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Emerging Communication Gap to the Lives of Differently-Abled Individuals Working in a Blind Massage Services

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ABSTRACT

This study was conducted specifically for those blind and with impaired vision and to perform an analysis of the communication gap between the blind masseurs working in massage parlors that critically affects their being because of their disability and the specific limitations they encounter in their everyday life at work and including at home and in their respective communities. Communication can be difficult even with ordinarily-sighted people; it can be challenging for visually-impaired people. However, when both parties are aware of the barriers to communication, productive conversation between normally-sighted and visually-impaired people is still possible. People with visual impairments are already used to living without sight. Frequently, visually-impaired individuals are victims of discrimination, whether intentionally or accidentally. In Howard Giles' Theory of Communication and Accommodation, he described convergence as how we adapt or alter our communication behavior to become more like someone. This happens when a person decides to fit in and become part of their conversation partners. Further, the purpose of this study was to reconnoiter the emerging problems encountered by differently-abled individuals working as massage therapists. The study utilized a single-case qualitative research method to obtain information regarding the problems faced by differently-abled individuals working in blind massage services. Based on the testimonies gathered from the informants, the blind reading literacy barrier was perceived as a communication challenge among the employees. Their disability in reading makes their emotions unstable, causing doubts or fear of trust and confidence when they are required to affix a thumbprint instead of their signature on whatever document they are given to them.

INTRODUCTION

A worldwide projection of 2.2 billion visually impaired people and more or less 1 billion of those with vision deficiency could have been cured or need immediate attention (Rif'Ati *et al.*, 2021). Most of these people belong to the low-economic status in society and cannot attend formal education; thus, they tend to limit their choice of work that fits their limited conditions. Many choose to work in the informal sector instead. The most common work available to vision-impaired individuals is to work as a massage therapist. Nevertheless, this job has drawbacks, as blind masseurs are vulnerable to becoming victims of dishonesty by people who take advantage of their circumstances and situation (Dewi *et al.*, 2022).

The Philippine Constitution of 1987 established democratic values in the nation's government and society. It expressly proclaimed full equality of all people before the law, in the advantages of liberty and freedom, and the ensuing social and economic development. Discrimination based on race, religion, gender, and physical characteristics is prohibited under the Constitution. According to Section 5 of the Republic Act, 7277 as amended by RA 10524 (2013), the Magna Carta for Persons with Disabilities (PWDs) provides Equal Opportunity for Employment to persons with disability, which states that "No disabled individual shall be denied the opportunity to pursue suitable employment. The same terms and conditions of work, as well as the same compensation on, privileges,

perks, bonuses, incentives or allowances as a qualified non-disabled person, shall apply to a qualified employee with a disability."

The practice and inclusion of human resources from Persons with Disabilities in the hotel industry in Brazil show a picture: 1) the main reason for the placement of persons with disabilities is solely to fulfill the quota for fulfilling the rights of persons with disabilities to work; 2) the placements for PWDs are exclusive and tend to be in hidden sectors; 3) the low career development of companies for people with disabilities; 4) there is still a belief that PWDs do not possess the capacity to perform different activities. Precisely, research with a human resource development perspective shows that people with disabilities in America can do the same work as those without disabilities if supported by accommodation and services in a full range of capacities. Their chances of being accepted and promoted to employment are minimal. One of the things that contribute to PWDs' limited workplace involvement is social prejudice. Tokyo's blind persons face prejudice at work and social exclusion. There is no choice but to work by the education they have outside the field of massage.

These kinds of situations make blind people or people with visual impairments tend to choose professions by using hand skills. The tradition of blind masseurs in Asia, including in the Philippines, has existed for several decades. Blind schools and massage organizations have existed

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throughout Southeast Asia as a way for them to shape communities and work goals. The initial text indicates that blind people were formally trained in massage therapy several years back. More than 50,000 blind people or those with visual impairments in Southeast Asia earn a living as masseurs. Nevertheless, blind masseurs are often marginalized in society due to disability, discrimination, and harassment that degrade the profession and demean the degree of masseurs' dignity. The success of a Person with a Disability, like those visually-impaired persons, is determined by the involvement, empowerment, and social inclusion and other supporting factors such as the type of disability, law, social justice, technology, social support, increased performance, and complete self-care (Gayatri & Suriata, 2020).

However, Abraham Maslow's Hierarchy of Needs, which includes the physiological needs of food and clothing, safety needs of employment and security, and belonging and love, serve as the foundation for this study (Friendship). Their income as massage therapists satisfies their physiological needs, which enables them to meet their basic needs for clothing and food. With the skill in massaging that they have as a source for their family's everyday necessities, their employment at the massage clinic satisfies their safety needs at their current job. Moreover, the positive working relationships and camaraderie they enjoy with their coworkers and the massage clinic personnel reflect their love and belonging to those who care for them.

LITERATURE REVIEW

Communication is a crucial part of being human. Successful communication between humans is necessary to maintain connections. Everyday interactions with coworkers, family, neighbors, and friends are just a few communication styles. Some are effective, while others are not (Ben-Nun, 2014). However, there is a communication gap, though, if the information's recipient needs to understand the speaker's meaning (Lester & Smith, 1993). Consequently, communication barriers make it difficult for us to fully comprehend and accept the messages others employ to share their information, beliefs, and ideas. Some communication issues include information overload, selective perception, office gossip, semantics, gender inequities, etcetera (Lewis *et al.*, 2012). Thus, the company needs to be transparent to close the communication gap. A problem that can negatively impact every part of the business, from productivity and efficiency to employee morale and retention, is the need for more solid ties at work (Lester & Smith, 1993).

Nejati and Asadi (2010) assert that vocalics, a subset of paralanguage sometimes referred to as vocalics, can modify meaning, provide nuanced meaning, or convey emotion by using prosody, pitch, loudness, intonation, and other techniques. It is occasionally only employed to describe nonphonological traits. Blindness at birth improves verbal generating skills. With enhanced memory, they can recall the words given to them. No of

the modality, how easy it is to acquire a language depends on how much perceptual experience one has with the noun's referent. Blind people rely more on vocal cues to identify a person than sighted people.

Additionally, the process through which people and animals connect and communicate by touch is called haptic communication, a subset of nonverbal communication. Touch is the most intricate and unique of the five senses. Touch is an essential non-verbal behavior in communicating. Blind persons with reduced eyesight perceive self-touch more realistically than sighted people do, and they represent their bodies in space less adaptably and dynamically (Nejati & Asadi, 2010). Studies show that smell is a type of communication, just like other senses. The first sense and method of communication is smell. For instance, a baby can utilize smell to find its mother's breast. One feels like time is moving more rapidly when rosemary is in the air. Blind persons also have a keener sense of smell, a more developed tactile sense, and superior hearing (Nejati & Asadi, 2010).

Moreover, auditory perception is the ability to identify and comprehend data communicated to the ears through atmospheric audible frequency waves or other ways. Blind persons do better on auditory perceptual tasks like pitch, auditory language, and memory. They usually function or even supra-normally in tasks requiring spatial hearing in close quarters, a region that may be calibrated using sensory-motor input. For interacting with the environment, the information gleaned from the audition is essential (Nejati & Asadi, 2010).

Furthermore, partnerships with congenitally deaf-blind people must go beyond the present and create language; it is not enough for communication partners to point the congenitally deaf-blind person in the right linguistic direction. However, assuming that a deaf-blind individual will exclusively communicate through gestures and body language is insufficient. However, any new language must represent a tactile understanding of reality. Additionally, elements of the current language culture must be present (spoken and signed). Languages will develop at the partnership level. In these partnerships, referential gestures, actions, and indications brought by either partner serve as the starting point for travels away from the present. Deaf-blind education is at a critical stage in its development, and these concepts are currently being implemented worldwide (Nejati & Asadi, 2010). Indeed, Braille is a touchable writing method used by people with visual impairments, such as those who are blind, deaf-blind, or have low vision. It can be read on embossed paper or refreshable braille displays linked to computers and cell phones (Millar, 1999).

According to Campbell and Uren (2011), nearly many companies are uniform in the benefits that blind or differently-abled individuals may give to the company. Even though humans from visually impaired communities can be excellent personnel in different kinds of work. Furthermore, research from other nations has revealed that their blind or visually impaired populations face even

more obstacles to work. Differently-abled individuals take part within the body of workers at a charge, this is half that of the population, and many are just loafing because of a lesser load of work (Angeloni, 2013). In addition, society has an enormous dread of losing one's vision, which makes it extra tricky to overcome the obstacles faced. Visual impairment is a medical condition in which most individuals are anxious, according to a study by way of the Wilmer Eye Institute at Johns Hopkins. In an online overview, nearly 50% of sighted members are almost losing their vision because of health reasons. Respondents rated the loss of eyesight as being worse than other disabilities. The odds of blind persons receiving the assistance and guidance they want to locate and maintain a task are the lowest.

Likewise, human beings with disabilities can also carry out the same jobs as those without them, according to research from the attitude of human functional resource improvement, if they are given the proper assistance in the form of services and resorts that cover all of their needs. People with disabilities in the united states might also, in reality, perform similar jobs as those without them, in accordance to analyze from the attitude of human aid development, if they are given the proper assistance in the form of services and resorts that cowl all of their needs. However, they have sincerely little probability of being employed and promoted. One of the matters that contribute to the low engagement of PWDs within the team of workers is social prejudice. In Tokyo, blind human beings face prejudice and social exclusion. There may be no preference for massage and acupuncture, however, by the schooling they have (Li *et al.*, 2022).

Additionally, the blind massage parlor may not be aware of Minister of Tourism law No. 20 of 2015 about the commercial enterprise standards of the Parlor. This law affects tourism and the economy, the ministry of fitness, and the affiliation of traditional health practitioners. It governs two things: business people and the administration of massage parlors. The social ministry maintains to oversee the blind massage. The lack of information about the procedures and requirements in implementing enterprise standards for massage Parlor is the challenge in growing the competency for blind massage in implementing commercial enterprise standards of massage Parlor. A need for a collaborative effort that can open up new work possibilities. This collaboration is in line with the goals of sustainable development, especially in the economy, rate of employment, and efforts to enhance the quality of existence for Indonesia's blind massage (Naraine & Lindsay, 2011).

An example of the effects of blind massage with Joseph, who works in Grenada in the Caribbean as a massage therapist and is supported and trained by medical practitioners and therapists about massage, physical, emotional, and career development. The primary objective of training blind human beings is that they may finally come to be financially independent. How has Joseph's life developed, given that then? He feels confident and proud

of his achievement. He is independent of his meals on donations from nearby farms and people (Robert & Harlan, 2006).

Moreover, it was observed that the massage therapists who were being investigated had reduced exhaustion. Employment among people with (visible impairment) VI is essential to psychosocial rehabilitation. The deployment of expert activation applications and ongoing training leads to process readiness and professional consultation to strengthen this population's social functioning. Stimulating and aiding corporations in presenting occupations for humans with differently-abled Individuals could be a responsibility (Davis, 2013).

Furthermore, the Chinese language authority has created exclusive incapacity employment laws. However, blind massage stays out due to its purpose that it was made for those with visual impairments (i.e., the person who is blind or has low vision). For humans with numerous sorts of disabilities, there is no other precise legitimate Chinese policy in the region. The blind massage has increased employment opportunities for people with differently-abled individuals, showing continuous development in authentic papers. For visually impaired people, blind massage is an option for employment in China (Li *et al.*, 2022). Hence, mentors from the institutions for blind college students in Fuzhou were sent to Japan to examine blind massage in 1932, and a Japanese visually impaired man or woman trained the primary cohort of blind massage in 1938; it is far known that the college for the blind college students in Beijing (the capital of the People's Republic of China) started to teach blind massage in the 1930s (De Kloet, 2008).

As a result, the China Blind Welfare Association (CBWA, renamed the China Disabled humans' Federation in 1988) began four training packages (relating to trainer certification, blind massage, song, and handcrafts) for veterans who are visually impaired in 1955, following the official's order of the people's Republic of China in 1949. These tasks were created to help people with imaginative and prescient impairments find employment (Li *et al.*, 2022). In 1962, all the activities were stopped because of a loss of financial aid. The blind massage application remained among the training options and developed into a commercial enterprise.

Various factors, which have received significant attention from official and public sources, led to the continued support for blind massage training (Jeffreys, 2015). Given how much traditional medicine has influenced Chinese society, many Chinese view massage as a medical innovation. Policymakers and many others began to view massage as a career that would be suited for those who are blind based on the idea that folks who are blind or visually impaired have superior tactile sensitivity and talents than those who are sighted. The field of massage treatment has gained popularity and respect.

Indeed, the CBWA performed five blind massage training classes for one year in 1962. Two hundred individuals with vision impairments were granted teaching in scientific

and clinical abilities (Li *et al.*, 2022). In hospitals, clinics, and colleges for blind massage practitioners throughout the country, qualified blind massagers are employed. Through apprenticeships, the competent massager coach in massage.

Besides, simple fields to look at are provided for people with visual impairments at special training schools for blind college students: blind massage track. That applies from secondary to vocational educational training. An estimated eighty% of visually impaired college students pick out too important in blind massage (Li *et al.*, 2022). China's fundamental goal of enhancing professional opportunities for those with visible impairments limits their alternatives by specializing in blind massage. Lastly, the hyperlink between the capabilities of blind people and massage as a selected career is exaggerated in blind massage policy and practice, and the population's diversity is also missed. In assisting the country's differently-abled residents, the Chinese authorities need to modify or amend this exercise of altruism with one based on rights (Chen *et al.*, 2017).

Theoretical Framework

This theory is anchored to the leading idea of the Silent Message Theory by Albert Mehrabian and, Supported by Two Sub-Theories of Equity Theory of Motivation by John Stacey Adams and Abraham Maslow's Hierarchy of Needs.

The Theory of the Silent Message (Mehrabian, 1971) is a groundbreaking exploration of nonverbal communication and its implications for our lives. It examines how much of the meaning in our messages are conveyed through body language, facial expressions, and other nonverbal cues and how this affects our interactions. Mehrabian draws on psychology, linguistics, and neuroscience research to show how these silent messages can improve relationships, resolve conflicts, and create a more harmonious environment. With an accessible, engaging style, Mehrabian emphasizes the importance of understanding and interpreting nonverbal communication to avoid misunderstandings in interpersonal relationships. He provides readers with tools and techniques to help them recognize and interpret nonverbal cues and messages. He encourages readers to be aware of their and others' nonverbal behaviors to better understand and communicate with one another. It also examined the connection between nonverbal communication as well as culture. He explains how cultural norms and values affect how people interpret nonverbal messages. He encourages readers to be aware of cultural differences when interpreting nonverbal communication to avoid misinterpretations. Mehrabian found that when a person communicates with another person, the nonverbal elements of the communication, such as facial expressions, body language, and vocal tone, are more important than the words spoken. He found that people interpret a message based on 55% of their nonverbal cues and only 7% of their verbal communication. He

concluded that when people communicate with one another, their nonverbal cues are more important than their words in conveying meaning.

The silent message theory, proposed by Albert Mehrabian, has implications for disabled people who cannot express their emotions and thoughts using traditional methods. When communicating with disabled people, especially blind people, the importance of verbal communication is even greater. Since they rely more heavily on their other senses, they cannot recognize nonverbal cues, such as body language, facial expressions, and mouth gestures, as those who can see. As a result, blind people rely heavily on verbal communication to interpret messages and understand the speaker's intentions. Through Mehrabian's "Silent Message" theory, we can better understand how important nonverbal communication is for blind people, like studying sign language, tone of voice, loudness, inflection, pitch, smell, taste, touch, and Braille. Other those who have difficulty speaking or communicating verbally may find it difficult to express their thoughts and feelings, especially when talking to a blind person. In addition to being an excellent tool for communication, silent message theory can also be used to help create an environment of acceptance and understanding. Those who interact with disabled people can better understand their feelings and emotions by observing nonverbal cues. This can lead to more empathy, understanding, and acceptance.

Equity Theory of Motivation (Adams, 1963) states that a higher level of motivation and positive results can be expected when employees believe their treatment is fair. The situations described by the equity theory depend on the output ratio to input. Employees compare themselves to their colleagues, neighbors, friends, relatives, and themselves. This suggests that equity and justice, both inside and outside of the workplace, are closely tied to motivation. The higher the level of equity and justice, the more motivated a person is likely to become. People motivated by equity generally assess their level of equality by comparing specific inputs, such as effort and eagerness, to desired outcomes, such as compensation or self-worth. When the chosen inputs produce the expected or desired results, things are perceived as fair, and a person is more motivated. Alternatively, if the inputs do not produce the desired result, it is possible to become discouraged. The people develop inquiry stress within themselves due to these comparisons, and they deal with it differently, as discussed above. Adams argued that people are motivated to maintain a balance of fairness and equity between their contributions and the rewards they receive. The theory suggests that when people perceive an imbalance, they may become dissatisfied and unmotivated. To effectively understand Adams' Equity Theory of Motivation, it is vital to understand the underlying concepts of inputs and outputs. Inputs refer to the effort and resources that an individual puts into a job, such as education, experience, and time. Outputs refer to the rewards and recognition the individual receives in exchange for their efforts,

such as money, status, and praise. According to Adams' theory, the individual will feel content and motivated to continue working hard when the inputs and outputs are perceived to be equal. In order to ensure that employees remain motivated, Adams suggested that organizations strive to maintain a sense of equity in the workplace. It also gives us an essential insight into the role of fairness in the workplace. It emphasizes how crucial it is to ensure that staff members believe their contributions are appreciated appropriately and that their efforts are rewarded compared to those of their peers. By promoting a sense of balance in the workplace, organizations can ensure that employees feel appreciated and motivated to perform at their best. This theory has been used in many different contexts to improve employee motivation, and its relevance in today's work environment is still highly applicable. While it is vital to think back that many other factors influence employee motivation, Adams' Equity Theory is an excellent tool for ensuring that workers feel properly compensated and valued.

Understanding the equity theory of motivation concerning disabled people requires considering the unique challenges that people with disabilities face. Disabled people often have fewer resources and opportunities and can be disadvantaged in accessing the same rewards and resources as their peers. This can lead to disappointment, powerlessness, and a lack of motivation to perform at their best. The equity theory of motivation can be applied to disabled people to help them remain motivated and achieve their goals. This can be accomplished by providing disabled people with equal opportunities for success, such as providing the same resources and rewards as their peers. It is also critical to ensure that disabled people are treated equally.

The Hierarchy of Needs Theory of Motivation (Maslow, 1958) explains how humans strive to meet their basic needs and reach their highest potential. According to the hierarchy of needs, for a person to be happy and fulfilled, they must have specific needs to be addressed. At the bottom of Maslow's hierarchy are the basic needs, such as food, shelter, safety, and love. These physiological needs must be met before a person can move up the hierarchy to meet higher needs. Once the basic needs are met, the individual can move onto the second tier of needs, which are the psychological needs such as love, esteem, and belonging. People strive for love and acceptance from others, as well as recognition and accomplishment. In the third tier of needs, Maslow's hierarchy of needs addresses self-actualization. This is the highest level of need and is composed of the needs for creativity, morality, problem-solving, and self-fulfillment. At this stage, individuals are working toward realizing their full potential and improving themselves.

Physiological Needs: basic needs for survival such as food, water, access to assistive devices, appropriate nutrition, medical care, shelter, job, and health care for disabled persons. Safety needs include access to safe and secure environments, protection from physical,

psychological, and emotional harm, and protection from harm for disabled people. Love and Belonging: Access to supportive relationships, social participation, a sense of community, acceptance, and inclusion within their community for disabled persons. Esteem needs: access to meaningful activities, recognition, respect, and recognition of the abilities of disabled persons. Self-Actualization: Access to meaningful work, educational opportunities, and a sense of direction and fulfillment provide opportunities for disabled persons to pursue meaningful activities and reach their full potential.

Research Questions

This study delved into the emerging communication barriers to the lives of differently-abled individuals working in blind massage services. Specifically, the study sought answers to the following questions:

1. How do the informants being communicated in compensation and other monetary equivalents?
2. What are the communication challenges encountered by the informants at work?
3. What communication gap intervention can be proposed?

MATERIALS AND METHODS

Research Design

This qualitative study looks into the lived experiences of the differently-abled individuals of the selected blind employees working in blind massage services using a single case study research approach. Furthermore, the researchers are focusing on the communication barriers and theories of blind massage employees. It is a one-of-a-kind situation in which in-depth and personal interviews are conducted.

Research Environment

This study was conducted specifically at St. Lucy Blind Massage, a massage clinic strategically located in Labangon, Cebu City, Philippines, and Tabada, Cebu City, Philippines. St. Lucy Blind Massage has two branches, and in each branch, there are at least five blind workers. The operation was started on the 25th of January, 2021.

Research Informants

There were six (6) blind workers who were the informants of this study, three (3) of them were from the first branch in Labangon, and the other three (3) were from the second branch in Tabada. The researchers concentrated on the results of the one-on-one or personal interviews conducted at St. Lucy Blind Massage.

Research Instruments

The researchers utilized an informed consent form and asked for the informants' consent to be recorded during the interview. With a prepared, structured interview guide, the researchers interviewed the informants. The voice recorder was one of the tools used in this study to record the whole interview process considering the visual

status of the informants.

The interview guide was a semi-constructive guide for the researchers during the conversation. It was composed of two questions: How are the informants communicated during payment of their compensation or any other monetary equivalents, and What are the communication challenges encountered by the informants at work?

Data Collection

The researchers asked written permission from the owner of St. Lucy Blind Massage to conduct the study, which was then approved by the latter. Upon approval, the researchers utilized the research interview guide to interview the informants face-to-face. During the interview, each item in the questions was thoroughly explained in the local dialect so that the informants could give the desired or appropriate answers. In collecting responses from the informants, the researchers used a voice recording tool and then transcribed the responses. The informants were assured that all their answers and findings would always be kept confidential and that no personal information would be used for any other reason.

Data Analysis

In analyzing the data, the researcher transcribed the recorded responses from the informants and categorized them to find common patterns that arose from the different responses of the informants. After numerous stages of coding, the researchers constructed various themes, which were then reconstructed to form emergent themes.

Ethical Considerations

In compliance with the research standard and ethics protocol, the researchers always asked permission from the company's management and consent from the informants. The rights and privacy of informants were always on top priority. The researchers respect the informants' rights whenever they are uncomfortable answering the questions. Researchers must always be careful in securing the data in all information gathered and securely kept confidential at all times.

RESULTS AND DISCUSSION

This section deals with the presentation of emergent themes. The researchers go through several stages of coding and recoding. The presentations of themes are in the following order:

1. Practice experiences by the Informants in communicating their Salaries and Wages and other Monetary Equivalents.
 - a. Challenges in Verbal Communication
 - b. Trust and Confidence
2. Communication Challenges encountered by the Informants at Work.
 - a. Challenges Communication to Management In-charge

- b. Challenges Communication with Customers

Theme 1 answers Research Question 1 about how the informants are being communicated in their compensation and other monetary equivalents; Theme 2 addresses Research Question 2 about communication challenges encountered by the informants at work.

3. The practice experienced by blind employees in receiving their pay and other monetary equivalents.

a. Verbal Communication. This theme was derived from the informants' responses when they received their pay. The six informants revealed that verbal communication was used when they received their pay. However, (2) two informants expressed their feelings about trust and confidence.

Informant 1 revealed that

Human as I am, I cannot prevent that; sometimes, when I receive my pay, I doubt whether the money I receive is the exact amount considering that I cannot see. Even thru touching the paper bills, it is challenging to distinguish the texture of the money.

Also, Informant 2 revealed that

I am delighted and thankful for our work for being given the privilege by the owner of St. Lucy Blind Massage to work here and for establishing a business solely for us who are visually impaired. However, because I am just human, I cannot deny the doubts about the money I receive as compensation for my day's services. I rely on the trust and confidence of the owner and her staff in charge when I am given a 500 peso bill that is a 500 peso bill.

4. Communication Challenges encountered by the Informants at Work.

a. Communication Challenges to management In-charge. The researchers of this study created this theme from the responses in which communicating with the management can sometimes be challenging, especially regarding document signing or affixing a thumb mark.

Informant 3 revealed that sometimes she felt shy to the management In-charge when she requested to explain the document's contents. She explained:

I feel shy sometimes, ma'am; if I ask for the details or explanation of the document, I am asked to affix my thumb mark because I do not want them to think negatively and that I might sound conscious of anything they ask me to affix my thumb mark.

Follow-up question to her; Why do you feel ashamed? Will they need to explain the contents of the documents that they want you to affix your thumb mark? And she replied: They will discuss everything on the document they want me to sign. However, since I am just a human, I cannot help but wonder if what I will sign matches what I heard when it was told to me.

Also, Informant 6 had the same response, in which she conveyed that:

I have no problem with my work, ma'am because my coworkers and I are loved and cared for very much by the

owner and the staff in charge. What worries me is when I am asked to affix my thumb mark because I cannot see the document even if I explain the contents in detail. After all, hearing what is said differs from seeing the actual document. However, I have not encountered any problems related to my said situation.

With Informant 4, he felt trust and confidence and elaborated that:

I am pleased about the ample opportunity to be accepted to work here because I am not the same as those with no disability in their sight and can easily find a job. Prayers to the owner and the staff in charge of this establishment are what I always put in my mind. Thanking all of them, giving all our trust and confidence in our daily work.

b. Communication Challenges to Customers. In this theme, the researchers gathered common responses that they did not experience communication challenges towards their customers, except for 1 (one), who said that he experienced serving a deaf customer for a long time before his present employment.

Informant 6 expressed that quality service is his ultimate goal in serving his customers to their satisfaction, but according to him, he cannot please all of them. He narrated his experience:

One time, I had a customer, sir, who was deaf and at the same time mute. It is challenging to deal with this type of customer and very difficult to communicate the desired type of massage because he needed help speaking and hearing what I said.

In other words, communication was challenging because I could not see and read his lips on what he wanted to say, and he could not hear me either. So far, that was the only experience I encountered, but that was a long time ago, and I managed successfully with much patience, where we both agreed and understood each other.

CONCLUSION

Equal treatment and continued support for any person with a disability are vital. Communication in any way allows people to share their thoughts, ideas, feelings, and emotions with others; indeed, language is a formal system in that people communicate. In the case of these blind workers, the physiological, safety, belongingness, and love needs of Abraham Maslow's Hierarchy Theory of Needs and the Communication Accommodation Theory of Howard Giles are accord from the mindset of the informants. The physiological and safety aspects are the basic needs for people's survival, and belongingness and love are the human's emotional needs for interpersonal relationships and being part of the group: the Communication Accommodation Theory aspects mainly concern the importance of verbal and non-verbal communication. Precisely, a person's most basic psychological requirement is a need for interaction and is satisfied via communication. Humans need to live with others because they are social creatures, and living with others requires developing efficient communication.

Based on the testimonies gathered from the informants, the blind reading literacy barrier is perceived as a communication challenge among the employees. Their disability in reading made their emotions unstable, causing doubts or fear of trust and confidence when they affixed their thumb mark to whatever document for their signature. The skill of informants as blind massage therapists is not enough for them to become fully satisfied. Moreover, having a job as a massage therapist made them grateful for an opportunity as a blind employee and made them stable and happy in supporting their family needs.

RECOMMENDATION

In their little way, visually-impaired individuals working as massage therapists provide services to people seeking relief from body pain, including muscle tension, malaise, and other stress-related physical conditions. When their customers positively reciprocate it by leaving a "tip" or simply praising a job well done, their tiny contribution to society takes on greater significance in their eyes.

Furthermore, this group or type of visually-impaired individuals is vulnerable to becoming victims of dishonesty or unfair treatment due to their disability. Because they cannot see frequently, management intervention in cooperation with the relevant governmental institutions could be used to alleviate feelings of uncertainty and insecurity. A continuous Braille education intervention for blind workers is vital and therefore be funded by the government and given free. The management may seek funding assistance from generous international non-government organizations whose advocacies are providing financial and psychological interventions to visually-impaired individuals. The financial assistance may be converted into scholarships for enrollment in the Braille system. The psychological assistance will help those visually-impaired victims of bullying or indiscriminatory to expand the degree of their confidence not only in their respective work but in the society where they belong. Also, there is a need to conduct another study to strengthen the preliminary findings on a larger scale of informants regarding the communication gap of blind massage therapists.

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