of the sample group was at least one time exposed to antisocial attitudes (irony, humiliation, etc.) by persons who they do not know; almost half of the sample group experienced negative attitudes (irony, humiliation, etc.) of a public servant at least one time, and at least one time experienced discriminatory attitudes (requesting a witness, etc.) of governmental agency personnel or bank personnel. Almost one-quarter of the sample group stated that they usually or always experience these kinds of situations.

As expected from the literature of the area, it is found that frequency of being exposed to discrimination arising from discriminatory attitudes of individuals significantly differs according to the type of disability and rate, gender and settlement area. It is found that women, persons with orthopaedic disability and persons with high rate of disability were significantly exposed more frequently to discrimination arising from the discriminatory attitudes of individuals than the persons who spent large part of their life in a town. The extraordinary finding when the literature of the area is considered is that visible disability does not cause a significant difference in terms of being exposed to discriminatory attitudes.

5.8.2. Recommendations concerning the area of Participation in Society

From the results stated above, the following steps may be suggested to fight against discrimination in the area of participation in society:

1. For the purpose of combatting with discrimination arising from the lack of accessible physical environment, practice standards and guidances concerning the reasonable accommodations should be functionally put into place. More generally, decisions and Recommendations that were introduced in the Second Disabled people's Council concerning the physical environment should be put into practice.
2. For the purpose of fighting against discrimination arising from the discriminatory behaviours of the individuals, raising education level and awareness with punitive regulation should be evaluated together. Preventing discriminatory behaviours should be provided especially with the education and discipline sanctions that are related with the communication of public officers

5.9. ACCESS TO INFORMATION

5.9.1. Results Concerning the Area of Access to Information

Three-quarter of the sample group believe that there is discrimination against the disabled people. Two thirds of the sample group state that they are not informed about the public informing since they are not made in a way that is suitable for the disabled people and experienced difficulty because of the inadequate fair arrangements to access communication and information tools and services. Half of the sample group emphasizes that they cannot access to the information they wish on the websites of the public institutions since there are no guidances that includes suitable communication shapes for the disabled people. They also emphasize that there are no arrangements related with the communication tools suitable for their disability when they apply public institutions.

The type of disability and rate becomes important in terms of perception and experience of discrimination in access to information. It is seen that persons with a disability more than 60% and respectively persons with hearing disability and visual disability experience more difficulty in access to information. Contrary to expectations, income level and education level does not create a difference in the discrimination experience or perception in access to information.

5.9.2. Recommendations Concerning the Area of Access to Information

From the point of view stated above, the following steps may be suggested to fight against discrimination in the area of access to information:

1. Persons with hearing disability are the group with the highest perception and experience of discrimination in this area. For these reasons, it can be suggested that more attention can be given to accessible television broadcasts by the persons with hearing disability.³²³
2. Signs and similar sign systems in the buildings that belong to public and especially public institutions may be harmonized for the persons with visual and hearing disability, by providing visual or written forms of communication.

5.10. WAYS TO COMBAT WITH DISCRIMINATION

5.10.1. Results Concerning Ways to Combat Discrimination

Almost the entire sample group experienced discrimination in some ways and half of the persons who stated that they experienced discrimination have attempted to combat discrimination. Among these attempts; the most common action was to report the discrimination incident to associations that have activities intended for disabled people. Within the scope of EU-MIDIS, It is found that claiming a right in a discriminatory situation is also common in different European countries. However, differently from the EU-MIDIS Research, only organized persons are interviewed in the Research to measure discrimination arising from disability. For this reason, it could be expected to have more persons referring to claim their rights. The persons who struggle to combat with discrimination using the ways of coping are old persons or the persons who have high income level or high education level. Workers and persons with high level of disability also referred to ways of coping with discrimination. In terms of type of disability, persons with visual disability and motor speech disorders referred more to ways of coping with discrimination.

Instead of referring to ways of claiming rights, usually preferred action is to report this case to associations that have activities intended for disabled people or to their relatives. The most frequently causes cited in this situation; discriminated persons do not know where to apply. In the research it is seen that trying to cope with discrimination improves the knowledge related with the ways of claiming rights and this knowledge facilitates the referring process to ways of coping with discrimination. Among the responses about the persons who do not report discrimination, having a high rate of persons who underestimate this situation shows that somehow a part of disabled people get used to live with discrimination. The rate of persons who think that reporting such cases would not make any difference is almost same with the persons who do not know where to apply. Long bureaucratic process and being afraid of adverse outcomes are among the

³²³ About the development process started with public TV broadcaster (ORF) in Austria giving subtitles in prime news in 1985 and during which it made 12.5 % of its total broadcasting output accessible for hearing disabled people as of the year 2004 see also, for example, Ingrid Kurz and Brigitta Mikulasek, "Television as a Source of Information for the Deaf and Hearing disabled: Captions and Sign Language on Austrian TV", *Meta: journal des traducteurs / Meta: Translators' Journal*, vol. 49, n° 1, 2004, p. 81-88.

important reasons to not report the situation. As a cause of not reporting discrimination, communication problem, lack of necessary tools and equipments to provide access, inaccessible public authorities, indifferent attitudes of police forces were the reasons stated in the choice 'other'. In this case, it is understood that disabled people try to cope with their problems by getting help from associations, their friends and relatives.

Looking at what kinds of processes did the applicants experienced, one-quarter of the applicants had no response at all. Among the persons who marked other choices, some persons stated that they gave up because the ways of claiming rights were expensive or they believed it would not make any difference although they were right.

Looking at the status of getting information about claiming a right, it is seen that associations that have activities intended for disabled people are the places where disabled people get the most help. It can be said that Human rights institutions in cities and towns and service units of the metropolitan municipalities for getting legal counselling are expressed under the title of 'governorship', 'district governorate', and 'municipality'. It can also be said that only 10% of the disabled people who receive support apply to public institutions that are commissioned to support legal arrangements.

5.10.2. Recommendations Concerning Ways to Combat Discrimination

From the results stated above, the following steps may be suggested in the area of combating discrimination:

1. If we look from the viewpoint of difficulties that disabled people experience in the process of claiming their rights, it should be considered that bureaucratic process is already simplified for those who do not directly go to judicial remedy, human rights institutions in cities and towns accept appeals by telephone and e-mail, these appeals are recorded in Prime Ministry Communication Center (BIMER) and it can be controlled on internet with an application number. Hereby, it can be thought that being unfamiliar with how and where to apply may cause to see the bureaucratic process as a problem.

Organizing BIMER's records in a way that would hide the name of the applicant, making them interrogable by the individuals, and making them possible to get report will raise the awareness of disabled people and organizations about the problems and solutions related with discrimination and it will also facilitate this process to follow.

2. Associations are the places that are mostly referenced, lack of knowledge about where and how to apply to an association can be solved with the corporation of related public authorities and associations. A suitable solution is; Workers in the associations should be educated to support disabled people on the subject of claiming rights against discrimination. This education process should be organized within the human rights committees that are in cities and towns. In this way, communication between organizations can be improved.

3. Additionally, on the other hand police forces and judicial workers should be educated about awareness.

4. Besides, a database for combating discrimination should be created where associations can become members. In this system, each ways of combating discrimination incident and conclusions of these ways can be put in service. This can be considered as a way to make the information of combating discrimination more common.

In such database, every incident of discrimination that is reported to the associations can be registered with a date in details by stating the report, the results of the reports, place of incident, institution, subject, etc. A further step that will develop the efficiency of this system might be to

create a platform or a group called Combating Disability discrimination in which associations that have activities for disabled people may join; commissioned public authorities (especially Human Rights Directorate of the Prime Ministry) and Administration for Disabled People may play a role in providing procedural knowledge and instructive trainings that would encourage people. This system may periodically submit reports for Grand National Assembly of Turkey and public authorities commissioned for combating discrimination and protect human rights. This kind of reporting may be functional for both raising the awareness and making the concrete and current data available for concerned organizations to solve discrimination problems.

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ANNEX 1- FACTOR ANALYSIS RESULTS

Table 1. Factor Analysis Results of Employment Scale

Item No	Factor 1
32	.74
31	.69
34	.63
30	.62
33	.60
36	.58
29	.53
35	.49
Eigen value	3.04
Announced variance (%)	37.95

Table 2. Factor Analysis Results of Educational Scale

Item No	Factor 1
43	.76
46	.72
45	.68
44	.66
42	.65
47	.59
48	.51
41	.48
40	.34
Eigen value	3.37
Announced variance (%)	37.38

Table 3. Factor Analysis Results of Health Scale

Item No	Factor 1
51	.80
50	.71
53	.64
52	.61
54	.50
Eigen value	2.19
Announced variance (%)	43.72

Table 4. Factor Analysis Results of Involvement Scale to Resting and Leisure Time Activities

Item No	Factor 1
59	.77
60	.68
57	.66
58	.48
Eigen value	1.72
Announced variance (%)	42.96

Table 5. Factor Analysis Results of Independent Living and Full Participation in the Society Scale

Item No	Factor 1	Factor 2
66	.86	
67	.74	
65	.63	.34
64	.52	.49
63		.63
62		.54
68		.41
Eigen value	2.02	1.25
Announced variance (%)	28.8	17.89

Table 6. Factor Analysis Results of Participation in the Justice Scale

Item No	Factor 1
80	.76
81	.60
79	.47
Eigen value	1.15
Announced variance (%)	38.44

Table 7. Factor Analysis Results of Participation in the Politics Scale

Item No	Factor 1
73	.68
72	.48
74	.48
75	.37
Eigen value	1.04
Announced variance (%)	26.01

Table.8 Factor Analysis Results of Access to the Information Scale

Item No	Factor 1
85	.83
84	.76
86	.75
83	.64
Eigen value	2.23
Announced variance (%)	55.70

ANNEX -2 PEOPLE WHO PERFORMED THE DUTY OF POLLSTER IN THE RESEARCH

1	ÖZDEN SÖNMEZ	34	GÖKSUN BAYRAKTAR
2	AYŞE MEMİŞ	35	EBRU DALGAKIRAN
3	BİLGE SÜRÜN	36	SEMA DEDE
4	CEREN SEDEF	37	LEVENT SAYIN
5	CEYDA ERDEN	38	ADİL ÇAMUR
6	DENİZ ALİOĞLU	39	MEHMET FİKRET DÖNMEZ
7	EZGİ AYYILDIZ	40	ERHAN ÇETİN
8	LEVENT COŞKUN	41	FERHAT İSPİROĞLU
9	ÖZDEN SÖNMEZ	42	GÜLFERAH BOZKAYA
10	SEDA ÖZCAN	43	SEVİM GÖK
11	ÖZGÜR YILDIZ	44	SEYHAN BOYNUEĞRİ
12	EBRU SAADET ERTEM	45	SİBEL GÖK
13	SERPİL GÜNGÖRMEZ	46	NUR AYŞE BAYKAN
14	MEHMET ALİ BAŞ	47	MURAT COŞKUNER
15	ONUR DURUKAL	48	MAKBULE ŞİRİNER ÖNVER
16	EZGİ ÖZTÜRK	49	SERKAN CURA
17	SERHAT ÖZGÖKÇELER	50	TARIK CAN
18	BERNA AYDIN	51	GONCA GÜNGÖR
19	A.YILMAZ AKBULUT	52	ELİF KARATEPE
20	HİLAL YILDIRIR KESER	53	OSMAN GEYİK
21	TANJU ÇOLAKOĞLU	54	EFE YAMAKOĞLU
22	EBRU KANYILMAZ POLAT	55	İLKNUR UNCULOĞLU
23	MURAT ŞAHİN	56	ARDA YÜCEYILMAZ
24	MEHMET SİNAY	57	FATMA YONCA
25	SAVAŞ AKTUR	58	BENAZİR SIRMASAÇ
26	ZÜBEYİR YILDIRIM	59	NURSEL AKSU
27	AYŞENUR MERCAN	60	TEKİN AVANER
28	FERDA NAKİBOĞLU	61	MEHMET MATARACI
29	GÜLDEM KERİMOĞLU	62	YUSUF ÇUHACI
30	ÖMER YILMAZ	63	CEREN BARAN
31	ÖZGE ARPACIOĞLU	64	BESTE BAL
32	SEVİL DURUGÖL	65	FATİH YÜKSEL
33	HÜLYA ŞAHİN		COMMUNICATION WITH THE POLLSTERS: ZÜLFÜYE GÜRÜNLÜ

ANNEX -3 LIST OF CITIES, TOWNS and ASSOCIATIONS WHERE SURVEYS ARE CONDUCTED

CITY	TOWN	NAME OF THE ASSOCIATION
Aydın	Nazilli	NAZİLLİ ORTOPEDİK VE SPASTİK ENGELLİLER DERNEĞİ
Aydın	Didim	DİDİM VE YÖRESİ ENGELLİLER DERNEĞİ
Aydın	Kuşadası	KUŞADASI ÖZÜRLÜLER KORUMA DERNEĞİ
Aydın	Umurlu	UMURLU ENGELLİLER VE REHABİLİTASYON DERNEĞİ
Aydın	Çine	ÇİNE ENGELLİLER KÜLTÜR VE DAYANIŞMA DERNEĞİ
Aydın	Koçarlı	KOÇARLI ÖZÜRLÜ HAKLARI VE ÖZÜRLÜLERİ DESTEKLEME DERNEĞİ
Zonguldak	Gökçebey	GÖKÇEBEY BEDENSEL ÖZÜRLÜLER YARDIMLAŞMA VE KORUMA DERNEĞİ
Zonguldak	Ereğli	KARADENİZ EREĞLİ FİZİKSEL ENGELLİLER DERNEĞİ
Sakarya	Hendek	HENDEK TÜM ENGELLİLER DERNEĞİ
Sakarya	Geyve	GEYVE ENGELLİLER KÜLTÜR DAYANIŞMA VE YARDIMLAŞMA DERNEĞİ
Sakarya	Adapazarı	ALTI NOKTA KÖRLER DERNEĞİ
Sakarya	Serdivan	SERDİVAN ENGELLİLER DERNEĞİ
Sakarya	Arifiye	ARİFİYE ENGELLİLERİ VE AİLELERİ YARDIMLAŞMA DERNEĞİ
Muğla	Merkez	MUĞLA ENGELLİLER DERNEĞİ
Muğla	Milas	MİLAS ZİHİNSEL ENGELLİ ÇOCUKLARI KORUMA OKULLARI YAPTIRMA VE YAŞATMA DERNEĞİ
Muğla	Ortaca	ORTACA ZİHİNSEL ÖZÜRLÜ ÇOCUKLARI KORUMA VE YAŞATMA DERNEĞİ
Muğla	Marmaris	ZİHİNSEL ÖZÜRLÜ EĞİTİLEBİLİR VE ÖĞRETİLEBİLİR ÇOCUKLARI KORUMA VE EĞİTİMLERİNİ SAĞLAMA DERNEĞİ
Muğla	Bodrum	BODRUM ENGELLİLER DERNEĞİ
Muğla	Fethiye	FETHİYE ZİHİNSEL ÖZÜRLÜLER DERNEĞİ
Manisa	Alaşehir	ALAŞEHİR ÖZÜRLÜLER DERNEĞİ
Manisa	Turgutlu	TURGUTLU BEDENSEL ENGELLİLER DERNEĞİ
Manisa	Kula	ORTAPETİK SPASTİK VE ÖZÜRLÜ ÇOCUKLARI KORUMA VE YARDIM DERNEĞİ
Manisa	Salihli	ENGELLİ AİLELERİ EĞİTİM, KÜLTÜR VE DAYANIŞMA DERNEĞİ (ENAD)SALİHLİ ŞUBESİ
Manisa	Merkez	MANİSA BEDENSEL ENGELLİLER DERNEĞİ
Manisa	Merkez	MANİSA ZİHİNSEL ENGELLİLERİ KORUMA DERNEĞİ
Manisa	Soma	SOMA SPASTİK ÇOCUKLAR DERNEĞİ
Adana	Tufanbeyli	TUFANBEYLİ İLÇESİ ENGELLİLER VE ÖZÜRLÜLER DERNEĞİ
Adana	Yüreğir	ÇUKUROVA İŞİTME VE KONUŞMA ENGELLİLER DERNEĞİ
Adana	Seyhan	ENGELLİ BİREYLERE İŞ VE MESLEK EDİNDİRME DERNEĞİ
Adana	Seyhan	KAMUDA ÇALIŞAN ENGELLİLER DAYANIŞMA VE YARDIMLAŞMA DERNEĞİ
Adana	Seyhan	GÖRMEYENLER KÜLTÜR VE BİRLEŞME DERNEĞİ
Adana	Seyhan	KULAĞIM OLUR MUSUN İŞİTME ENGELLİLER VE AİLELERİ DERNEĞİ
Adana	Seyhan	GÖRME ÖZÜRLÜLERİ KALKINDIRMA DERNEĞİ
Adana	Seyhan	ÇUKUROVA ÖZÜRLÜLER DERNEĞİ
Adana	Seyhan	ALTI NOKTA KÖRLER DERNEĞİ
Ankara	Çankaya	GÖRMEYENLER KÜLTÜR VE BİRLEŞME DERNEĞİ
Ankara	Ulus	KAMU YARARINA ÇALIŞAN GÖRMEYENLERİ KORUMA DERNEĞİ
Ankara	Ulus	TÜRKİYE KÖRLER TOPLUM DERNEĞİ
Ankara	Çankaya	KAMUDA ÇALIŞAN ENGELLİLER DAYANIŞMA VE YARDIMLAŞMA DERNEĞİ GENEL MERKEZİ
Ankara	Etimesgut	TÜM ENGELLİLER VE AİLELERİ YARDIMLAŞMA DERNEĞİ

Ankara	Sincan	SİNCAN ÖZÜRLÜ VE AİLELERİ DAYANIŞMA DERNEĞİ
Ankara	Sincan	GÖRMEYENLER KÜLTÜR VE BİRLEŞME DERNEĞİ
Ankara	Sincan	ÖZÜRLÜLER VE AİLELERİ SOSYAL YARDIMLAŞMA DAYANIŞMA EĞİTİM VE REHABİLİTASYON DERNEĞİ
Ankara	Kızılay	UYGAR GÖRME ENGELLİLERİ KORUMA DERNEĞİ
Ankara	Altındağ	ANADOLU TÜM ENGELLİLER KÜLTÜR VE DAYANIŞMA DERNEĞİ
Ankara	Elmadağ	ELMADAĞ ÖZÜRLÜLER DERNEĞİ
Ankara	Kızılcahamam	ENGELLİ AİLELERİ EĞİTİM KÜLTÜR VE DAYANIŞMA DERNEĞİ
Ankara	Şerefli koçhisar	ÖZBİR ÖZÜRLÜLER KÜLTÜR VE DAYANIŞMA DERNEĞİ
Ankara	Çankaya	ENAD-ENGELLİ AİLLERİ EĞİTİM KÜLTÜR VE DAYANIŞMA DERNEĞİ
Ankara	Çankaya	EVRENSEL GÖRME ÖZÜRLÜLER DERNEĞİ
Ankara	Çankaya	ÖZÜRLÜLER KÜLTÜR VE DAYANIŞMA DERNEĞİ
Ankara	Çankaya	AKİF GÖRME ENGELLİLER DERNEĞİ
Ankara	Çankaya	ANADOLU ENGELLİLER BİRLİĞİ DERNEĞİ
Ankara	Çankaya	ANKARA İŞİTME ENGELLİLER DERNEĞİ
Ankara	Çankaya	ANKARA OTİSTİK BİREYLER DERNEĞİ
Ankara	Çankaya	ORTADOĞU İŞİTME ENGELLİLER EĞİTİM DERNEĞİ
Ankara	Çankaya	BAŞKENT İŞİTME ENGELLİLER GENÇLİK VE SPOR EĞİTİM DERNEĞİ
Ankara	Keçiören	ALTINPARK ENGELLİ EĞİTİM VE AİLELERİ DAYANIŞMA DERNEĞİ
Ankara	Yenimahalle	GÖRME ÖZÜRLÜLER EVRENSEL HUKUKÇULAR DERNEĞİ
Ankara	Çankaya	ALTI NOKTA KÖRLER DERNEĞİ GENEL MERKEZİ
Kahramanmaraş	Merkez	ENGELLİLER DERNEĞİ GENEL MERKEZİ
Kahramanmaraş	Pazarcık	PAZARCIK ENGELLİLER KÜLTÜR VE DAYANIŞMA DERNEĞİ
Şanlıurfa	Merkez	ŞANLI URFA BEDENSEL ENGELLİLER DERNEĞİ
Şanlıurfa	Siverek	BEDENSEL ENGELLİLER DERNEĞİ SİVEREK ŞUBESİ
Şanlıurfa	Ceylanpınar	BEDENSEL ENGELLİLER DERNEĞİ CEYLANPINAR ŞUBESİ
Şanlıurfa	Merkez	ŞANLIURFA ORTOPEDİK ENGELLİLER DERNEĞİ
Ankara	Çankaya	GÖRMEYENLER KÜLTÜR VE DAYANIŞMA DERNEĞİ
Balıkesir	Ayvalık/Altınova	BİRLİK ORTOPEDİK ENGELLİLER DERNEĞİ
Balıkesir	Edremit	EDREMIT KÖRFEZİ BEDENSEL ENGELLİLER EĞİTİM VE REHABİLİTASYON DERNEĞİ
Balıkesir	Ayvalık	ZİHİNSEL ÖZÜRLÜLERİ KORUMA VE EĞİTME DERNEĞİ
Balıkesir	Merkez	ZİHİNSEL ENGELLİ ÇOCUKLARI KORUMA DERNEĞİ
Balıkesir	Ayvalık	AYVALIK İŞİTME ENGELLİLER DERNEĞİ
Gaziantep	Şahinbey	ALTI NOKTA KÖRLER DERNEĞİ
Gaziantep	Şahinbey	GAZİANTEP BEDENSEL ENGELLİLER SPOR KULÜBÜ DERNEĞİ
Gaziantep	Şahinbey	TÜRKİYE GÖRME ENGELLİLER DERNEĞİ
Gaziantep	Şahinbey	BEYAZ BASTON GÖRMEYENLER DERNEĞİ
Kocaeli	İzmit	ALTI NOKTA KÖRLER DERNEĞİ
Kocaeli	İzmit	GÖRSEM (GÖRME ENGELLİLER DAYANIŞMA DERNEĞİ) KOCAELİ ŞUBESİ
Kocaeli	İzmit	İZMİT ZİHİNSEL ENGELLİLER BECERİ GELİŞTİRME DERNEĞİ
Kocaeli	Gebze	GEBZE ENGELLİLER DERNEĞİ
Kocaeli	Gölcük	GÖLCÜK ENGELLİLERLE DAYANIŞMA VE YARDIMLAŞMA DERNEĞİ
Kocaeli	İzmit	KOCAELİ SPASTİK ÇOCUKLAR DERNEĞİ
Kocaeli	Merkez	ALTI NOKTA KÖRLER DERNEĞİ
Kocaeli	Merkez	ÇAĞDAŞ ENGELLİLER DERNEĞİ
Eskişehir	Merkez	GÖRSEM (GÖRME ENGELLİLER DAYANIŞMA DERNEĞİ) ESKİŞEHİR ŞUBESİ

Diyarbakır	Merkez	SURKENT İŞİTME ENGELLİLER DERNEĞİ
Diyarbakır	Bismil	BİSMİL BEDENSEL ENGELLİLER DERNEĞİ
Diyarbakır	Yenişehir	BEDENSEL ENGELLİLER DERNEĞİ-DİYARBAKIR ŞUBESİ
Diyarbakır	Yenişehir	DİYARBAKIR BEDENSEL ENGELLİLER DERNEĞİ
Diyarbakır	Merkez	DİYARBAKIR BEDENSEL ENGELLİLER DERNEĞİ
Bursa	Osmangazi	SPASTİK ENGELLİ REHABİLİTASYON DERNEĞİ
Bursa	Gemlik	BURSA ZİHİNSEL ENGELLİ ÇOCUKLARI KORUMA DERNEĞİ
Bursa	Osmangazi	BURSA OTİSTİK ÇOCUKLAR EĞİTİM VE DAYANIŞMA DERNEĞİ
Bursa	Osmangazi	DUYUM İŞİTME ENGELLİLER EĞİTİM VE KÜLTÜR DERNEĞİ
Bursa	Osmangazi	ZİHİNSEL VE RUHSAL ENGELLİLER EĞİTİM KÜLTÜR YARDIMLAŞMA VE D
Bursa	Osmangazi	DR. AYTEN BOZKAYA SPASTİK ÇOCUKLAR DERNEĞİ
Bursa	İnegöl	İNEGÖL ENGELLİLER DERNEĞİ
Bursa	Kestel	KESTEL ENGELLİLER DERNEĞİ
Bursa	Yenişehir	YENİŞEHİR ZİHİNSEL VE BEDENSEL ENGELLİLER DERNEĞİ
Bursa	Mustafa Kemal Paşa	ENGELLİLER DERNEĞİ
Bursa	Karacabey	FİZİKSEL ENGELLİLER EĞİTİM VE DAYANIŞMA DERNEĞİ
Samsun	Merkez	TÜRKİYE SAKATLAR DERNEĞİ SAMSUN ŞUBESİ
Samsun	Çarşamba	ÇARŞAMBA BEDENSEL ENGELLİLER DERNEĞİ
Samsun	Bafra	BAFRA ORTOPEDİK ÖZÜRLÜLER DERNEĞİ GENEL MERKEZİ
Kayseri	Melikgazi	ENGELLİLER VE AİLELERİ DERNEĞİ GENEL MERKEZİ
Kayseri	Kocasinan	ZİHİNSEL ENGELLİLERİN EĞİTİMİ REHABİLİTASYONU VE İSTİHDAMI DERNEĞİ
Kayseri	Develi	DEVELİ ENGELLİLER DERNEĞİ
Kayseri	Yahyalı	BEDENSEL VE ZİHİNSEL ENGELLİLER DERNEĞİ
Çanakkale	Merkez	BEDENSEL ENGELLİLER DERNEĞİ
Çanakkale	Merkez	TÜRKİYE GÖRME ENGELLİLER DERNEĞİ
Çanakkale	Gelibolu	GELİBOLU TÜM ÖZÜRLÜLER YARDIMLAŞMA VE DAYANIŞMA DERNEĞİ
Çanakkale	Biga	BİGA ENGELLİLER DERNEĞİ
İstanbul	Mecidiyeköy	İŞİTME ENGELLİLER DERNEĞİ FEDERASYONU
İstanbul	Bakırköy	GÖRME ÖZÜRLÜLER DERNEĞİ
İstanbul	Bakırköy	BAKIRKÖY ZİHİNSEL ENGELLİLER DERNEĞİ
İstanbul	Bakırköy-Ataköy	İŞİTME ENGELLİLER VE AİLELERİ DERNEĞİ
İstanbul	Gaziosmanpaşa	GAZİOSMANPAŞA TÜM ENGELLİLER DERNEĞİ
İstanbul	Kasımpaşa	SEV-SAY ENGELLİLER DERNEĞİ
İstanbul	Şişli	PARILTI GÖRMEYEN ÇOCUKLARA DESTEK DERNEĞİ
İstanbul	Şişli	ALTI NOKTA KÖRLER DERNEĞİ İSTANBUL ŞUBASI
İstanbul	Şişli	BEDENSEL ENGELLİLER DERNEĞİ ŞİŞLİ ŞUBESİ
İstanbul	Şişli	ŞİŞLİ CAN ZİHİNSEL ÖZÜRLÜLER DERNEĞİ
İstanbul	Şişli	POZİTİF ÖZÜRLÜLER EĞİTİM DERNEĞİ
İstanbul	Esenler	ESENLER ORTOPEDİK ENGELLİLER DERNEĞİ
İstanbul	Ataşehir	GÖRMEZLERİ TOPLUMA KAZANDIRMA VE MÜZİSYENLER DERNEĞİ
İstanbul	Ataşehir	SEVGİ SELİ ENGELLİLER DERNEĞİ
İstanbul	Kadıköy	TÜRKİYE GÖRME ENGELLİLER DERNEĞİ
İstanbul	Pendik	PENDİK FİZİKSEL VE ZİHİNSEL ENGELLİLER YARDIMLAŞMA VE DAYANIŞMA DERNEĞİ
İstanbul	Kartal	GÖRME ÖZÜRLÜLER DERNEĞİ (GÖZDER)
İstanbul	Maltepe	BAHADIR ERDOĞDU ENGELLİLER REHABİLİTASYON MERKEZİ

İstanbul	Maltepe	MALTEPE BEDENSEL ENGELLİLERLE DAYANIŞMA DERNEĞİ
İstanbul	Mecidiyeköy	İSTANBUL TÜM ENGELLİLER DERNEĞİ
İstanbul	Ümraniye	ÜMRANİYE GÖRME ENGELLİLER EĞİTİM VE DESTEKLEME DERNEĞİ
İstanbul	Sancaktepe	SANCAKTEPE ENGELLİLER DERNEĞİ
Mersin	Tarsus	GÖRME ÖZÜRLÜLER BİRLEŞTİRME VE KALKINDIRMA DERNEĞİ TARSUS ŞUBESİ
Mersin	Akdeniz	TÜRKİYE GÖRME ENGELLİLER DERNEĞİ MERSİN ŞUBESİ
Mersin	Akdeniz	ENAD ENGELLİ AİLELERİ EĞİTİM KÜLTÜR VE DAYANIŞMA DERNEĞİ-MERSİN ŞUBESİ
Mersin	Akdeniz	GÖRME ÖZÜRLÜLERİ BİRLEŞTİRME VE KALKINDIRMA DERNEĞİ GENEL MERKEZİ
Mersin	Akdeniz	TÜM ENGELLİLER SPOR KLÜBÜ DERNEĞİ
Mersin	Erdemli	ERDEMLİ ENGELLİLER DERNEĞİ
İzmir	Konak	KAMU YARARINA ÇALIŞAN GÖRMEYENLERİ KORUMA DERNEĞİ GENEL MERKEZİ
İzmir	Konak	ANADOLU ENGELLİLER BİRLİĞİ DERNEĞİ
İzmir	Konak	BEDENSEL ENGELLİLER YAŞAM DERNEĞİ
İzmir	Konak	OTİSTİK ÇOCUKLARI KORUMA VE YÖNLENDİRME DERNEĞİ
İzmir	Konak	TÜRKİYE GÖRME ÖZÜRLÜLER KİTAPLIĞI DERNEĞİ
İzmir	Konak	ENGELLİ GENÇ VE KADINLARI DESTEKLEME VE EĞİTİM DERNEĞİ
İzmir	Konak	GÖRMEYENLER KÜLTÜR VE BİRLEŞME DERNEĞİ
İzmir	Konak	BEYAZ BASTON GÖRMEYENLER DERNEĞİ
İzmir	Konak	KAMU YARARINA ÇALIŞAN ÇAĞDAŞ GÖRMEYENLER DERNEĞİ
İzmir	Konak	ZİHİNSEL ENGELLİLERİ GELİŞTİRME VE KORUMA DERNEĞİ
İzmir	Konak	İZMİR GÖRMEYENLERİ KORUMA EĞİTİM VE YARDIMLAŞMA DERNEĞİ
İzmir	Ödemiş	ÖDEMiŞ ZİHİNSEL VE BEDENSEL ENGELLİLER YARDIM DERNEĞİ
İzmir	Narlıdere	NARLIDERE ZİHİNSEL ÖZÜRLÜLERİ KORUMA VE DESTEKLEME DERNEĞİ
İzmir	Aliağa	ALİAĞA ENGELLİLER VE RAHABİLİTASYON DERNEĞİ
İzmir	Gaziemir	DÜNYA ENGELLİLER DERNEĞİ
İzmir	Bornova	ÇAĞDAŞ ÖZÜRLÜLER YAŞAM DERNEĞİ
İzmir	Kemalpaşa	ÇAĞDAŞ ÖZÜRLÜLER YAŞAM DERNEĞİ / KEMALPAŞA ŞUBESİ
İzmir	Dikili	DİKİLİ ENGELLİLER DAYANIŞMA DERNEĞİ
İzmir	Bergama	BERGAMA SPASTİK ENGELLİ ÇOCUKLAR VE ERIŞKİNLER DERNEĞİ
İzmir	Çiğli	TÜM ENGELLİLER İÇİN ENGELSİZ BİR DÜNYA DERNEĞİ
İzmir	Buca	BUCA ENGELLİLER DERNEĞİ
İzmir	Bornova	İLERİ OTİZM VE ENGELLİLER ARAŞTIRMALARI DERNEĞİ
İzmir	Tire	KÜÇÜK MENDERES ÖZÜRLÜLERİ GÜÇLENDİRME VE KORUMA DERNEĞİ
Antalya	Muratpaşa	BEDENSEL ENGELLİLER VE DAYANIŞMA DERNEĞİ
Antalya	Muratpaşa	ANTALYA İŞİTME ENGELLİLER DERNEĞİ
Antalya	Kepez	AKDENİZ İŞİTME ENGELLİLER DERNEĞİ
Van	Merkez	ZİHİNSEL ENGELLİLER YEŞEREN UMUTLAR DERNEĞİ
Van	Merkez	VAN İŞİTME ENGELLİLER VE AİLELERİ DERNEĞİ
Van	Merkez	ALTI NOKTA KÖRLER DERNEĞİ
Van	Merkez	BEDENSEL ENGELLİLER DERNEĞİ
Malatya	Merkez	TÜRKİYE BEYAZAY DERNEĞİ MALATYA ŞUBESİ
Malatya	Merkez	TÜRKİYE SAKATLAR DERNEĞİ MALATYA ŞUBESİ
Denizli	Merkez	DENİZLİ İŞİTME ENGELLİLER DERNEĞİ
Denizli	Merkez	İŞİTME ENGELLİ ÇOCUKLARI KORUMA EĞİTİM-ÖĞRETİM DESTEKLEME VE GELİŞTİRME DERNEĞİ
Denizli	Merkez	ÖZÜRLÜLERİ DESTEKLEME GELİŞTİRME VE KORUMA DERNEĞİ

Denizli	Merkez	BEDENSEL ENGELLİLER DERNEĞİ
Denizli	Çivril	ÇİVRİL ÖZÜRLÜLERİ YARDIMLAŞMA DAYANIŞMA DERNEĞİ
Kırıkkale	Merkez	KIRIKKALE GÖRME ENGELLİLER DERNEĞİ
Kırıkkale	Merkez	ALTI NOKTA KÖRLER DERNEĞİ KIRIKKALE ŞUBESİ
Konya	Meram	KONYA İŞİTME ENGELLİLER DERNEĞİ
Konya	Karatay	KAMU YARARINA GÖRMEYENLERİ KORUMA DERNEĞİ
Konya	Karatay	SPASTİK ENGELLİLER ARAŞTIRMA VE GELİŞTİRME DERNEĞİ
Konya	Selçuklu	ORTOPEDİK ÖZÜRLÜLER FEDERASYONU TÜRKİYE SAKATLAR DERNEĞİ KONYA ŞUBESİ

ANNEX-4 QUESTIONNAIRE

THE RESEARCH ON THE MEASUREMENT OF DISCRIMINATION BASED ON DISABILITY QUESTIONNAIRE

-A-

(TO BE CONDUCTED ON THE DISABLED PEOPLE)

ADMINISTRATIVE SECTION

WHEN DID THE SURVEY BEGIN

WHEN DID THE SURVEY FINISH

.....:.....

hour minute

REALIZATION DATE OF THE SURVEY

____/____

day month

INFORMATION ABOUT THE ASSOCIATION

*(THESE INFORMATIONS WILL BE ACQUIRED BY THE ASSOCIATION
AUTHORITIES, NOT FROM THE INTERVIEWEE. THIS PART WILL BE FILLED BY
THE POLLSTER)*

1. **Name of the Association**
2. **City of the Association**..... :
3. **Town of the Association**
4. **Target disabled group** (*More than one choice can be marked*)
 1. ☐ Mentally disabled
 2. ☐ Motor speech disorders
 3. ☐ Hearing-impaired
 4. ☐ Visually-impaired
 5. ☐ Orthopaedic impaired
 6. ☐ General
 7. ☐ Other (Please state it):_____
5. **Responsible person in the Association**
6. **Contact Information of the Association**.....:
(Telephone, e-mail)
7. **Establishment year of the Association**
8. **Member number of the Association**

A. PERSONAL-DEMOGRAPHIC INFORMATION

There are questions below related with your Personal-Demographic Information. Please answer all the questions.

1. Gender:

1. ☐ Male 2. ☐ Female

2. Age: _____ (ATTENTION! If the interviewee is under the age of 18, please stop the survey.)

3. Marital Status:

1. ☐ Single 3. ☐ Divorced
2. ☐ Married 4. ☐ Widow/Widower

4. Which of the following residential units have you spent a large part of your life?

1. ☐ Village 3. ☐ City
2. ☐ Borough (Town) 4. ☐ Metropolis

5. What is your family's total monthly income?

1. ☐ Less than 500 TL 4. ☐ 2.001-3.000 TL
2. ☐ 500-1.000 TL. 5. ☐ 3.001-4.000 TL
3. ☐ 1.001-2.000 TL. 6. ☐ 4.001 TL and above

6. If you have a medical board report for the disabled people, what is the rate?

1. ☐ No report. 4. ☐ Between 60% and 79%
2. ☐ Between 20% and 39% 5. ☐ 80% and above
3. ☐ Between 40% and 59%

7. Do you have social security?

1. ? Yes 2. ? No

8. How would you define your disability? (More than one choice can be marked)

1. ☐ Mentally disabled 4. ☐ Visually-impaired
2. ☐ Motor speech disorders 5. ☐ Orthopaedic impaired
3. ☐ Hearing-impaired

9. When did your disability happen?

1. ☐ Congenital 2. ☐ Afterwards (state the age): _____ 3. ☐ unknown

The following questions are prepared to express your opinions on discrimination. There is no right or wrong responses. For this reason, everyone can answer differently. The important thing is that you express your opinions frankly.

Please mark the answer that describes your feelings the best with (?).

Please answer all the questions. Please do not consult to any person while answering the questions.

Thank you for your time and contribution.

B. DISCRIMINATION

We would like to ask you some questions related with discrimination. Discrimination is defined as all kinds of discrimination, ostracism or constraint that restrains the fundamental rights and freedoms of a group of people under the same conditions because of their language, religion, gender or physical differences.

The following two questions are separate from each other and the first question asks your opinion on the general situation of discrimination in Turkey and the second question asks your personal experiences. Please answer by taking this distinction into account.

10. Please specify if discrimination occurs **GENERALLY IN TURKEY** depending on the following reasons? If you think discrimination occurs, please specify how often this discrimination occurs:

	Never	Rarely	Occasionally	Usually	Always
1. Discrimination based on Gender	1	2	3	4	5
2. Discrimination based on Sexual Orientation	1	2	3	4	5
3. Discrimination based on Ethnic Origin	1	2	3	4	5
4. Discrimination based on Religious Belief	1	2	3	4	5
5. Discrimination based on Disability	1	2	3	4	5

11. According to the following reasons, please specify if **YOU** were discriminated for the past one year. If you think you were discriminated, please specify how often this discrimination occurred:

	Never	Rarely	Occasionally	Usually	Always
1. Discrimination based on Gender	1	2	3	4	5
2. Discrimination based on Sexual Orientation	1	2	3	4	5
3. Discrimination based on Ethnic Origin	1	2	3	4	5
4. Discrimination based on Religious Belief	1	2	3	4	5
5. Discrimination based on Disability	1	2	3	4	5

12. Specify whether you agree with the statement “Disabled people in Turkey are discriminated more when they are compared with the other members of the society”

- | | |
|---|---|
| 1. <input type="checkbox"/> I strongly disagree | 4 <input type="checkbox"/> I Agree |
| 2. <input type="checkbox"/> I do not agree | 5. <input type="checkbox"/> I totally agree |
| 3. <input type="checkbox"/> Neutral | <input type="checkbox"/> |

13. Specify whether disability discrimination in Turkey has changed if compared with 10 years earlier. If it has changed, specify in which way.

- | | | | | |
|--|--|---|---|--|
| 1. <input type="checkbox"/> Increased
lot | a2. <input type="checkbox"/> Increased | 3. <input type="checkbox"/> Did not
change | 4. <input type="checkbox"/> Decrease
d | 5. <input type="checkbox"/> Decreased
a lot |
|--|--|---|---|--|

14. Select three disabled groups that you think are the most sufferers of discrimination.

- | | |
|--|---|
| 1. <input type="checkbox"/> Mentally disabled | 5. <input type="checkbox"/> Orthopaedic impaired |
| 2. <input type="checkbox"/> Motor speech disorders | 6. <input type="checkbox"/> Chronic illness |
| 3. <input type="checkbox"/> Hearing-impaired | 7. <input type="checkbox"/> Psychological and emotional illness |
| 4. <input type="checkbox"/> Visually-impaired | |

C. LEGISLATION

15. Do you know the legislation concerning discrimination based on disability?

- | | |
|---------------------------------|--------------------------------|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No |
|---------------------------------|--------------------------------|

16. Do you know that discrimination against the disabled people is a crime under the Turkish Penal Code?

- | | |
|---------------------------------|--------------------------------|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No |
|---------------------------------|--------------------------------|

17. Do you know where disabled people can apply to claim their rights?

1. ☐ Yes (*If your answer is ‘yes’, can you specify the place to apply?*)

1. _____

2. _____

3. Does not know the name

2. ? No

18. Do you know the places to receive support and consultancy if you are discriminated because of your disability?

1. ☐ Yes (If your answer is 'yes', can you specify the place to apply?)

1. _____

2. _____

3. Does not know the name

2. ☐ No

19. Do you have information about the United Nations Convention on the Rights of Persons with Disabilities?

1. ☐ Yes 2. ☐ ? No (If your answer is “no” please go the question 23)

Do you know that our country undertakes the following according to the United Nations Convention on the Rights of persons with disabilities that was enacted in 2008 with the Law No. 5825?

20. To take necessary measures effectively to ensure full participation of all the disabled people in society in areas such as education, health, employment under equal conditions with other individuals

1. ☐ Yes 2. ? No

21. To change or eliminate laws, regulations, traditions and practices that constitutes discrimination against the disabled people

1. ☐ Yes
2. ☐ No

22. To provide full participation of civil society and especially disabled people and organizations that represents disabled people in the auditing process of United Nations Convention on the Rights of Persons with Disabilities in Turkey

1. ☐ Yes
2. ☐ No

D. EMPLOYMENT

23. Which of the following is consistent with your ideas whether disabled people experience discrimination during their employment life when compared with other individuals?

1. ☐ They never experience
2. ☐ They experience rarely
3. ☐ They experience occasionally
4. ☐ They experience usually
5. ☐ They experience always

24. Have you ever worked in any job that brought in money?

1. ☐ Yes 2. ☐ No (*If your answer is “no” please go the question 28*)

If your answer is “Yes”, please specify the job(s) you have worked in

25. In the last five years, have you worked in any job that brought in money?

1. ☐ Yes 2. ☐ No (If your answer is “**no**” please go the question 28)

If your answer is “Yes”, please specify the job(s) you have worked in

26. How much are/were you earning monthly in your last job?

1. ☐ Less than 500 TL.
2. ☐ 500-1.000 TL.
3. ☐ 1.001-2.000 TL.
4. ☐ 2.001-3.000 TL
5. ☐ 3.001-4.000 TL
6. ☐ 4.001 TL and above

27. In which sector are you working or did you work?

1. ☐ Private

28. During the last one year, did you look for a job or did you try to establish your own business?

1. ☐ Yes 2. ☐ No

*(The questions until the **question 37** will be asked to the individuals that answered the 25. Question as “Yes”)*

The following statements describe the discrimination faced by disabled people in their working life. Specify whether you have encountered this kind of discriminatory situations in the last five years. If you have encountered, specify how frequently you encountered?

	Never	Rarely	occasionally	usually	always
29. I was not accepted for the job although I had the same or greater qualifications when compared with a non-disabled candidate	1	2	3	4	5
30. As I was disabled, I was employed in jobs that were well above or below my capacity.	1	2	3	4	5
31. As I was disabled, I was not employed in a suitable position to be promoted.	1	2	3	4	5
32. As I was disabled, I did not benefit from the trainings and services concerning the professional career training.	1	2	3	4	5
33. When compared with the non-disabled employees doing the same job, I was employed with a less wage	1	2	3	4	5
34. As I was disabled, I was mistreated or deterred by my employer or superiors when compared with other workers.	1	2	3	4	5
35. Suitable physical arrangements for my disability were not made in the workplace.	1	2	3	4	5
36. Although I was employed by reason of obligation to employ a disabled person, I did not have any job.	1	2	3	4	5

E. EDUCATION

37. Which of the following is suitable with your opinion whether disabled people experience discrimination in their education life in comparison with other individuals?

- | | |
|--|---|
| 1. <input type="checkbox"/> They never experience. | 4. <input type="checkbox"/> They experience usually |
| 2. <input type="checkbox"/> They experience rarely. | 5. <input type="checkbox"/> They experience always |
| 3. <input type="checkbox"/> They experience occasionally | |

38. Educational status:

1. ☐ Illiterate
2. ☐ Literate
3. ☐ Primary school graduate (*Go to the question 40*)
4. ☐ Middle School graduate (*Go to the question 40*)
5. ☐ High school or a similar school graduate (*Go to the question 40*)
6. ☐ College / University (*Go to the question 40*)
7. ☐ Postgraduate (*Go to the question 40*)

39. If you never went to school, specify the reason:

(In case this question is answered, please go to questions related with health.-Question 49-)

The following statements describe the discrimination faced by disabled people in their education area. Specify whether you have encountered this kind of discriminatory situations in your education life. If you have encountered, specify how frequently you encountered?

	Never	Rarely	Occasionally	Usually	Always
40. My application for school enrollment was refused because of my disability.	1	2	3	4	5
41. I had difficulty in educational institution buildings (entering the building, going to other floors, using toilets) as physical arrangements suitable for my disability were not made.	1	2	3	4	5
42. In comparison with non-disabled students, I did not receive the education (high school, college, post graduate etc.) I want.	1	2	3	4	5
43. Support services (study times, personal help, technical assistance etc.) intended for disabled people in education system were not provided.	1	2	3	4	5
44. Educators working where I received my education were not trained on the subject of disability.	1	2	3	4	5
45. Communication tools and technologies suitable for disabled people were not used.	1	2	3	4	5
46. Since adjustments intended for the disabled people were not made, I could not benefit from the courses and/or programs (painting, music, language) intended for mature persons training (adults).	1	2	3	4	5
47. Since adjustments intended for the disabled people were not made, I could not benefit from education opportunities (Turkish employment organization, municipality, public education courses) intended to provide a job.	1	2	3	4	5
48. I was subject to unfair treatment or negative attitudes by the employees (teachers, directors) in the education institution because of my disability.	1	2	3	4	5

F. HEALTH

49. Which of the following is suitable with your opinion whether disabled people experience discrimination in healthcare area in comparison with other individuals?

- | | |
|--|---|
| 1. <input type="checkbox"/> They never experience. | 4. <input type="checkbox"/> They experience usually |
| 2. <input type="checkbox"/> They experience rarely. | 5. <input type="checkbox"/> They experience always |
| 3. <input type="checkbox"/> They experience occasionally | |

The following statements describe the discrimination faced by disabled people in their healthcare area. Specify whether you have encountered this kind of discriminatory situations in the last five years. If you have encountered, specify how frequently you encountered.

	Never	Rarely	Occasionally	Usually	Always
50. As I was disabled, I received lower standard and quality of health care service when compared with other individuals of the society.	1	2	3	4	5
51. The institution that provided health service did not provide the health care service I needed because of my disability.	1	2	3	4	5
52. I had difficulty to benefit from the health service as suitable physical adjustments for disabled people were absent in the institution that provided health service.	1	2	3	4	5
53. Health personnel (doctor, nurse etc.) had a negative attitude because of my disability when compared with other individuals of the society.	1	2	3	4	5
54. I did not benefit from health service I needed for my disability as healthcare services (including equipment and tools) were not covered by the health insurance.	1	2	3	4	5

G. PARTICIPATING IN RESTING, SPARE TIME ACTIVITIES, CULTUREL LIFE and SPORT ACTIVITIES

55. Which of the following is suitable with your opinion whether disabled people experience discrimination in Cultural life in comparison with other individuals?

- | | |
|--|---|
| 1. <input type="checkbox"/> They never experience. | 4. <input type="checkbox"/> They experience usually |
| 2. <input type="checkbox"/> They experience rarely. | 5. <input type="checkbox"/> They experience always |
| 3. <input type="checkbox"/> They experience occasionally | |

56. How frequently do you participate in activities such as Movie Theater, theater, bazaar, concert?

- | | |
|--|-------------------------------------|
| 1. <input type="checkbox"/> Never | 4. <input type="checkbox"/> Usually |
| 2. <input type="checkbox"/> Rarely | 5. <input type="checkbox"/> Always |
| 3. <input type="checkbox"/> Occasionally | |

The following statements describe the discrimination faced by disabled people while participating to resting, cultural life and sport activities. Specify whether you have encountered this kind of discriminatory situations in the last five years. If you have encountered, specify how frequently you encountered.

	Never	Rarely	Occasionally	Usually	Always
57. I could not benefit from cultural activities such as Movie Theater, theater as required adjustments for disabled people and/or informing were not made.	1	2	3	4	5
58. I was asked to sit in a spot where non-disabled people would not prefer in a place where cultural activities such as Movie Theater, theater activities were made.	1	2	3	4	5
59. I could not benefit from support services such as consultancy, hobby activities that would make the lives of disabled people easier.	1	2	3	4	5
60. I could not benefit from theater, music, painting and sport activities although I was interested in those activities as facilities (lack of personnel, physical adjustments, etc.) intended for disabled people were not provided.	1	2	3	4	5

H. LIVING INDEPENDENTLY, PARTICIPATING IN THE SOCIETY AND SOCIAL LIFE

61. Which of the following is suitable with your opinion whether disabled people experience discrimination while participating in the society in comparison with other individuals?

- | | |
|--|---|
| 1. <input type="checkbox"/> They never experience. | 4. <input type="checkbox"/> They experience usually |
| 2. <input type="checkbox"/> They experience rarely. | 5. <input type="checkbox"/> They experience always |
| 3. <input type="checkbox"/> They experience occasionally | |

The following statements describe the discrimination faced by disabled people while living independently and participating in social life. Specify whether you have encountered this kind of discriminatory situations in the last five years. If you have encountered, specify how frequently you encountered.

	Never	Rarely	Occasionally	Usually	Always
62. People that I did not know had negative attitudes (humiliation, indifference, making fun of me, etc.) toward me as I was disabled.	1	2	3	4	5
63. I was exposed to ill treatment (humiliation, indifference, making fun of me, etc.) by the workers of public institutions as I was disabled.	1	2	3	4	5
64. I had difficulty as necessary adjustment and informing intended for disabled people was not available in places such as public institutions, supermarkets, stores and restaurants.	1	2	3	4	5
65. I had difficulty as necessary adjustment and informing intended for disabled people was not available in public places. (such as roads, sidewalks and parks)	1	2	3	4	5
66. I could not use public transport vehicles (bus, metro, ferry, shared taxi, etc.) as necessary adjustments were not made.	1	2	3	4	5
67. I could not use interprovincial public transport vehicles (bus, airplane) as suitable adjustments intended for disabled people were not made.	1	2	3	4	5
68. Although it is not provided in the law, I was exposed to different attitudes (such as demanding a witness, denying appeal) in government agencies and/or banks where signature is required.	1	2	3	4	5

I. PARTICIPATION IN POLITICAL LIFE

69. Which of the following is suitable with your opinion whether disabled people experience discrimination while participating in political life in comparison with other individuals?

- | | |
|--|---|
| 1. <input type="checkbox"/> They never experience. | 4. <input type="checkbox"/> They experience usually |
| 2. <input type="checkbox"/> They experience rarely. | 5. <input type="checkbox"/> They experience always |
| 3. <input type="checkbox"/> They experience occasionally | |

70. How frequently did you vote when you had the right of voting in elections?

- | | |
|--|-------------------------------------|
| 1. <input type="checkbox"/> Never | 4. <input type="checkbox"/> Usually |
| 2. <input type="checkbox"/> Rarely | 5. <input type="checkbox"/> Always |
| 3. <input type="checkbox"/> Occasionally | |

71. Did you make any attempt to become a member of a political party? *(Those who answer this question "No" will not answer the questions 74 – 75.)*

- | | |
|----------|---------|
| 1. ? Yes | 4. ? No |
|----------|---------|

The following statements describe the discrimination faced by disabled people while participating in political life. Specify whether you have encountered this kind of discriminatory situations in the last five years. If you have encountered, specify how frequently you encountered.

.	Never	Rarely	Occasionally	Usually	Always
72. Although I was written as disabled in voter file, necessary adjustments (placing the ballot box in the first floor, avoiding the queue) were not made.	1	2	3	4	5
73. Although I needed to vote with a companion because of my disability, I was not allowed.	1	2	3	4	5
74. My application for becoming a member of a political party was denied as I was a disabled person.	1	2	3	4	5
75. As I was disabled, I was not employed with an active role although I was a member of a political party.	1	2	3	4	5

76. Specify whether you agree with the statement “Political parties in Turkey are developing efficient policies intended for disabled people”

- | | |
|---|---|
| 1. <input type="checkbox"/> I strongly disagree | 4. <input type="checkbox"/> I agree |
| 2. <input type="checkbox"/> I do not agree | 5. <input type="checkbox"/> I totally agree |
| 3. <input type="checkbox"/> Neutral | |

J. ACCESS TO JUSTICE

77. Which of the following is suitable with your opinion whether disabled people experience discrimination in access to justice in comparison with other individuals?

- | | |
|--|---|
| 1. <input type="checkbox"/> They never experience | 4. <input type="checkbox"/> They experience usually |
| 2. <input type="checkbox"/> They experience rarely | 5. <input type="checkbox"/> They experience always |
| 3. <input type="checkbox"/> They experience occasionally | |

78. Did you encounter a situation that required you to go to a police station and/or court house?(Those who answer this question No will not answer the questions 79-80)

- | | |
|----------|---------|
| 1. ? Yes | 2. ? No |
|----------|---------|

The following statements describe the discrimination faced by disabled people while accessing to justice. Specify whether you have encountered this kind of discriminatory situations in the last five years. If you have encountered, specify how frequently you encountered.

	Never	Rarely	Occasionally	Usually	Always
79. I had difficulty in police station and/or court house as they did not have suitable physical adjustments and communication facilities for my disability.	1	2	3	4	5
80. As I was disabled, my witnessing or defense or complaint was neglected.	1	2	3	4	5
81. As I was disabled, law-enforcement officers (police, soldier, and municipal police) had negative attitudes toward me.	1	2	3	4	5

K. ACCESS TO INFORMATION

82. Which of the following is suitable with your opinion whether disabled people experience discrimination while accessing to information?

1. ☐ They never experience
2. ☐ They experience rarely
3. ☐ They experience occasionally
4. ☐ They experience usually
5. ☐ They experience always

The following statements describe the discrimination faced by disabled people in the area of accessing to information. Specify whether you have encountered this kind of discriminatory situations in the last five years. If you have encountered, specify how frequently you encountered.

	Never	Rarely	Occasionally	Usually	Always
83. I had difficulty accessing to means of communications and information (pay phone, telephone book, emergency services and internet services) as adjustments intended for the disabled people were not enough.	1	2	3	4	5
84. I was not informed about the announcements concerning all the society as they were not made suitable for disabled people.	1	2	3	4	5
85. I could not access to information I needed when I applied the government institutions as related adjustments were not made about the means of communications (Braille alphabet, sign language, etc.)	1	2	3	4	5
86. I could not access to the intended information as instructions that included communication forms suitable for disabled people were not present on the websites of public institutions.	1	2	3	4	5

L. METHODS OF COPING WITH DISCRIMINATION

The following questions are intended to figure out what methods you use after you encounter discrimination.

87. If you were discriminated in the areas mentioned during the survey such as employment, education, health, social activities, full participation in the social life, participation in political life, access to the justice, access to the information, what did you do USUALLY after experiencing discrimination? (More than one choice can be marked)

1. ☐ I did not attempt to do any thing.(*If this choice is marked, go to the question 88*)
2. ☐ I told it to my relatives.
3. ☐ I told it to the association I am member of and other associations for disabled people.
4. ☐ I told it to the public opinion.(mentioning in the meetings, noticing television channels or newspapers)
5. ☐ I claimed my rights. (Petitioning, sue, etc.)
(*If this choice is marked, go to the question 89*).
6. ☐ Other (Please state it)_____

88. Why did you not report to the authorities that you were discriminated?

(If this question is answered, go to the question 91) (More than one choice can be marked)

1. ☐ I was afraid of adverse outcomes. (like not receiving a good service in the future)
2. ☐ I did not know how and where to report this situation.
3. ☐ I did not report as I knew I did not get a result although I reported a similar case before.
4. ☐ I think that reporting such cases would not change anything.
5. ☐ I think it was unimportant and was not worth reporting it and such cases are always happening.
6. ☐ I did not report, as I thought bureaucratic process would take too much time.
7. ☐ I coped with it by myself or with the support of my friends or my family.
8. ☐ Other (Please state it)_____

89. What kind of results did you get GENERALLY from the place you claimed your rights?

1. ☐ I did not receive any answer.
2. ☐ It was accepted that I was right.
3. ☐ It was accepted that I was partly right.
4. ☐ I was not right.
5. ☐ Other (Please state it)_____

90. From whom did you GENERALLY receive help when you were claiming your rights?

(More than one choice can be marked)

1. ☐ From nobody
2. ☐ From my relatives
3. ☐ From an association
4. ☐ From a related public institutions
5. ☐ From a governorship
6. ☐ From a Municipality
7. ☐ From a lawyer
8. ☐ Other (Please state it)_____

91. Did you witness or experience a disability discrimination apart from the situations mentioned during the survey? Specify briefly:

.....

.....

.....

.....

.....

92. Relationship between discrimination and having a visible disability was researched in several studies. In this context, we are asking whether you have a visible disability or not?

1. ☐ I have
2. ☐ I do not have

THIS PART WILL BE FILLED BY POLLSTER AFTER THE INTERVIEW

1. Write the question numbers that the interviewee had difficulty understanding:

2. Write the question numbers if the interviewee refused to answer any of the questions:

3. Specify briefly if the interviewee had any Recommendations (survey time, question offer, etc.) for the survey:

4. Who filled the survey?
 1. ☐ Pollster
 2. ☐ Interviewee
 3. ☐ other (Please state it): _____

5. Was there any guidance or interference to the interviewee during the survey?
 1. ☐ Yes
 2. ☐ No

6. Did you have to make explanations about the questions in the survey?
 1. ☐ Yes (Specify question numbers):
 2. ☐ No

Name and Surname of the Pollster:.....Signature:.....