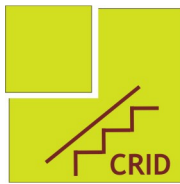


Survey on the situation of hard-of-hearing young people in Serbia

Inclusive Society Development Centre

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Text by:
Vesna Bogdanović
Suzana Ivanović
Zoran Gavrilović

Translated by:
Mladen Marković

Design:
Grigorije Lazarević

Pre-publishing:
Beoprojekt

Contact :
Inclusive Society Development Centre / Centar za razvoj inkluzivnog društva,
ul. Zahumska 23a, 11120 Beograd, Srbija
tel/fax: 011.311.97.61, e-pošta: office@crid.org.rs , web: www.crid.org.rs

Content

1. The Context and Purpose of the Survey
2. Theme of the Survey
3. Survey on the situation of young hard-of-hearing people in Serbia - the Background
4. The Methodological frame of survey
5. Results
 - 5.1. The hard-of-hearing young people and discrimination
 - 5.2. World of labour and hard-of-hearing young people
 - 5.3. Hard-of-hearing young people and education
 - 5.4. Social and cultural life of hard-of-hearing young people
6. The main results of survey
7. The recommendations
8. Attachments

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The recommendation of Council of Europe is that all national members of IFHOHYP invest an effort to find the additional financial support in own countries in order to achieve more detailed and wider survey.

CRID, by this research contributed to realizing of analysis of actual situation concerning young hard-of-hearing people in Serbia and formulating the recommendations for improvement of regulations and practice.

This publication contents the results from questionnaires fulfilled by young hard-of-hearing people personally or via online questionnaire on the web site of CRID.

Here we are expressing our gratitude to all who supported the realization of this big survey: Institute for Experimental Phonetics and Speech Pathology (IEPSP) from Belgrade, Intermunicipality organization for deaf and hard-of-hearing of Zrenjanin, DES Novi Sad from Novi Sad and

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1. The Context and Purpose of the Survey

In past eight years (2001-2009) the interest for problems confronting people with disabilities in Serbia raised, in the first row, thanks to the opening of the collaboration on all concerning fields with international community, but also to intensifying of activities of organizations of people with disabilities, resulting by rejection at those time dominant medical model of approach to people with disabilities. Присталице of that model considered people the disabilities as unimportant patients - primarily as people with diagnosis, even incapable not only for independent living, but also for any activity, especially intellectual and/or creative ones.

The direct consequence of such statements was the isolation of people with disabilities into protected environments, their ghettoization and својеврсна isolation from social mainstream. This group is considered as object about which is needed to take care and which is not able to work or produce, to find employment and acquire the adequate education. From those reasons the special institutions are founded as daily care centres, disability unions, protection labour workshops, etc. where people with disabilities were cared/managed by people without disabilities. Such social policy created the situation where the people with disabilities were considered by people without disabilities as second-class citizens which have to be avoided or in better case, to have mercy on.

During the 1990-ties, by founding of many organizations of people with disabilities, the movement appears, which advocates in the beginning the social model of approach to people with disabilities, evolving quickly to inclusive model of approach, especially after year 2000, with start of reforms of social policy in Serbia.

As positive consequence to be underlined, is that today the representatives of organization of people with disabilities are regularly consulted and included reform processes, also state administration adapted the concept of reforms to be conforming to inclusive principles and put the person with disability into focus, not abstract model imposed by medical approach. As example of this process, inside the Ministry of labour, employment and social policy in year 2004, is established Sector for protection (of rights) of people with disabilities.

Four major events relevant to theme of this survey, marked past four years:

Year 2006:

- The adoption of Bill on Prevention of Discrimination against people with disabilities gone onto power from 25.04.2006. By this law, the general regime of prohibition of discrimination concerning disability is regulated, the special cases of discrimination on people with disabilities, procedure of protection of people with disabilities exposed to discrimination and measures to be undertaken for stimulating equality and social inclusion of people with disabilities.
- The Strategy for improvement of position of people with disabilities in Republic of Serbia adopted by Government of Republic of Serbia on 26.12.2006 which represent the mid-term activities plan for all social factors in Serbia, with goal of improvement of position of people with disabilities. The goals of the Strategy are set-up for period 2007-2015 with bi-annual action plans.

Year 2007:

- The finalization and adoption of The UN Convention on the Rights of Persons with Disabilities for promotion and protection of rights and dignity of people with disabilities, which represents the important contribution to efforts for reduction of social disadvantage to which are people with disabilities exposed and with goal of promoting of their participation in civic, politic, economic, social and cultural spheres of life with equal opportunities, as in developed countries, as in countries under development, as in mid-developed countries like Serbia.

Year 2009:

- The adoption of Law on professional rehabilitation and employment of people with disabilities in National Parliament on 13.05.2009, which represent the logical follow-up of previously mentioned initiatives and activities.

2. Theme of the survey

The theme on improvement of young people with disabilities and detection of their actual situation, this is the new topic in Serbia, so every step, even less important as adoption of the laws regulating improvement of social situation of youth, is for being encouraged, because it witnesses on tough decision and developed mind of state to support such projects, as important step further to implementation of wider society level solution.

The pioneer's steps merits the attention, but often they are just the beginning of the process.

Also, the adoption of reforms statements on all social levels is very important, concerning the actual situation of young hard-of-hearing, which includes planned education and information process directed to all directly and indirectly concerned groups which influence and attitude towards people with disabilities would be corrected by many strategically and methodically well conceived techniques with purpose of socialization, inclusion and integration of this target group into society mainstream on the equal rights basis.

The basic statement for inclusion of young people into all aspect of life

It is important to note that in Reduction Poverty Strategy adopted by Government of Serbia in 2003, the reforms of system of social protection¹ is planned, which understands the poverty reduction of menaced groups as people with disabilities. Especially is highlighted the inefficiency of existing education system of education which concerns the endangered groups. Accordingly, by researches realized before development of Strategy it is identified that level of unemployment is directly dependant of level of education, while only 2% of highly educated persons are unemployed. Even tough that Strategy understands the realization of program of additional education, qualification and prequalification for all citizens, there are no separate segment defining reforms of system of education and employment of people with disabilities.

The Feasibility study on employment and professional rehabilitation of people with disabilities² defined the preconditions which have to be fulfilled before implementation of policy of employment of people with disabilities. Those preconditions are connected to:

- Collected socio-economic data,

¹ The Government of Serbia, The Poverty Reduction Strategy (2003.), Attachments, p.23-28, 54, Belgrade

² The Government of Serbia, The Feasibility Study on Employment and Professional Rehabilitation of people with disabilities (2005), p.6, Belgrade

- Accessibility of workplace,
- Need for inclusive education system,
- Personal assistance capacities,
- Coordination of relevant ministries

Within this context, with intention to encourage the activities on the field of improvement of position of people with disabilities, Inclusive Society Development Center (CRID) with assistance of Bureau for Social Researches realized the project “Survey on the situation of young hard-of-hearing people in Serbia”

3. Survey on the situation of young hard-of-hearing people in Serbia - the Background

This project is the part of European-level international project „Hard of hearing young people in Europe: Developing strategies on access to equal participation, social inclusion and protection of human rights“ which is supported by

- To run research on social inclusion and human rights for hard-of-hearing young people in different countries
- To use the results in order to improve the situation for hard-of-hearing young people in Europe. Use results to raise public awareness and effect decision-makers
- To focus on social inclusion and human rights of hard of hearing young people and deal with discrimination and access in the areas of education, employment and society.

The most of people with disabilities in Serbia are people with hearing impairments. Upon estimation of the World Health Organization, at least 10% of every population are people with disabilities and young hard-of-hearing people is surely on of the biggest groups inside this part of population.

Most of those people are unemployed. The results of pre-survey of International Federation of Hard-of-Hearing Young People across Europe say that most of young hard-of-hearing women are in situation of being subsisted person.

In Serbia, there are no official data on situation of young hard-of-hearing people. All of data CRID gathered during its activists work in the movement of people with disabilities in Serbia. There was never any survey showing the percents concerning alarming situation of hard-of-hearing young people in Serbia.

The general surveys on people with disabilities and their education is giving information on disquieting situation on their employment.

From total number of all people with disabilities, 50% of them have high, college and higher education. This data says that in Serbia people with disabilities are as educated as people without disabilities, so 50%.

But, the unemployment rate at people without disabilities is 16,4% (April 2009), and at people without disabilities is 79%. This result is in contradiction with real working possibilities of people with disabilities.

The hard-of-hearing young people are directed to be educated in special schools, so it results by their competitiveness on open labour market is very low, resulting by very low income and upon up to date criteria is considered as poor.

The most of hard-of-hearing young people are employed in so called protective workshops and those who are not employed is in more difficult situation than other people with disabilities because they don't have other incomes for disability status (disability allowance, social help payment, care and assistance allowance)

The causes of poverty of hard-of-hearing young people are mostly little possibilities for education and low employment rate.

4. The Methodological frame of survey

The survey on hard-of-hearing young people in Serbia is realized on representative sample of 443 examinees on the territory of republic of Serbia by combining of two methods: online questionnaire and written questionnaire on the field. Within the instrument made from 114 variables the next theme were processed:

- familiarity of examinees with rights and their perception of discrimination;
- the position on the labour market;
- inclusive education;
- social and cultural life as indicators of social inclusion of hard-of-hearing young people.

Before passing on analysis of obtained results, the sociodemographic characteristics of participants of survey will be presented.

Concerning the sexes structure in the sample, the female population is a little more present (56,2%), while male is less present with 43,8%.

About age structure: one third of examinees is up to 25 and two-third is age from 26 to 35 (Table 1.)

Keeping in mind the goal of survey, it is decided that age of 35 is the upper limit for being taken into consideration for survey and analysis.

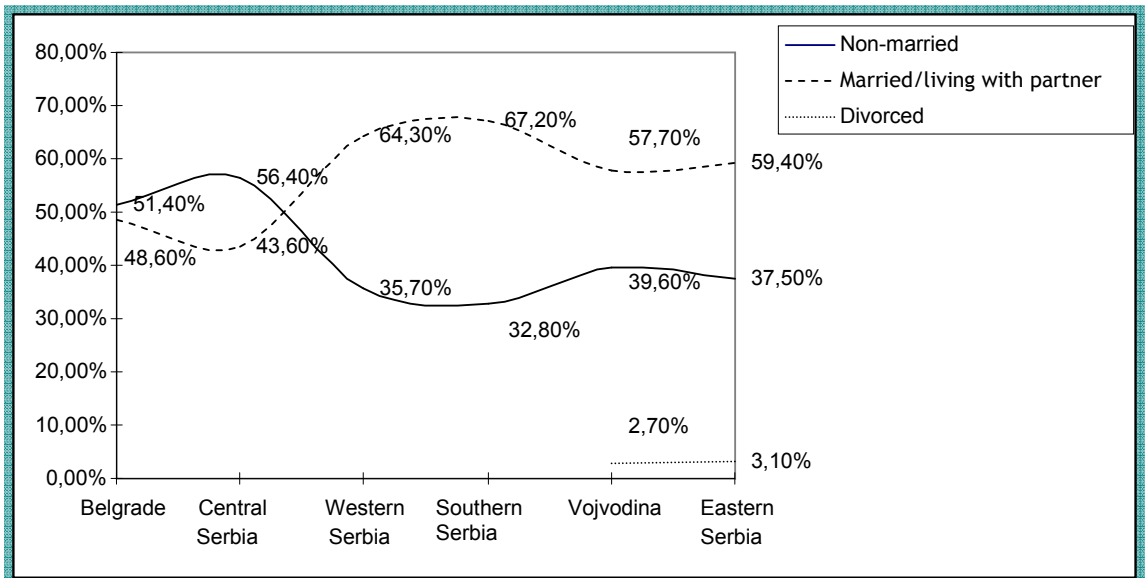
5. Results

Table 1. Age structure of examinees

Age (years)	%
Up to 25	35,5
From 25 to 35	64,5

Marriage status: 44,2% are not married and 54,9% are married or living with partner. Watching by regions, Belgrade and Central Serbia have bigger rate of single and older than 25, by the difference of other part of Serbia where is the contrary situation. (Chart1.)

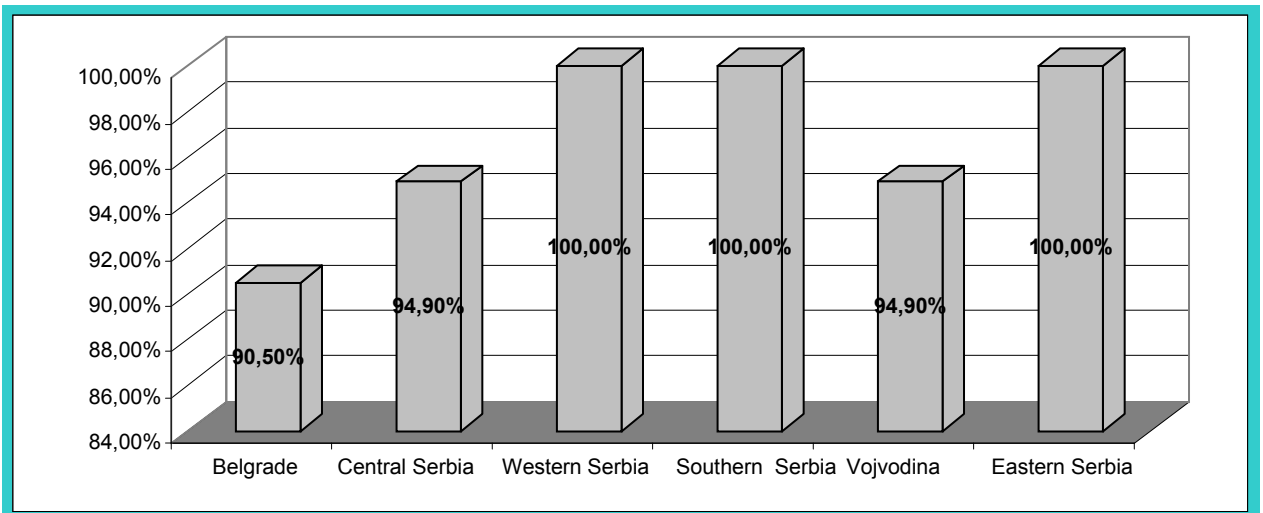
Chart 1. Marriage status examinees by regions of Serbia



By this survey, the high rate of marriage between hard-of-hearing young people is noted (95,7%).

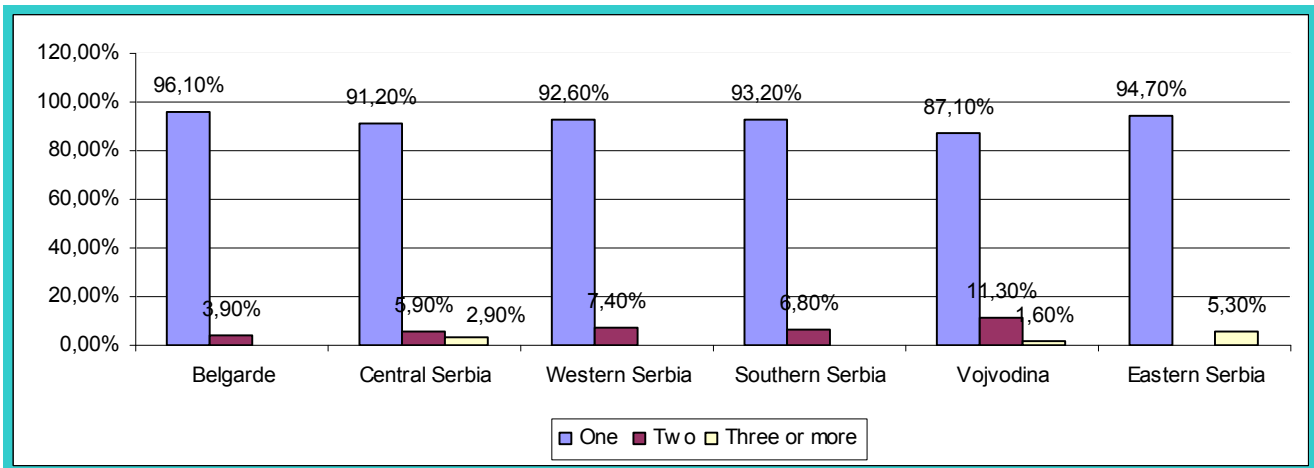
Even though it is very difficult to expect bigger differences by regions, from the data presented in Chart 2. It is visible that in western, southern and eastern Serbia, the percentage of marriage among hard-of-hearing young people is 100%, which indicates on some type of marriage endogamy, as potential indicator of social (self)exclusion of this group.

Chart 2. The marriage status of examinees by regions of Serbia

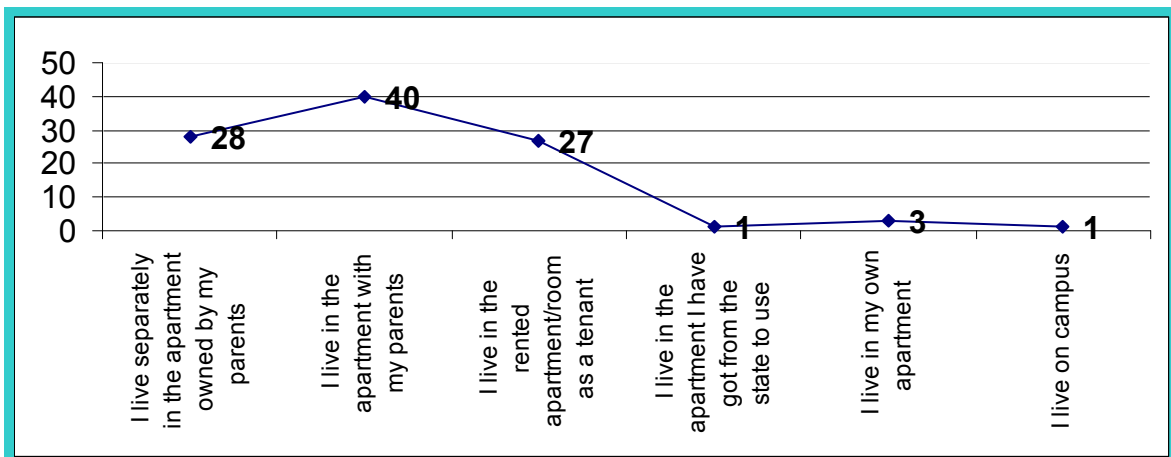


A little less than one-third of married examinees have children. In nine of ten marriages is one child and 6,7% have two children. (Chart 3.)

Chart 3. Number of children per examinee by regions of Serbia



Most of examinees live in the properties with parents, or in properties belonging to their parents, or in properties belonging to them. One third of examinees live in rented flats. (Chart 4.) **Chart 4. Housing status of examinees**



In this survey, 24,3% of examinees use hearing aid on left ear, 8,6% on right ear, 5,7% on both ear, while 9,8% of examinees don't use hearing aids. Only 0,7% examinees use the Cochlear implant. The related questions are the way of communication: 32,4% of examinees communicate with their environment verbally, 30% use verbal and sign language and 34,7% use verbal and sign language in dependence of situation.

Chart 5. Way of communication with environment

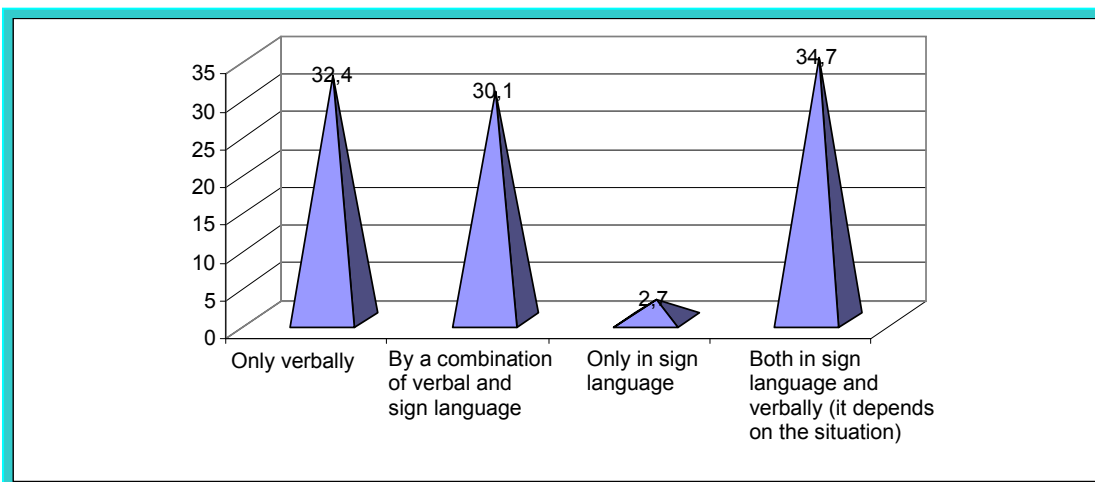
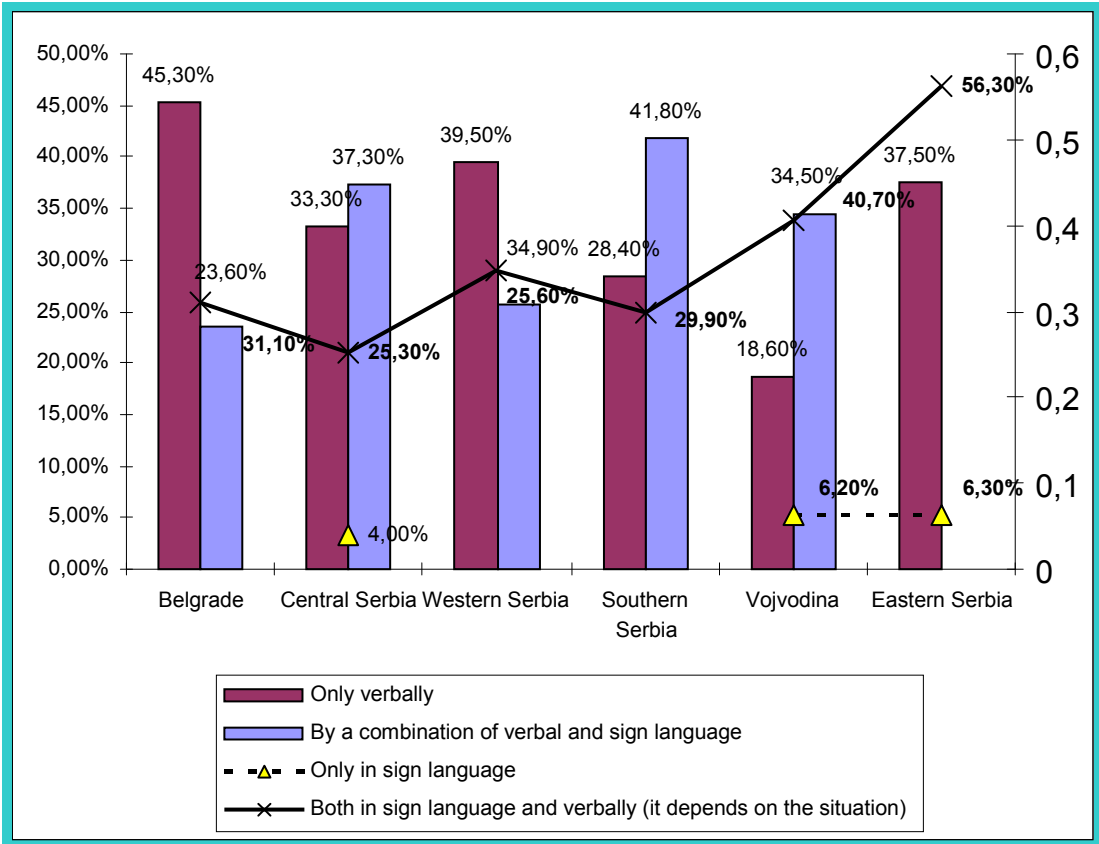


Chart 6. Way of communication with environment by regions of Serbia



Such character of communication discovers the character of social inclusion

Keeping in mind that, and answers from examinees, the social inclusion of examinees from Belgrade and western Serbia is a little smaller, because only 43,5% examinees from Belgrade and 39,5% western Serbia are communicating only verbally.

Other side, the combination of verbal and sign language, as a way to communicate is more use in other part of Serbia.

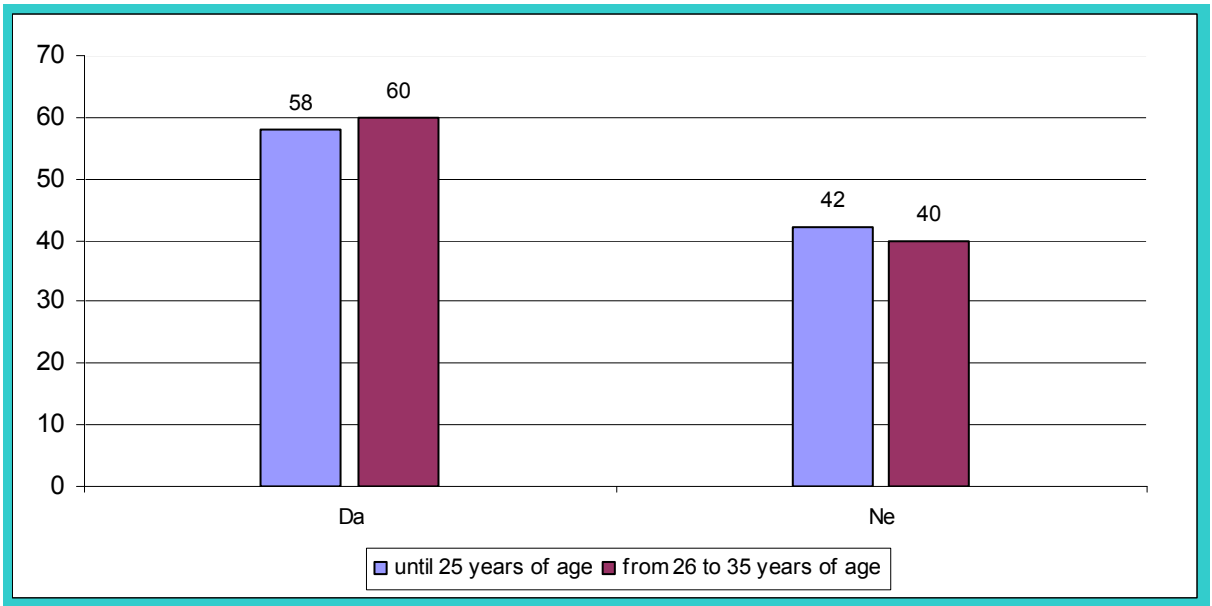
Upon to the results of survey, 65, 9% of examinees claimed to have the status of person with disability. Regarding upon cities, the lowest percentage of examinees declared themselves as persons with disabilities is in Belgrade (60,6%) and the highest percentage is in central Serbia (71,6%).

Table 2. Percentage of examinees having status of person with disability watching by regions

	%
Belgrade	60,6%
Central Serbia	71,6%
Western Serbia	69,8%
Southern Serbia	65,7%
Vojvodina	64,6%
Eastern Serbia	68,8%

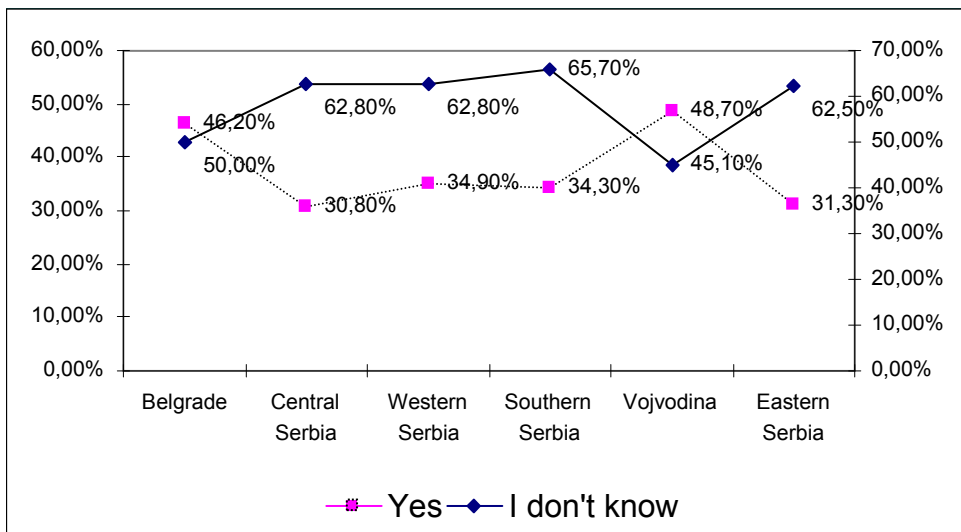
But, comparing the age of examinees and gathering the status of person with disabilities, it appears that by age the percentage of acquired status of person with disability is also raising. (Graphic 7.)

Chart 7. Percentage of acquired status of person with disability in correlation with age



One of the questions was about in time discovering of hearing problems. The results of survey on this sample shows that 40, 1% of examinees, upon their statements, discovered their hearing problems in time. Over than half of examinees (55, 3%) answered that they don't know if they discovered hearing problems in time.

Chart 8. Duly discover of hearing problems by regions of Serbia.



The presented results say that highest percentages of examinees are in Belgrade (46,2%) and Vojvodina (48,7%) who discovered the problems with hearing in time. Otherwise, the highest

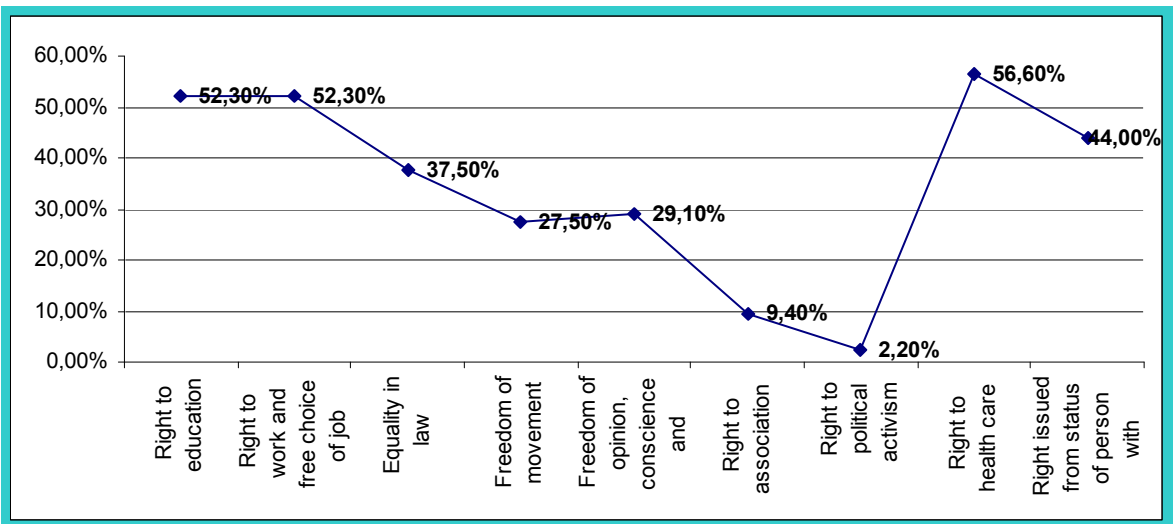
percentage of examinee in south Serbia (65,7%) and in central and western Serbia (62,8%) don't know if they discovered hearing problems in time.

These results open the question how and on which way on early discover of hearing problems influence the health culture of citizens and how influences the health care system. Comparing by age, it is evident that there are no remarkable differences in duly discover of hearing problems. So, 45% of examinees of age up to 25 and 38% of age from 26 to 35, believe that they discovered the hearing problem in time. Otherwise, less than one-third of examinees of age up to 25 and half those of age from 26 to 35, don't know if they discovered the hearing problem in time.

5.1. The hard-of-hearing young people and discrimination

For the situation of marginalized groups, the problem of discrimination on them is also related. The legal inhibition is one of the indicators and characters of discrimination of any social group, including hard-of-hearing young people. The results of this survey shows experience of realization of rights below 50%

Chart 9. The perception of realization of rights



In tables 3a and 3b, the regional and age differences in perception of realization of rights are shown

Table 3a. The perception of realization of rights to by age

Age	Right	Yes	I don't know
Up to 25	Right to education	45,8%	27,5%
	Right to work and free choice of job	41,5%	26,1%
	Equality in law	27,8%	24,3%
	Freedom of movement	24,3%	24,3%
	Freedom of opinion, conscience and confession	23,8%	9,1%
	Right to association	9,7%	33,3%
	Right to political activism	2,1%	26,6%
	Right to health care	45,8%	6,9%
	Right issued from status of person with disabilities	38,9%	29,2%

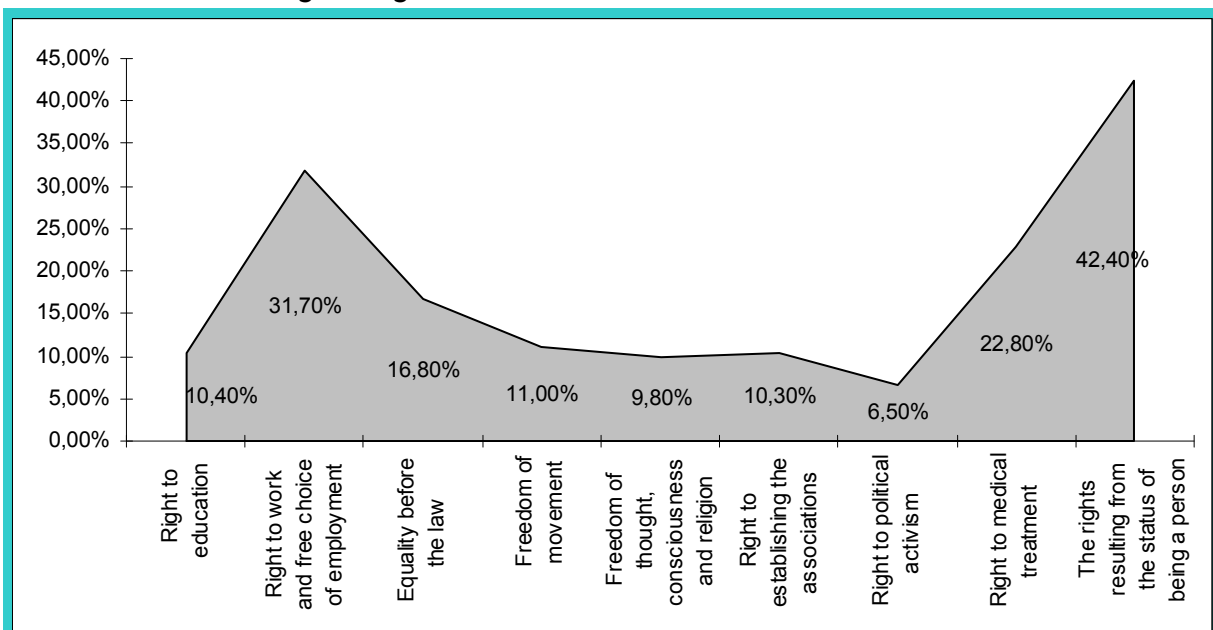
From 26 to 35	Right to education	52,2%	34,8%
	Right to work and free choice of job	54,9%	25,4%
	Equality in law	42,7%	30,7%
	Freedom of movement	29,3%	32,3%
	Freedom of opinion, conscience and confession	32,1%	2,3%
	Right to association	9,1%	40,8%
	Right to political activism	1,9%	22,6%
	Right to health care	62,8%	1,1%
Right issued from status of person with disabilities	46,2%	25,6%	

Table 3b. The perception of realization of rights by region

Rights	Belgrade	Central Serbia	Western Serbia	Southern Serbia	Vojvodina	Eastern Serbia
Right to education	37,3%	69,7%	48,8%	73,1%	51,8%	21,9%
Right to work and free choice of job	46,1%	62,2%	62,8%	59,7%	49,1%	31,3%
Equality in law	25,0%	33,9%	39,5%	61,2%	27,5%	68,8%
Freedom of movement	25,0%	19,0%	20,9%	40,3%	28,4%	28,1%
Freedom of opinion, conscience and confession	27,2%	24,1%	37,2%	31,3%	27,8%	31,3%
Right to association	7,7%	10,3%	7,0%	6,0%	10,2%	18,8%
Right to political activism	1,0%	0	2,3%	0	5,6%	3,1%
Right to health care	45,2%	55,9%	44,2%	74,6%	63,9%	50,0%
Right issued from status of person with disabilities	31,1%	32,8%	39,5%	44,8%	52,3%	81,3%

As on realizing, as on marking of level of realization of rights influences the level of knowledge on rights, so the examinees answered how they estimate the knowledge on rights. The examinees answered that they are most familiar with rights issued from status of person with disabilities (42,4%), right to free choice of job (31,7%) and right to health care (22,8%). As on marking the realization of the rights influences the familiarity with rights,

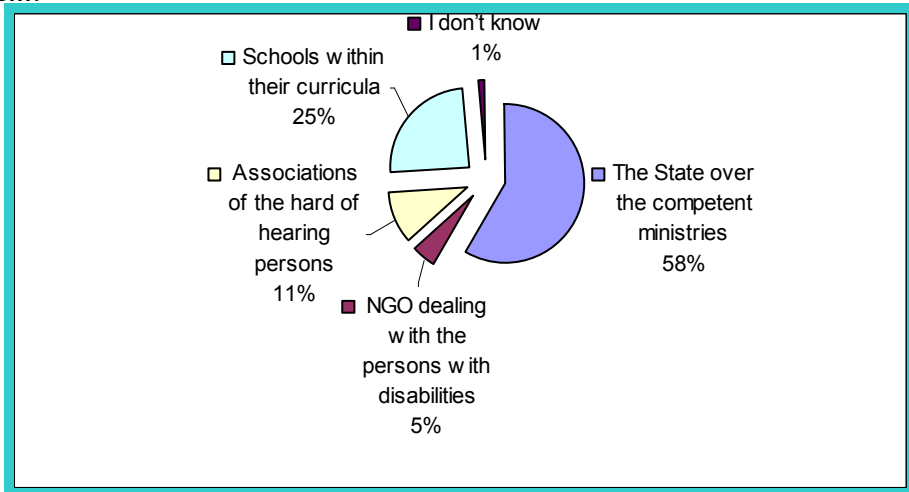
Chart 10. The knowledge on rights



In this unbalanced situation on knowledge of rights results show that between one-quarter and one-half of examinees expressed non existence of standpoint if they know or not their rights, which can be the additional source of discrimination of hard-of-hearing young people.

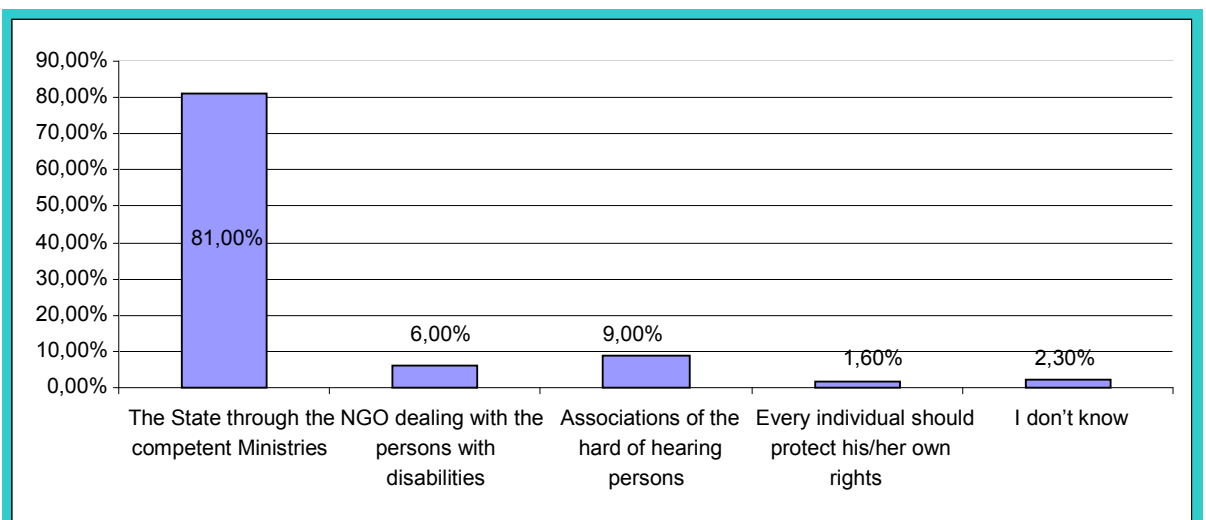
This survey also discovered much expressed etatistic mind at target group. Naturally, the specific social development and transition towards democratic society and rule of rights still imposes the state as main factor on the field of improvement of position of people with disabilities. To the question “**who should deal most with introducing the hard of hearing persons’ rights to them?**” the next distribution of answers is obtained (Chart 11.)

Chart 11. Who should deal most with introducing the hard of hearing persons’ rights to them?



Etatism is also expressed in answers to question „ **who should deal the most with the protection of the hard of hearing person’s human rights?** “ (Chart 12). Naturally, such expressed etatistic statement is not only the consequence of “inherited socialistic manners”, on the contrary, it is widely consequence of perception of distribution of power, i.e. that essential decisions concerning hard-of-hearing young people are bringing on the level of state bodies, without more remarkable influence of organizations of civil society representing interests of this social group.

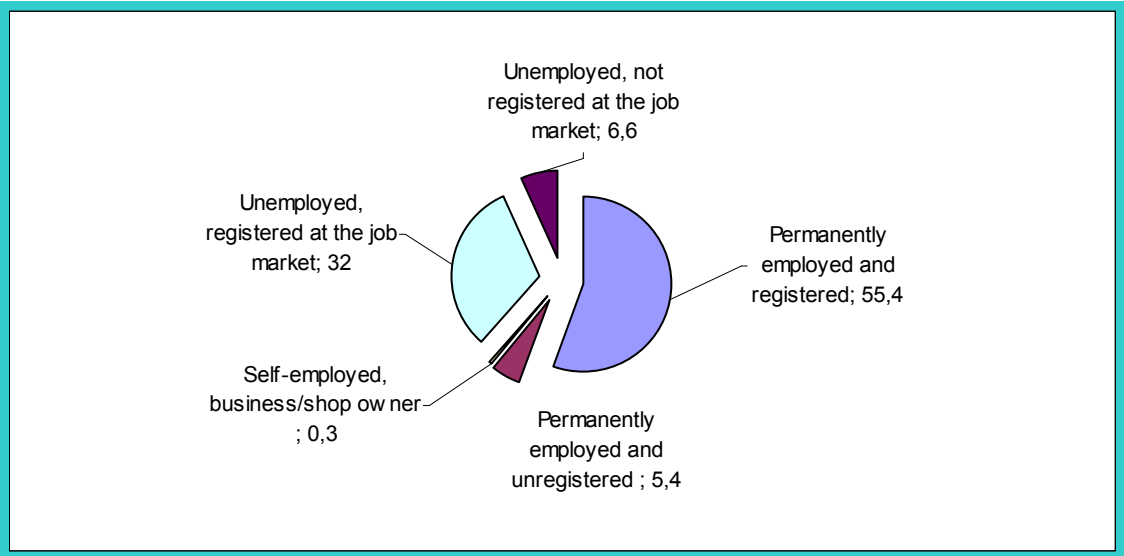
Graph 12. Who should deal the most with the protection of the hard of hearing person’s human rights?



The world of labour is not only the place of material sureness, but also the place where are important inclusive needs realized, i.e. the needs are realized on inclusive way.

In this survey it appears that every a half of examinees, who finished the process of education is registered in evidence of labour market as unemployed person. (Chart 13.)

Chart13. The working status of examinees



The higher level of employment of examinees is within age group from 26 to 35, while is the lower in the age group up to 25 (Chart. 13a). Otherwise, the very significant regional differences, Belgrade, western Serbia, central Serbia and Vojvodina from one side and eastern and southern Serbia from other side (Chart. 13b)

Chart 13a. The working status of examinees in correlation with age

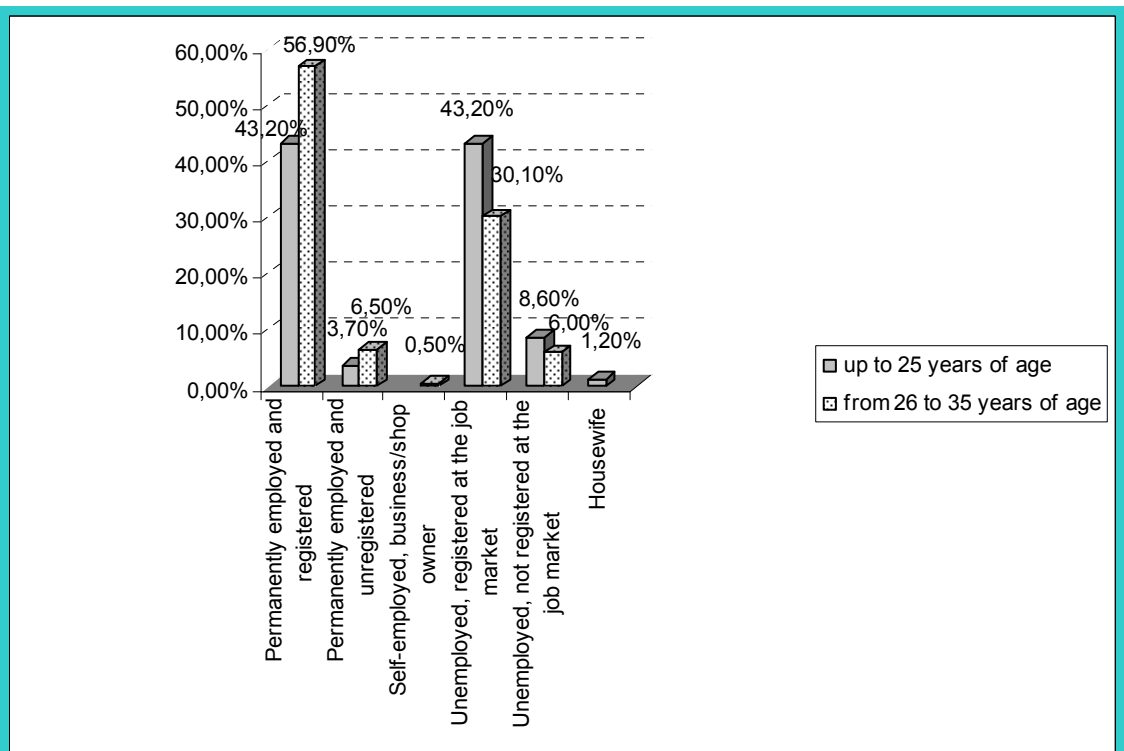
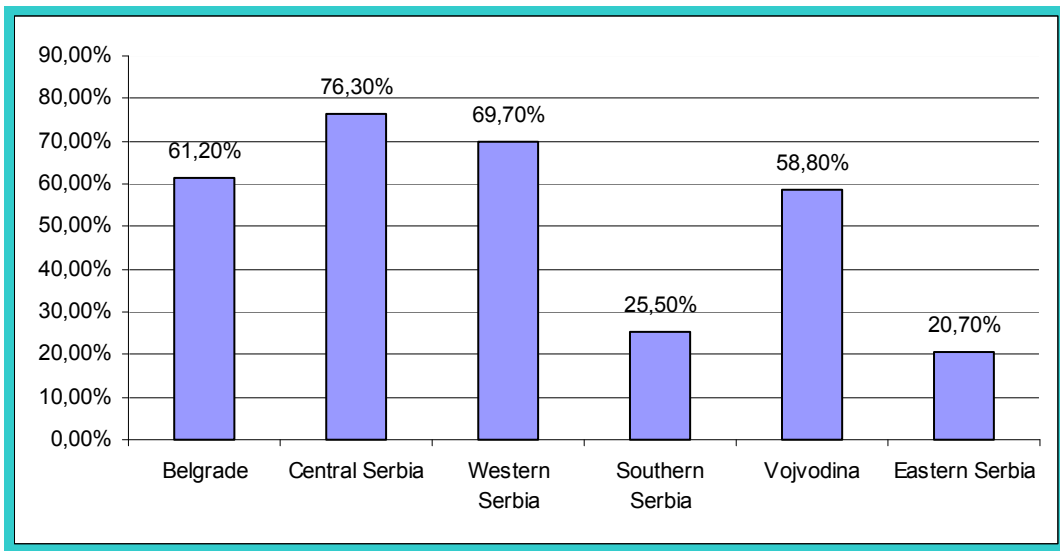


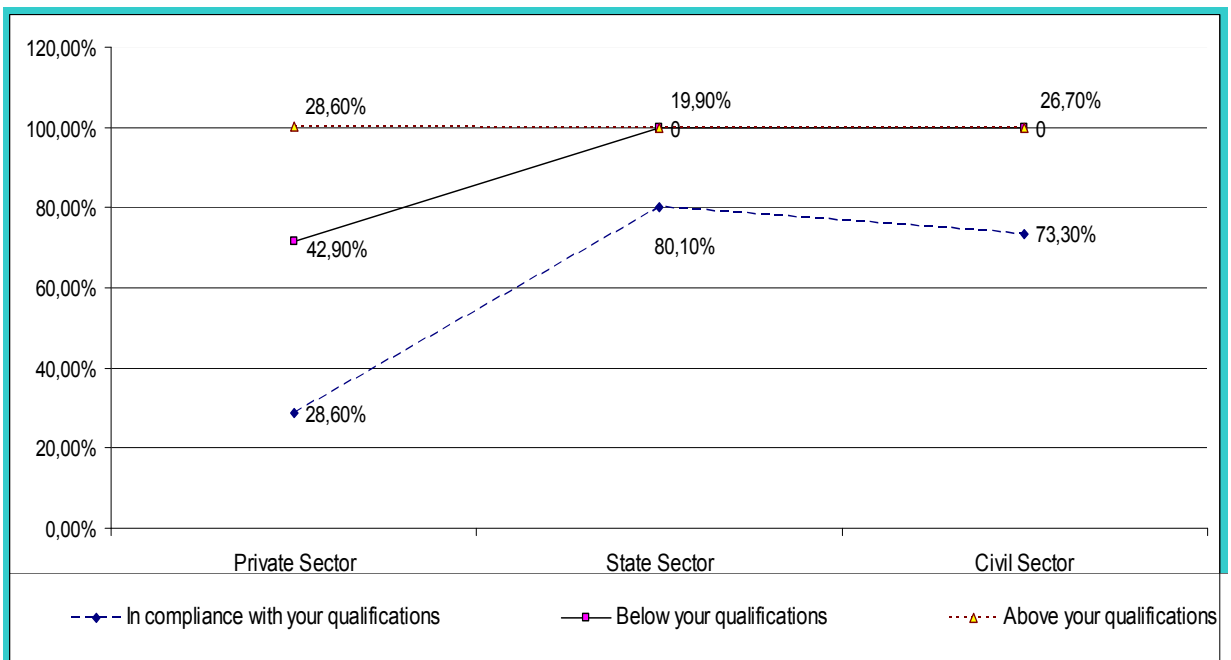
Chart 13b. The percentage of examinees permanently employed by region of Serbia



For inclusive function of work, it is important to achieve the harmonization of workplace with qualification of employee, as way to prevent dissatisfaction, but also the feeling of discrimination. Upon results of this survey, each fifth employee works on the job for which is overqualified, i.e. works on the job which is lower than its qualification

The sectorial analysis (Chart 14) shows the biggest problem of harmonization of profession and workplace in private sector, where almost the half of employee work on position asking lower level of qualification than level of qualification/education the examinees have.

Chart 14. Compatibility of workplace and level of qualification/acquirement of examinees

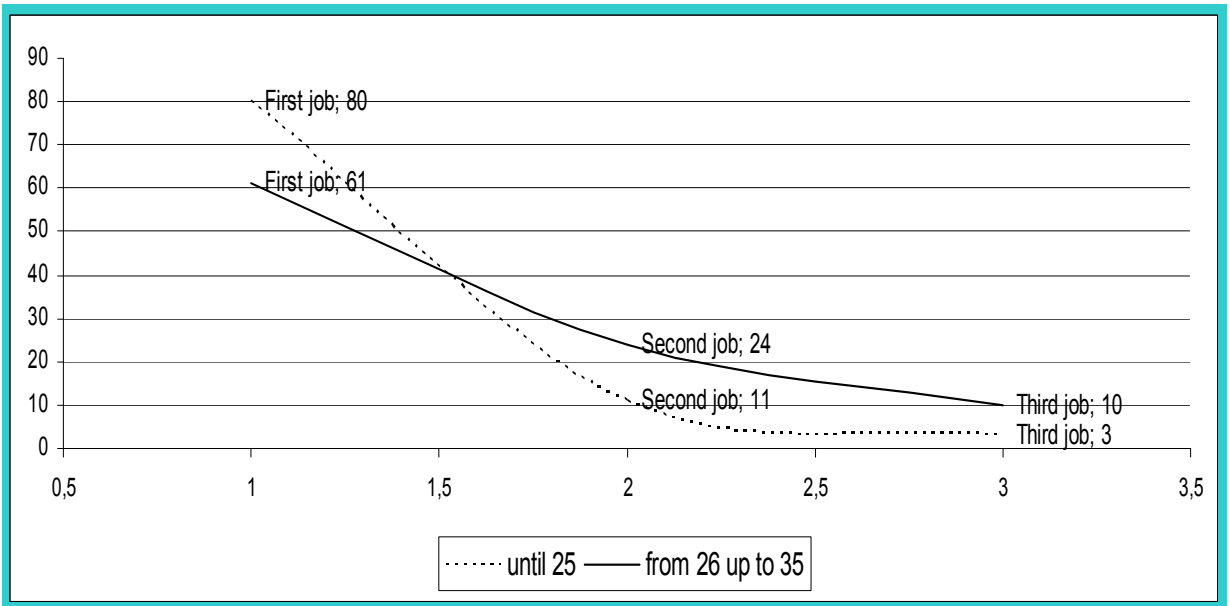


Otherwise, in the private sector are only 4, 1% examinees employed, in state sector 74, 4% are employed and in civil sector 21, 5% are employed.

By regions, in private sector employed examinees, most of them are in Belgrade and Vojvodina, most of employees in state sector are in central Serbia and Vojvodina, and most of employees in NGO sector are in eastern Serbia and Belgrade.

About the working mobility, it is relatively little, because 60,7% examinees claimed that their actual job is also the first one, 18,9% are on the second job and 15,3% is on the third job. In the Chart 15, it is visible that change of the job is not the characteristic of both age groups in survey.

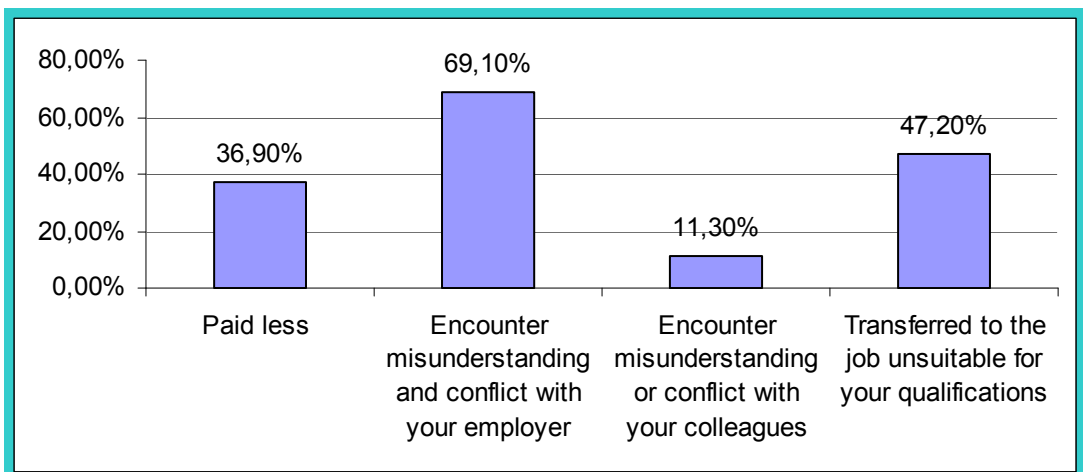
Chart 15. The working mobility by age



In job finding, the biggest support gives the National Employment Service, who helped almost to half of examinees to get the job. The recommendation is the second way to get the job (34,1%), while every sixth (17%) got the job through announces in journals.

The important data is that 63% examinees have dominantly opinion on inequality in employment process. It is confirmed by next result about labour legal situation of hard-of-hearing young people. Also, the results show the serious indices of discrimination of hard-of-hearing young people (Chart 16.)

Chart 16. The working legal situation of hard-of-hearing young people



In this part the next results will be presented, talking about level of familiarity of hard-of-hearing young people with institutional and normative framework important for employment. The results express the low level of familiarity with this segment, which also “in accordance” with little knowledge on general rights (Chart 17).

What should especially make worry is the low level of knowledge on work of associations, i.e. NGO sector.

Chart 17. The level of familiarity with:

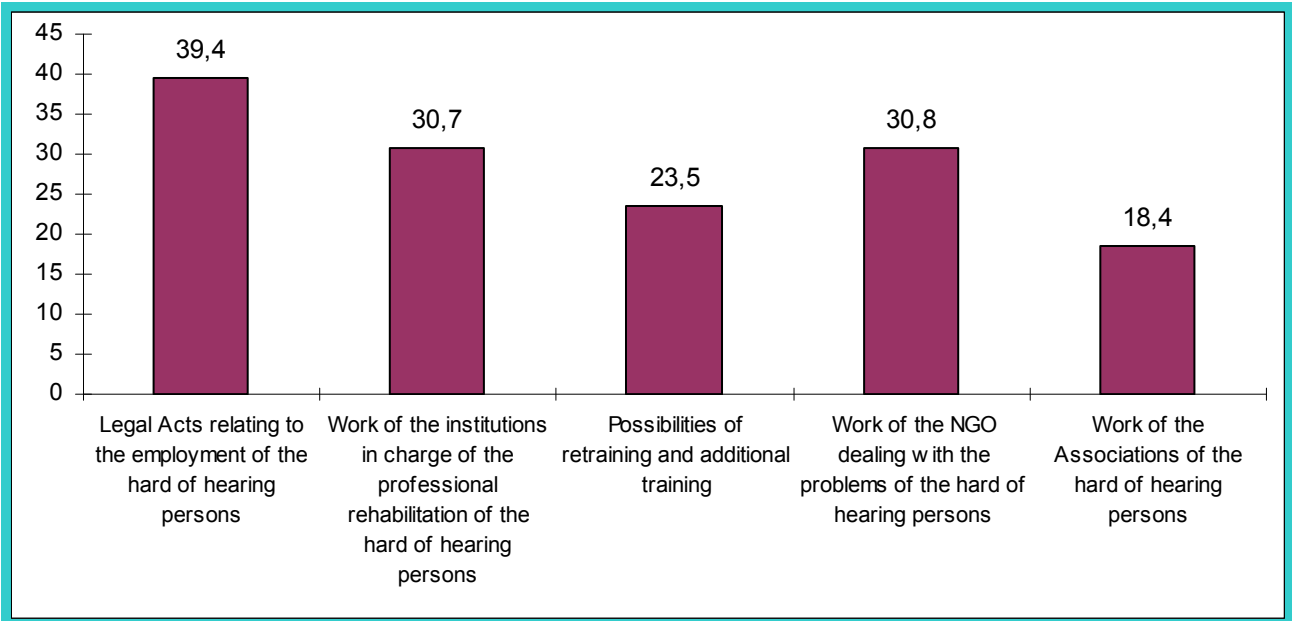


Table 4. The percentage of examinees that are completely or partially familiar with rights (grouped by age)

Age Group	Topic	Percentage of Familiarity
Up to 25	Legal Acts relating to the employment of the hard of hearing persons	31,4
	Work of the institutions in charge of the professional rehabilitation of the hard of hearing persons	38,5
	Possibilities of retraining and additional training	15,7
	Work of the NGO dealing with the problems of the hard of hearing persons	19,5
	Work of the Associations of the hard of hearing persons	14,4
From 26 to 35	Legal Acts relating to the employment of the hard of hearing persons	50,4
	Work of the institutions in charge of the professional rehabilitation of the hard of hearing persons	30
	Possibilities of retraining and additional training	30,6
	Work of the NGO dealing with the problems of the hard of hearing persons	29,8
	Work of the Associations of the hard of hearing persons	11,2

From these results it is evident that older group of examinee (from 26 to 35), generally more familiar with rights. The examinees up to 25 years of age are mostly familiar with work

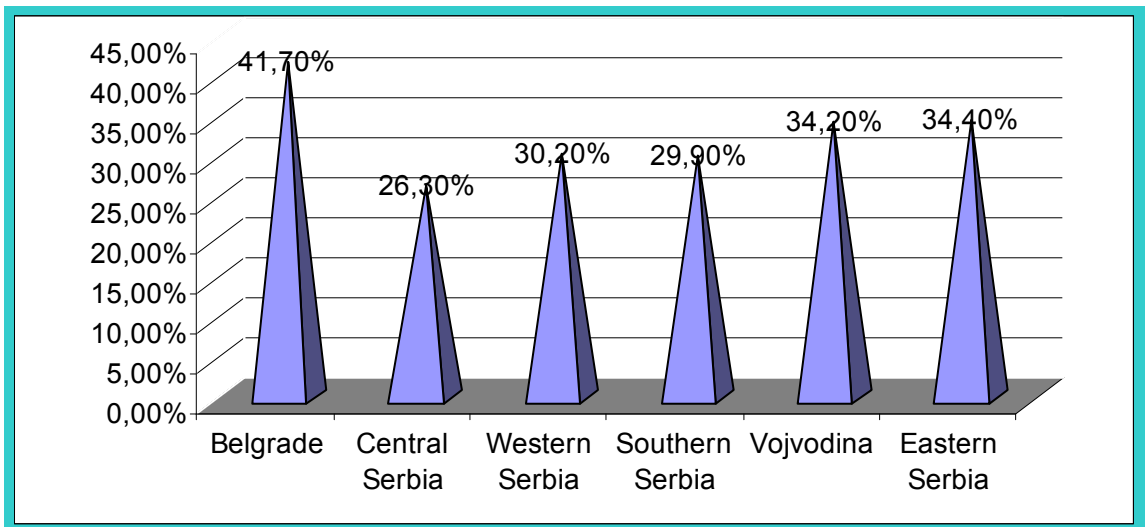
of institutions charged for professional rehabilitation of hard-of-hearing young people, legal solutions related to employment of hard-of-hearing young people and with work of NGO working on problems of hard-of-hearing young people.

Otherwise, the examinees older than 26, are mostly familiar with same topics, but with different order: legal solutions related to employment of hard-of-hearing young people, possibilities of prequalification and qualification and work of institutions charged for professional rehabilitation of hard-of-hearing young people.

5.3. Hard-of-hearing young people and education

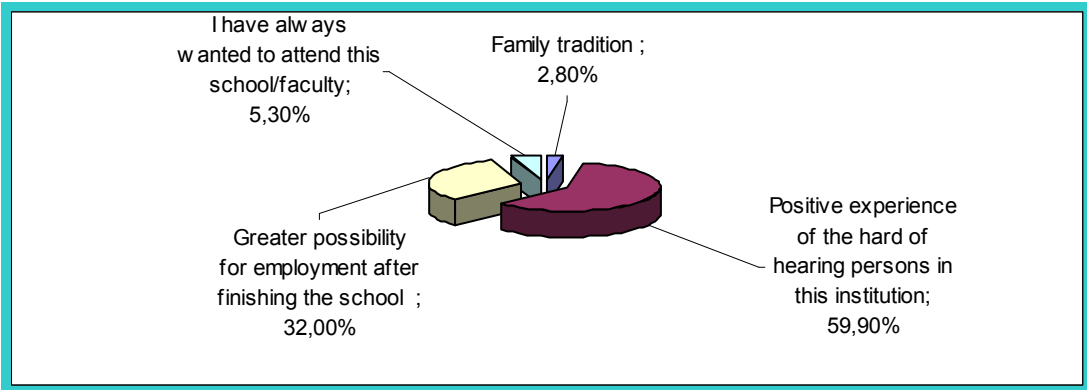
The first theme in this segment - results on education situation of hard-of-hearing young people is related to choice of school, which can be the important indicator of inclusion. First, 78% of examinees regularly attended through schools. The two-third attended the schools for people with hearing impairments (special schools). Watching by regions, the highest level of inclusion into general schools is in Belgrade. (Chart 18a.)

Chart 18a. The percentage of examinees attending the school by regions of Serbia



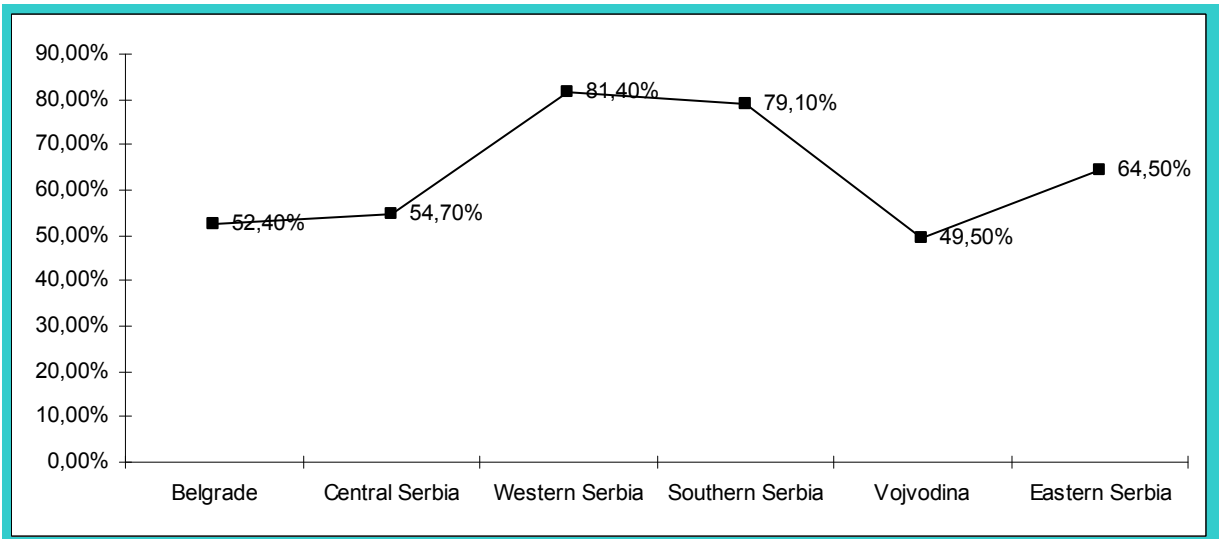
The results show (Chart 18b.) the extreme domination of non-inclusive criteria for choice of school, because almost six of ten examinees answered that they brought decision on choice of school upon “positive experience of hard-of-hearing people” which indicates about what really (none) choice is matter.

Chart 18b. The criteria for choosing the school



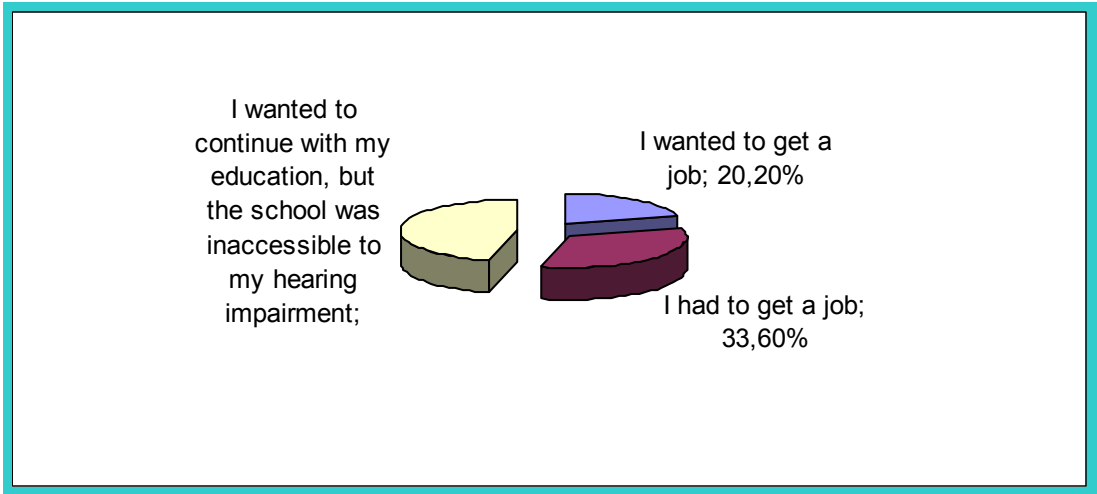
The interesting result is regional distribution of presence of non-inclusive criteria “positive experience of hard-of-hearing people” (Chart 19) upon which most of examinees using this criteria is in southern (79,1%) and western Serbia (81,4%).

Chart 19. The non-inclusive criteria by regions of Serbia



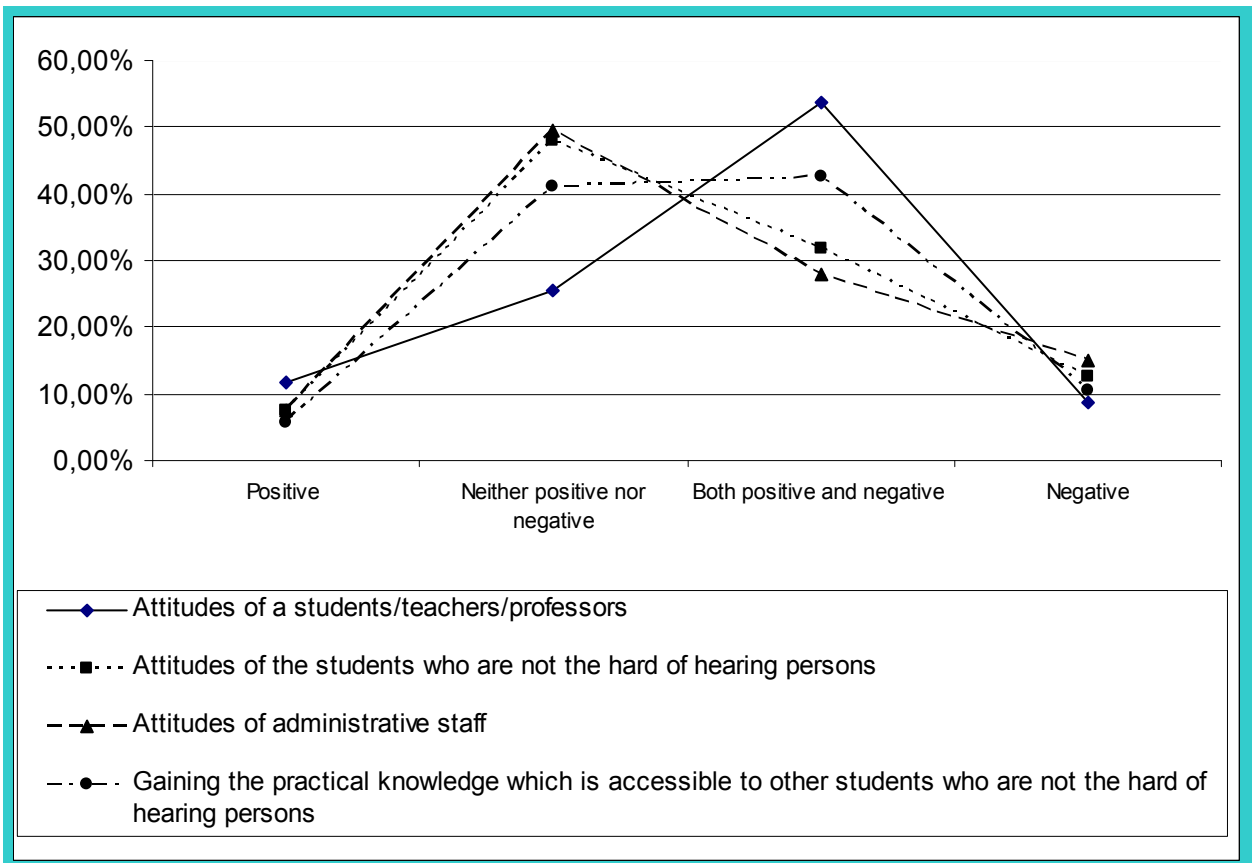
About state of inclusive education in Serbia next results expresses: on question, why examinees ceased with their education, the next answer distributions is obtained (Chart 20). The inaccessibility of education institutions is most mentioned reason for giving up from further education or its cease.

Chart 20. The reasons for interrupting or non-following the school



On question on general experiences during education, at most of examinees dominates the uncertain statement, i.e. mixed experiences, memories or emotions.

Chart 21. What were your experiences during your education?



On the question on behavior of lecturers, the next results were obtained:

Table 5. Percentage of examinee answering with “always” and “often” to question: To what extent did the teachers adjust their lectures to your needs by?

Repeating the questions, answers and important parts of lectures	9,4
Adjusting the method of communication so that I can follow the lecture qualitatively	9,4
Being open for additional consultations in addition to regular lectures	10,1

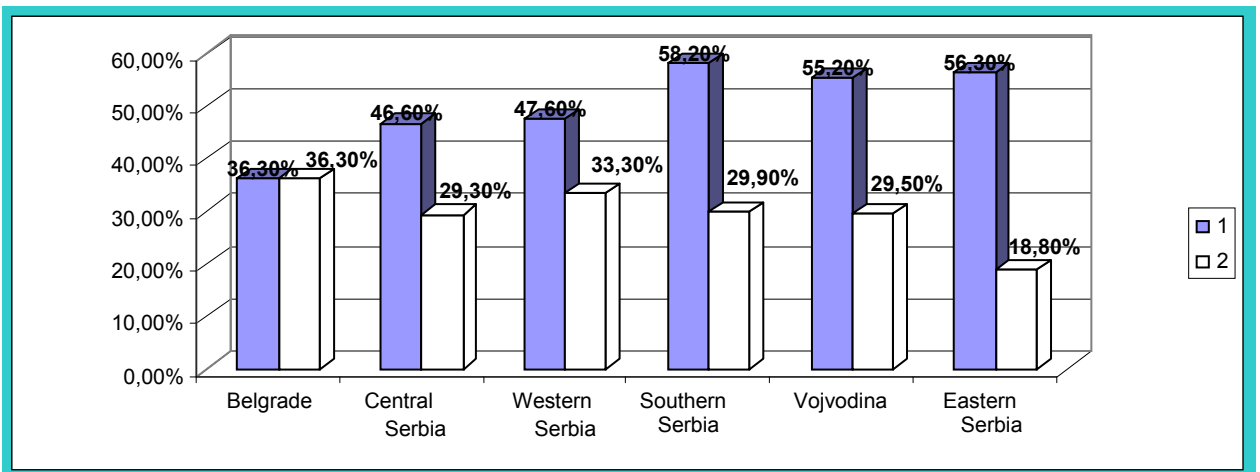
Only five percents of examinees confirmed that they had access to technical hearing equipment in school, but 56,8% rarely or never.

On question “which from next equipment you used in school?” the half answered nothing, 36,5% used hearing aids, 8% used induction loop or FM system. Cochlear implant and palantype are almost not used. From examinees answered “nothing”, 42% explained because it is not accessible, i.e. there is no induction loop or FM system. In eastern Serbia, even 81% of examinees mentioned this as reason.

The solution for such situation in education, upon the statements of examinees, is in change of education program and adaption to hard-of-hearing young people, as in education of education staff.

About attitude of local community towards hard-of-hearing people, examinees marked (from 1 to 5) between 1 and 2 (79,8%). The most negative mark gave the examinees from southern and eastern Serbia and from Vojvodina.

Graph 22. Attitude of local community towards hard-of-hearing young people by place of residence (from 1 to 5)?



Regarding by age, the most unsatisfied by attitude of local community towards hard-of-hearing young people are those between 26 and 35 years of age. From main problems for hard-of-hearing young people listed, the examinees listed the next: impossibility of employment (57,0%), unadapted education system (40,5%), as the lack of program for prequalification (2,5%).

Otherwise, as main factors working on improvement of situation of hard-of-hearing young people, those are state (37,9%) and NGO (18,7%), but also hard-of-hearing young people as themselves (12,6%).

About activism of hard-of-hearing young people, there are two main factors: first one, the personal belief that problem will be solved by own engagement (35,1%). Second one is the state i.e., the existence of clear policy of state to hard-of-hearing young people (32,3%). The quality of organization of civil sector is important (12,4%).

5.4. Social and cultural life of hard-of-hearing young people

The cultural life of hard-of-hearing young people is generally stipulated by fact that most of cultural content and institutions are not adapted to hard-of-hearing young people. This is also confirmed by data in Table 5.

Table 5. To what extent are the stated cultural contents adjusted to your needs?

	The % of examinees answered by „very little“
Concerts	93,1%
Theater shows	35,0%
Cinema showing	57,1%

And this survey confirms the statement on ghetto activism of people with disabilities. See results in table 6.

Table 6. Are you a member of?

	The % of examinees answered by “yes”
NGO dealing with the hard of hearing persons’ problems	64,9%
Sports society	62,6%
Political party	2,4%
Union	3,8%
Cultural club	64,3%
Hobby association	19,9%
Religious organization	42,6%
Another NGO	36,2%

The family as value, after job, is mentioned as main preoccupation. This result can be also indicative about social inclusion. To social inclusion can also influence the optimism founded in this survey (two-third) and also 29,9% who are more optimist than pessimist.

6. The main results of survey

The general conclusion, beside of convenient character of sample used in situation of lack of information on number of hard-of-hearing young people, the obtained results are the confirmation of tendencies concerning population of people with disabilities. So presentation here will be focused on main conclusions of survey which are confirmed by results in previous text:

- the high level of marital exclusion expressed in number of marriage within group of hard-of-hearing young people,
- the high level of family status, so two-third of married examinees has at least one child
- beside of marital exclusion, also the communication exclusion is present as consequence of non use of modern technologies
- About habitation status, the most of examinees lives in properties belonging to members of their families or to themselves.
- The legal deprivation and the lack of knowledge on legal framework from one side and etatistic approach in raise of knowledge of legal framework, from other side
- The position of hard-of-hearing young people in labour world is characterized by non-inclusive approach to choice of occupation and important level of perception of discrimination on workplace. Also there are important discrepancies in percentage of employment in correlation of region of Serbia.
- As in choice of occupation, even at choosing the school, and also the future occupation, the non inclusive criteria are much expressed, and also the perception of non-inclusion of education system.
- At hard-of-hearing young people the ghetto activism is also expressed, i.e. the social activism starts and ends in associations working on rights of this social group.
- Beside of legal deprivation as element of discrimination, by this survey, the cultural exclusion is also identified, in fact the incapability of satisfying of the cultural needs in the institutions of culture.

7. The recommendations

The mentioned expectations of examinees who gave the answers by fulfilling the questionnaire allows to research team who realized the project to give the next recommendations.

- The creation and adoption of social inclusion of hard-of-hearing young peoples part of total process of measuring of Laeken indicator of social exclusion
- The council of radio diffusion agency have to, in accordance with needs of hard-of-hearing young people, duties resulting from antidiscrimination regulations, as with practice in EU, include into the criteria for work and selection of national, regional and local emitters, indicators of media inclusion, i.e. obligation of owners of licenses for work to include the program accessible to hard-of-hearing people.
- The National Assembly of Serbia have to consistently applies just adopted (13.05.2009) the Law on professional rehabilitation and employment of people with disabilities, which includes the quotas for employment of people with disabilities stipulated for employers
- It is recommended to Government of Republic of Serbia to undertake the actions included by Strategy of improvement of position of people with disabilities, adopted on 28.12.2006
- For Government of Republic of Serbia would be important to support the creation unified information system of people with disabilities for social, labour and education inclusion for Republic of Serbia
- Government of Republic of Serbia i.e. the relevant ministries have to introduce the inclusive education in all pre-school and education institutions
- The Ministry of labour and social policy has to develop the measures and mechanisms of following and controlling the implementation of the Law on professional rehabilitation and employment of people with disabilities immediately after its adoption.
- The Ministry of labour and social policy in collaboration with relevant ministries have to follow and support the implementation of Bill on Prevention of Discrimination against people with disabilities
- The local authorities have to stimulate and support the creation of local council for people with disabilities and to support the exchange of the information among people with disabilities and employers on local level.
- The services of social work centres and national employment service have to introduce hard-of-hearing young people into regulations and relations towards people with disabilities, in accordance with social model of disability
- The local authorities, social centres and national employment service have to realize the better collaboration with purpose of information exchange which would be offered to hard-of-hearing young people also.

- The recommendation to employers is that with more open approach and offering the chance to work to hard-of-hearing young people, will get workers who are as productive as workers without disabilities.
- The employers have to consult the people with disabilities in local authorities or with association of people with disabilities to ensure equipping of workplace upon to standards for every type of disability.
- The recommendation to media is to ensure the translation to sign language and to include into their information programs to public about way of communication with hard-of-hearing young people who use sign language. In this way, they can influence on creation of positive attitude towards hard-of-hearing young people and to underline their capabilities.

8. Attachments

The relevant regulations and documents Concerning the situation, rights and improvement of conditions and preconditions relevant to people with disabilities

The UN Convention on the Rights of Persons with Disabilities

The Convention on the Rights of Persons with Disabilities and its Optional Protocol was adopted on 13 December 2006 at the United Nations Headquarters in New York, and was opened for signature on 30 March 2007

The National Assembly of Serbia ratified the Convention and its optional Protocol on May 29, 2009

<http://www.un.org/disabilities/>

The National strategy for improvement of position of people with disabilities in Republic of Serbia - Serbian text only

("Sluzbeni glasnik RS", br. 1/2007)

<http://www.crid.org.rs/preuzmi.htm>

Poverty Reduction Strategy paper for Serbia

<http://www.prsp.sr.gov.yu/engleski/dokumenta.jsp>

Act on Modification and Appendixes on Planning and Construction Bill - Serbian text only

("Sluzbeni glasnik RS", br. 34/2006)

http://www.parlament.sr.gov.yu/content/lat/akta/akta_detalji.asp?id=346&t=Z

Act on Modification and Appendixes on Labour Bill - Serbian text only

("Sluzbeni glasnik RS", br. 61/2005)

http://www.parlament.sr.gov.yu/content/lat/akta/akta_detalji.asp?id=256&t=Z

Bill on Prevention of Discrimination against people with disabilities - Serbian text only

("Sluzbeni glasnik RS", br. 33/2006)

http://www.parlament.sr.gov.yu/content/lat/akta/akta_detalji.asp?id=330&t=Z

Standard Rules on the Equalization of Opportunities for Persons with Disabilities

Among the major outcomes of the Decade of Disabled Persons was the adoption, by the General Assembly, of the Standard Rules on the Equalization of Opportunities for Persons with Disabilities in 1993. Although not a legally binding instrument, the Standard Rules represent a strong moral and political commitment of Governments to take action to attain equalization of opportunities for persons with disabilities. The rules serve as an instrument for policy-making and as a basis for technical and economic cooperation.

<http://www.un.org/esa/socdev/enable/dissre00.htm>

The Questionnaire used in survey

„Hard of hearing young people in Europe: Developing strategies on access to equal participation, social inclusion and protection of human rights“

Demography

D1. The country you live in?

D2. City/Municipality you

live in?

Write in the country	Write in the city/municipality
----------------------	--------------------------------

D3 How old are you?

Write in your age

D4 Gender

Male	1
Female	2

D5 Marital status

Single	1	Go to D8
Married/living with a partner	2	Go to D6
Divorced	3	Go to D7
Widow/Widower	4	Go to D7

D6. Is your partner?

A hard of hearing person	1
A person with another type of disability	2
A person without a disability	3

D7. How many children do you have?

I don't have children	99
Write in the number of children	

D8. Which of the following statements describe best the household you live in at the moment?

With your parents or your husband's/wife's parents	1
With your wife/husband/partner and/or children	2
I live alone	4

D9. Where do you live?

I live separately in the apartment owned by my parents	1
I live in the apartment with my parents	2
I live in the rented apartment/room as a tenant	3
I live in the apartment I have got from the state to use	4
I live in my own apartment	5
I live on campus	6

D10. Do you use your hearing aid on your

Left ear	1
Right ear	2

Both ears	3
I don't use a hearing aid	4
I use a Cochlear Implant	5

D11. How do you communicate most often with people around you?

Only verbally	1
By a combination of verbal and sign language	2
Only in sign language	3
Both in sign language and verbally (it depends on the situation)	4

D12. Was your impairment present at birth (congenital) or not?

Present at birth	1
Not present at birth	2

D13. Was your hearing impairment revealed promptly?

Yes	1
No	2
I don't know	3

D14. Do you have a disability status, i.e. are you registered officially as "disabled"?

Yes	1
No	2
I don't know	3

D15. What is your occupation?

Write in your occupation	
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Q1. Have you ever been deprived of any of the following rights because you are a hard of hearing person? (write in your answer for every line)

		Yes	No	I don't know
Q1.1	Right to education	1	2	3
Q1.2	Right to work and free choice of employment	1	2	3
Q1.3	Equality before the law	1	2	3
Q1.4	Freedom of movement	1	2	3
Q1.5	Freedom of thought, consciousness and religion	1	2	3
Q1.6	Right to establishing the associations	1	2	3
Q1.7	Right to political activism	1	2	3
Q1.8	Right to health care	1	2	3
Q1.9	The rights resulting from the status of being a person with a disability	1	2	3

Q2. In your opinion, are the hard of hearing persons familiar enough with the following rights? (write in your answer for every line)

		Yes	No	I don't
--	--	-----	----	---------

				know
Q2.1	Right to education	1	2	3
Q2.2	Right to work and free choice of employment	1	2	3
Q2.3	Equality before the law	1	2	3
Q2.4	Freedom of movement	1	2	3
Q2.5	Freedom of thought, consciousness and religion	1	2	3
Q2.6	Right to establishing the associations	1	2	3
Q2.7	Right to political activism	1	2	3
Q2.8	Right to medical treatment	1	2	3
Q2.9	The rights resulting from the status of being a person with a disability	1	2	3

Q3. In your opinion, who should deal most with introducing the hard of hearing persons' rights to them? (only one answer)

The State over the competent ministries	1
NGO dealing with the persons with disabilities	2
Associations of the hard of hearing persons	3
Schools within their curricula	4
I don't know	5

Q4. In your opinion, who should deal the most with the protection of the hard of hearing person's human rights? (only one answer)

The State through the competent Ministries	1
NGO dealing with the persons with disabilities	2
Associations of the hard of hearing persons	3
Every individual should protect his/her own rights	4
I don't know	5

Q5. What is your working status? (only one answer)

Permanently employed and registered	Go to Q6
Permanently employed and unregistered	Go to Q6
Self-employed, business/shop owner	Go to Q6
Unemployed, registered at the job market	Go to Q13
Unemployed, not registered at the job market	Go to Q13
Housewife	Go to Q13
Pensioner	Go to Q13
Student	Go to Q13

Q6. Your job is (only one answer)

Full-time	1
Part-time	2

Q7. Your job is (only one answer)

In compliance with your qualifications	1
Below your qualifications	2
Above your qualifications	3

Q8. How many jobs have you had so far? (only one answer)

1.	2.	3.	4.	5.	More than 5
----	----	----	----	----	-------------

Q9. How have you got your current job? (only one answer)

Through Employment Agency	1
Through recommendation	2
Through an advertisement in newspapers	3
By being promoted in the same company	4

Q10. Was your employer under legal obligations to employ a person with a disability when you were hired? (only one answer)

Yes	1
No	2
I don't know	3

Q11. In the company you work for now, based on the fact that you have a hearing impairment, are you/do you/have you been (write in your answer for every line)

		Yes	No
Q11.1	Paid less	1	2
Q11.2	Encounter misunderstanding and conflict with your employer	1	2
Q11.3	Encounter misunderstanding or conflict with your colleagues	1	2
Q11.4	Transferred to the job unsuitable for your qualifications	1	2

Q12. Are you employed in (only one answer)

Private sector	1
Public/state sector	2
Civil sector/NGO sector	3

Q12a. Is the company you work for a social enterprise, that is a company which primarily employs and/or train the persons with disabilities?

Yes	1
No	2

Q13. In your opinion, when searching a job, do the hard of hearing persons have (only one answer)

The same chances as the persons without disabilities	1
Their chances are smaller from the start	2
Their chances are greater from the start	3

Q14. When we talk about working skills, should the hard of hearing persons be categorized in the group of the persons with disabilities? (only one answer)

Yes, because the hard of hearing persons have diminished working skills	1
Yes, because the hard of hearing persons can get employment only within the employment programs for the persons with disabilities	2
No, because the hard of hearing persons can perform all (with a few exceptions) jobs	3
No, because when employers hire the persons with disabilities, they hire the hard of hearing persons most often	4

Q15. To what extent are you familiar with (write your answer for every line)

	Very familiar	Familiar	Averagely familiar	Unfamiliar	Very unfamiliar

Q15.1	Legal Acts relating to the employment of the hard of hearing persons	1	2	3	4	5
Q15.2	Work of the institutions in charge of the professional rehabilitation of the hard of hearing persons	1	2	3	4	5
Q15.3	Possibilities of retraining and additional training	1	2	3	4	5
Q15.4	Work of the NGO dealing with the problems of the hard of hearing persons	1	2	3	4	5
Q15.5	Work of the Associations of the hard of hearing persons	1	2	3	4	5

Q16. What is the level of your education? (only one answer)

Write in the level of your current education (elementary, secondary, faculty, Master...)	
--	--

Q17. If you terminated your education, which were the reasons for this (choose three reasons)? (three answers the most)

You wanted to get a job	1
You had to get a job	2
I wanted to continue with my education, but the school was inaccessible to my hearing impairment	3
I didn't have means for further education	4
Family reasons	5
Health reasons not related to my hearing impairment	6
I saw no benefit from further education	7
Something else	8

Q18. Did you go to school (only one answer)

Regularly	1
Not regularly	2
Home school	3

Q19. Was your school (only one answer)

Public/state school not specialized for the hard of hearing persons	1
Public/state school specialized for the hard of hearing persons	2
Private school not specialized for the hard of hearing persons	3
Private school specialized for the hard of hearing persons	4

Q20. Who supported your education? (you can choose more than one answer)

The Government of your country	1
The Government of another country	2
International NGO	3
Local NGO	4
Local employer	5
International employer	6
I didn't receive a scholarship during my education	7

Q21. What were your experiences during your education regarding (write in an answer for every line)

		Positive	Neither	Both positive	Negative
--	--	----------	---------	---------------	----------

			positive nor negative	and negative	
Q21.1	Attitudes of a students/teachers/professors	1	2	3	4
Q21.2	Attitudes of the students who are not the hard of hearing persons	1	2	3	4
Q21.3	Attitudes of administrative staff	1	2	3	4
Q21.4	Gaining the practical knowledge which is accessible to other students who are not the hard of hearing persons	1	2	3	4

Q22. To what extent did the teachers adjust their lectures to your needs by: (write in your answer for every line)

		Always	Often	Sometimes	Rarely	Never
Q22.1	Repeating the questions, answers and important parts of lectures	1	2	3	4	5
Q22.2	Adjusting the method of communication so that I can follow the lecture qualitatively	1	2	3	4	5
Q22.3	Being open for additional consultations in addition to regular lectures	1	2	3	4	5

Q23. Did you have an access to technical hearing equipment in your school during your education? (only one answer)

Always	1
Often	2
Sometimes	3
Rarely	4
Never	5

Q24. What did you use of the following equipment at school? (you can choose more than one answer)

Nothing	1
Hearing aids, CI	2
Loop/FM system	3
Palantype	4
Sign language interpreter	5
Note takers	6
Something else	7

Q25. If you didn't use any of the hearing aids/equipment, please state your reasons. (only one answer)

I don't need anything	1
Inaccessibility/no FM/loop-system	2
No accessibility to sign language /palantype interpreter	3
No accessibility to note takers	4

Q26. To what extent were you satisfied with the possibilities of listening to lectures during your education? Mark your evaluation on the scale from 1 to 5 (1 = completely dissatisfied and 5 = completely satisfied) (only one answer)

1	2	3	4	5
---	---	---	---	---

Q27. What did motivate you to choose the school you attended or still attend? (only one answer)

Family tradition	1
Positive experience of the hard of hearing persons in this institution	2
Greater possibility for employment after finishing the school	4
I have always wanted to attend this school/faculty	5

Q28. What are the crucial changes which should happen to improve the status of the hard of hearing persons in the education process? (two answers the most)

Change of the curricula and their adjustment to the hard of hearing persons	1
Education of teaching staff	2
Introducing a principle that only a teacher who is the hard of hearing person can be an adequate lecturer to the hard of hearing persons	3
Increasing the activism of the hard of hearing persons	4
Change of the attitudes of the hard of hearing persons themselves to education	5

Q29. How do you estimate the attitude of the local community towards the hard of hearing persons? On the scale from 1=completely negative to 5 = completely positive (only one answer)

1	2	3	4	5
---	---	---	---	---

Q30. In your opinion, what are the three most important problems of the hard of hearing persons in your country? (three answers the most)

Impossibility of getting employment	1
Inaccessible system of education	2
Lack of the retraining and additional training programs	3
Lack of encouragement for starting one's own business	4
Discrimination by employers	5
Lack of appearance of the hard of hearing persons' problems in the media	6
Inaccessibility of modern technical aids	7
Bad work of the Association of the hard of hearing persons	8
Inaccessibility of the adequate medical treatment	9
Lack of early detection of a hearing impairment	10
Non-functioning of the competent institutions	11
Citizens' negative attitudes towards the hard of hearing persons	12
Disability to satisfy one's cultural needs	13
Something else	14

Q31. To what extent the stated stakeholders can contribute to resolving the hard of hearing persons' problems? (write in your answer for every line)

		Very small	Small	Average	Great	Very great
Q31.1	Competent state institutions	1	2	3	4	5
Q31.2	NGO sector	1	2	3	4	5
Q31.3	Associations of the hard of hearing persons	1	2	3	4	5
Q31.4	Business sector	1	2	3	4	5
Q31.5	Hard of hearing persons by their activism	1	2	3	4	5

Q32. What would improve active participation of the hard of hearing persons in resolving their own problems? (only one answer)

Clear policy of the state towards the hard of hearing persons	1
Hard of hearing persons' confidence in the organizations dealing with the hard of hearing persons	2
Concentrating on resolving the problems which are vital for the hard of hearing persons	3
Confidence in the organization which initiates or/and conduct an action	4
Hard of hearing persons' education on the importance of activism in civil society	5
Presence of experts in identifying and resolving the problems	6
Creating the coalition of NGOs dealing with the same or similar subjects at local level	7
Cooperation with political parties in the aim of advocating the better status of the hard of hearing persons	8
A chance for the action to succeed	9
My belief that I will solve my personal (life-long) problem in this way	10

Q32. To what extent are the stated cultural contents adjusted to your needs?

		Very small	Little	Average	Great	Very great
Q32.1	Concerts	1	2	3	4	5
Q32.2	Theater shows	1	2	3	4	5
Q32.3	Cinema showing	1	2	3	4	5

Q33. Are you a member of:

		Yes	No
Q33.1	NGO dealing with the hard of hearing persons' problems	1	2
Q33.2	Sports society	1	2
Q33.3	Political party	1	2
Q33.4	Union	1	2
Q33.5	Cultural club	1	2
Q33.6	Hobby association	1	2
Q33.7	Religious organization	1	2
Q33.8	Another NGO	1	2

Q34. Which of the following values are the most important to you? (you can choose two answers)

Business	1
Family	2
Income	3
Love and emotions	4
Successful career	5
Leisure	6
Religion	7
Health	8
The environment protection	9
Crime protection	10

Q35. How would you describe yourself? (one answer)

An optimist	1
More an optimist than a pessimist	2
More a pessimist than an optimist	3
A pessimist	4