

Case Study 2: Deaf Community
2.3.1. Full report

2.3.

A vertical film strip graphic on the right side of the page. It consists of a dark grey vertical bar with a white perforated edge on the right. The film strip is divided into several rectangular frames. The third frame from the top is highlighted in a light red color and contains the text '2.3.'. The other frames are white and empty.

Questionnaire to the Deaf: Results

In the absence of studies on the Deaf and HoH in Portugal, and particularly in what respects their access to audiovisual materials, there was a need to find out what/how these people feel about television, cinema and DVD in terms of their specific needs. Various personal contacts with Deaf people showed that they are rather critical of the facilities they are presently offered in Portugal: open interlingual subtitling of foreign spoken materials (TV, cinema, VHS/DVD); intralingual teletext subtitling (TV); sign language interpreting (TV); and crawl subtitles in news bulletins (TV). The possibility of questioning the Deaf directly on specific issues seemed appropriate and helpful to clarify the needs and expectations of those who are at the "deep end" of deafness.

The easiest way to get to a significant and illustrative number of people appeared to be through a questionnaire to be distributed to the Deaf living in different areas of the Portuguese territory, including continent and islands. Reaching Deaf people in such a vast geographic distribution appeared not to be a problem, at first, for the APS – Associação Portuguesa de Surdos (Portuguese Deaf Association) – has branches in most districts and the then president of the Association offered to spread the questionnaire to all the members of the Association, through their District branches. Even though this meant losing control over the distribution process, it appeared to be the best way to get to a significant number of Deaf people in Portugal. A first estimate previewed that about 1200 questionnaires were to be mailed – via the Central and district branches of APT – to their associates and that people who had difficulty in filling in the questionnaires on their own would be helped by PSL interpreters or APT members at the different associations.

With these preliminary conditions in mind, a first draft of the questionnaire was made and given to APT members for suggestions. Various changes were introduced so as to make the questionnaire simple to understand and to make it take the layout and appearance of most questionnaires used in public services (e.g., ID card requisition, tax payment bulletin and the census' questionnaire). Once an acceptable format was agreed on, the questionnaire was tested on a group of 20 people, who filled it in at a session in APT, Lisbon. Further changes were introduced to the questionnaire so as to make it still clearer and easier to fill in. One of the main problems the group found appeared to be in understanding what was required and answering open questions.

In respect to the first problem – difficulty understanding what was required – some questions (presented indirectly or with passive constructions) were reformulated and turned into direct questions. As for the second problem, instead of completely eliminating or substituting all the open questions for closed multiple choice types, it was decided that some of them should be kept so as to allow for free expression, in the knowledge that those questions would pose a problem particularly to people with weak reading/writing skills.

A final version was designed and given to the president of APT for distribution.

The Questionnaire.

In the knowledge that the data to be collected would inevitably have a significant degree of subjectivity for being based on personal opinions and choices, the questionnaire aimed at collecting objective information about how the Deaf feel about their access to audiovisual materials. Three main objectives lay the premises for its making:

1. To identify audiovisual viewing habits and choices.
2. To access their opinion as to the adequacy and preferences in terms of accessibility solutions.
3. To collect suggestions for the improvement of the present situation in Portugal.

The questionnaire was divided into 10 groups of questions under the following headings:

1. Identification / Personal pProfile
2. Television viewing habits
3. Favourite TV programmes
4. Sign language on TV
5. News bulletins on TV
6. Teletext subtitling of Portuguese TV programmes
7. Subtitling of foreign spoken films and series on TV
8. Subtitling of films on DVD / Cinema
9. Personal Comments
10. Details on the filling in of the questionnaire

Each group of questions previewed objective information about the specific areas covered and allows for cross-readings which will shed light on less focused issues, as may be seen in the detailed analysis below.

A note was included at the beginning of the questionnaire so as to justify its purpose and to assure people of its anonymity and means of analysis. It was hoped that this would encourage people to answer truthfully and would justify the questionnaire itself.

The end of the questionnaire also had a thank you note which would come to need reformulation, as will be seen ahead.

Development / Feedback / Problems (?)

The plan for the distribution and collection of questionnaires proved to be less efficient than initially envisioned. As planned, the president of APS sent out copies of the questionnaire to be distributed by the district branches. Without any consultation on the matter, and in order to reduce costs with photocopying and postage, the three paged questionnaire was reduced to a two sided copy. This meant reducing A4 pages into A5 format, making the lettering very small, posing a problem to those people who also have visual impairment (a common situation among the Deaf).

Further problems were encountered when we tried to collect the questionnaires that had been answered. Dissensions among various members of the APS led to the election of a new president of APT and the questionnaires that had been collected were never retrieved. Only 36 questionnaires

had, up until then, been received, all of which were sent individually or by district branches to the address printed at the foot of the questionnaire.

This situation led to further attempts to distribute more questionnaires, using other means. In the process of trying to recover the "lost" questionnaires, much was learnt about the dynamics of the Portuguese Deaf community. Rather than a strong and united minority, we have, in fact, a highly fragmented reality where small groups rival each other for different beliefs in terms of SL use and associative issues.

The questionnaire which was initially written for what was believed to be a cohesive community under the APS's wing had to be readjusted, and the last paragraph was rewritten to simply read "Many thanks to those who have taken part in this project", so as to include those who might have not belonged to the APS: In fact, it became clear that there are many small associations scattered throughout Portugal that do not affiliate with the major associations and that play a small role in the community, simply promoting social gatherings for the Deaf in their area.

In the process, other issues were understood which may account for the reason why the Deaf have little lobbying power in Portugal. There is a Portuguese Federation of Deaf Associations (Federação Portuguesa de Associações de Surdos) that, in theory, should serve as a uniting body. In practice, it does not act as a unifying force for it is a by-product of the APS, and therefore regarded by some as a biased organ. This means that there is no single organization to represent all the Deaf in Portugal and it is extremely difficult to reach the various small groups that exist.

To overcome this situation, an endeavour was made to list as many associations/institutions as possible that might be linked to the Deaf in Portugal. Addresses and contacts were gathered and a new attempt was made at distributing questionnaires. Letters were sent out to all the collected addresses; emails were also sent to Deaf people and institutions and we tried to get people personally involved in the project by talking to them and asking them to pass on the questionnaire to their friends and relatives who might also be deaf.

The whole process took over a year from the first distribution to the collection of the last questionnaires to be had. 153 questionnaires were recovered and used for analysis, which may be considered representative of the Portuguese Deaf community for their results tend to confirm many of the comments that are often got in informal conversations and that may be read in various articles that have been published in Portuguese newspapers.

Method for analysis of responses

Substantiating readings about the way the Deaf read and write and the various conversations had with Deaf people, the analysis of the completed questionnaires posed problems of different natures.

An overview of the replies show that, in fact, many Deaf people have difficulty filling in forms (questionnaire) both because they do not fully understand what is asked from them, and because they find it difficult to express themselves in writing. It was found that, whenever questionnaires

were filled in groups (e.g. in Deaf Associations or schools) there are similarities in the answers, which proves that many of these people felt insecure about expressing their personal opinion. Many questionnaires were not filled in to the end or else were left unanswered whenever the question was open or needed interpreting. In the latter case, apparently straightforward questions posed a problem which proves that, indeed, reading comprehension is a real problem among the (Portuguese) Deaf¹.

A last group of questions in the questionnaire were very helpful in clarifying the circumstances in which the questionnaires were answered:

Help /Filling in		
	Frequency	Valid Percent
Yes	68	58,1
No	49	41,9
Total	117	100,0
Missing	36	
Total	153	

Help /who		
	Frequency	Valid Percent
Family member	18	27,7
Friend	8	12,3
Deaf Association member	32	49,2
Teacher	7	10,8
Total	65	100,0
Missing	88	
Total	153	

In spite of various contingencies, the questionnaire offers itself to a qualitative and quantitative analysis, the latter of which can only be achieved through careful analysis of implied meanings in what apparently should have been objective and exact data.

Some of the principles of statistical analysis, (e.g. exclusion of any questionnaire presenting anomalous replies; objective reading of separate questions), had to be bent because it would mean excluding more than half of the questionnaires. Some of the answers that seemed ambiguous became clear once they were read in the light of the answers to other questions. This circumstance called for special care in the analysis of the questionnaires for most of them needed to be interpreted as a full text rather than as a sum of different questions. Aware of this situation, all the questionnaires were submitted to a statistical analysis with the aid of the program SPSS – version 11.

All the collected information was introduced and worked statistically to obtain the results here presented. Most cases were simply analysed in terms of descriptive statistics for they were nominal in nature. However, whenever possible, nonparametric tests (e.g. U Mann-Whitney test) were run so as to clarify whether the results were meaningful or not. Individual findings were crossed, particularly with information on the subjects' profiles, so as to clarify what elements may influence choices and opinions. Co-relations of various responses with the age, sex, school education, occupation, reading skills and kind of deafness of the respondents were of uttermost importance to determine whether a particular finding may be considered universal or characteristic of a particular group.

¹ In question n°1 Group2: "How many hours a day do you watch television during the week?", many people read the question as being the full week rather than on a daily basis, which leads to answers such as 30 hours or 45 hours.

Section I: Description of Subjects' Profile

As mentioned above, the questionnaires were distributed among people who identify with the Deaf community and that are, in some respect, connected to Deaf associations or institutions. A first group of questions was devised to allow for the description of the subjects under study. It was hoped that the respondents would be representative of the Portuguese Deaf in general and that the analyses would allow us confirm known facts or to make inferences and extrapolations about less known particulars.

An attempt was made at getting answers from all 20 Portuguese districts. This was not completely achieved; however, 16 districts were somehow represented, even if by one person alone.



GEOGRAPHIC DISTRIBUTION			
	Frequency	Percent	Valid Percent
Beja	1	,7	,7
Bagança	1	,7	,7
Braga	1	,7	,7
Castelo Branco	3	2,0	2,0
Coimbra	2	1,3	1,4
Évora	1	,7	,7
Faro	9	5,9	6,1
Guarda	2	1,3	1,4
Leiria	25	16,3	16,9
Lisboa	53	34,6	35,8
Porto	25	16,3	16,9
Santarém	3	2,0	2,0
Setúbal	8	5,2	5,4
Viana	1	,7	,7
Vila Real	3	2,0	2,0
Açores	10	6,5	6,8
Valid Total	148	96,7	100,0
Missing	5	3,3	
Total	153	100,0	

The three districts that stand out with the highest number of responses – Lisbon: 53; Porto: 25 and Leiria: 25 – happen to be the ones where personal interaction led to greater involvement. Even if the other districts may account for a smaller amount of replies, we are given a fair overview of the whole territory: North and South; Continent and Islands.

A first item was set to determine the subject's sex². The count showed that the respondents were reasonably levelled in terms of sex:

SEX		
	Frequency	Percent
female	83	54,2
male	70	45,8
Total	153	100,0

Even though there is an apparent difference (13 more female than male responses), when statistical analyses crossed sex with other variables, the difference was never considered significant, which leads us to consider a balance between both sexes. This fact will lead to no specification of sex differences in the rest of the study unless they are deemed significant for specific reasons.

Respondents were also asked about their ages and school education so as to allow for a closer understanding of how age and schooling might determine other responses.

Ages and school education of the subjects in this study are summed up in the following tables:

AGE			
	Frequency	Percent	Valid Percent
1-14	5	3,3	3,4
15-24	39	25,5	26,2
25-34	57	37,3	38,3
35-54	36	23,5	24,2
55-64	7	4,6	4,7
>65	5	3,3	3,4
Total	149	97,4	100,0
Missing	4	2,6	
Total	153	100,0	

SCHOOL EDUCATION			
	Frequency	Percent	Valid Percent
Incomplete primary school	5	3,3	3,6
4 th grade	33	21,6	23,7
6 th grade	14	9,2	10,1
9 th grade (compulsory education in PT)	28	18,3	20,1
Incomplete secondary school	21	13,7	15,1
12 th grade	27	17,6	19,4
University degree	11	7,2	7,9
Total	139	90,8	100,0
Missing	14	9,2	
Total	153	100,0	

When the data about age and school education were crossed, a significant aspect was brought to light. One would expect younger and older people to be the ones with the lowest school education level for the Portuguese educational system has discouraged early school leaving by enforcing compulsory school until the 9th grade or 16 years of age.

² The need to choose between [F] for “female” and [M] for “male” posed a problem for many Deaf who did not know what the letter stood for. In various cases the answer had to be deduced from the gender flexion in the answers to other questions.

In fact, more than half of the respondents (57,6%) stopped studying at the 9th grade, and 30,9% have only attained primary school levels.

SCHOOL EDUCATION	AGE GROUPS						Total
	1-14	15-24	25-34	35-54	55-64	>65	
Incomplete primary school		1	2	2			5
4 th grade	4	5	6	12	4	1	32
6 th grade		6	4	2		2	14
9 th grade (compulsory education in PT)		9	12	5		1	27
Incomplete secondary school		8	11	2			21
12 th grade		5	13	8			26
University degree		3	4	2	1		10
Valid Total	4	37	52	33	5	4	135
missing							18
Total							153

Another conclusion to be drawn may be found in the high number of people who report to only have attained primary school level (32/153) and that there should be people, over the age of 15 who have not completed primary school. These figures suggest that people with hearing impairment have greater difficulty at school. This becomes clearer when a closer look is taken at the ages of those who classify themselves as students:

Students / school level			
School Level	Ages	N°	Total
Primary school (1 st – 4 th grade)			11
	12,00	1	
	13,00	3	
	15,00	2	
	16,00	1	
	17,00	1	
	18,00	1	
	19,00	1	
	25,00	1	
Preparatory school (5 th – 6 th grade)			4
	15,00	3	
	16,00	1	
Junior School (7 th – 9 th grade)			6
	17,00	1	
	20,00	1	
	21,00	1	
	24,00	1	
	25,00	1	
	26,00	1	
Secondary school (10 th – 12 th grade)			25
	17,00	1	

	19,00	1	
	20,00	4	
	21,00	2	
	22,00	2	
	24,00	2	
	25,00	2	
	26,00	3	
	27,00	5	
	28,00	2	
	41,00	1	
University			1
	22,00	1	
		Total	47

In normal circumstances, hearing children complete primary school (4th grade) at the age of 9-10; preparatory school (6th grade), at the age of 11-12; and junior school (9th grade) at the age of 14-15. The figures come to prove that deaf students are, in general, much older than their hearing peers. This age difference is particularly noticeable in compulsory school levels. This also allows us to deduce that most of these students are not included in the mainstream educational system because their ages (particularly of those in the lowest levels) do not allow them to be mixed with hearing children for there are age limits for each school cycle. Two solutions seem feasible for the circumstances: Either these students attend special schools or else they are studying in night classes (ensino recorrente), an educational outlet for students who are too old to fit in with regular classes. A question about the subjects' occupation was to be found in this first group. A general overview of the responses may be summed up in the table below:

OCCUPATION ³			
GROUP	Frequency	Percent	Valid Percent
1 – legislators, senior officials and managers	1	,7	,8
2 – professionals	4	2,6	3,0
3 – technicians and associate professionals	21	13,7	15,8
4 – clerks	1	,7	,8
5 – shop assistants	3	2,0	2,3
7 – craftsmen and related trades workers	16	10,5	12,0
9 – plant and machine operators and assemblers	23	15,0	17,3
students	51	33,3	38,3
retired	8	5,2	6,0
unemployed	5	3,3	3,8
Total	133	86,9	100,0
Missing	20	13,1	
Total	153	100,0	

Occupations were classified according to the International Standard Classification of Occupations (ISCO-88), which is also followed by the Portuguese INE (Instituto Nacional de Estatística). Even though, for obvious reasons, the groups "student" "retired" and "unemployed" do not appear in

³ Group 1: Legislators, Senior Officials and Managers; Group 2: Professionals; Group 3: Technicians and associate professionals; Group 4: Clerks; Group 5: shop and market sales assistants; Group 6: Skilled agricultural and fishery workers; Group 7: Craft and related trades workers; Group 8: Plant and machine operators and assemblers. Further information at www.ilo.org/public/english/bureau/stat/res/isco.htm .

the above mentioned standards, they were included in this study to account for those who are not productive as such.

The degree of school education was crossed with the respondents' occupation to highlight how the first might influence the second.

SCHOOL EDUCATION	OCCUPATION						
	group 1	group 2	group 3	group 4	group 5	group 7	group 9
Incomplete primary school				1		2	
4 th grade	1		2			3	15
6 th grade						3	
9 th grade (compulsory education in PT)			3		1	6	3
Incomplete secondary school			1		1		
12 th grade		1	8		1	1	2
University degree		3	5				
Total	1	4	19	1	3	15	20

No direct relationship could be found between school education level and occupation. What comes across as most significant is the fact that close to 56,6% of the respondents work in lowly paid jobs (groups 7 and 9) and less than 7,2% work in well paid prestigious jobs (groups 1 and 2). The fact that the only person in group 1 should only have the fourth grade also came as a surprise. The subject falls into this category because he is the owner of a small family factory, a situation that is frequently found in Portugal.

We were lead to enquire whether the onset of deafness would influence both school education level and occupation.

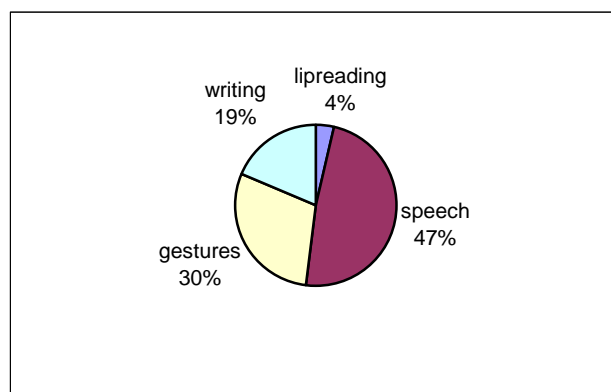
DEAFNESS			
	Frequency	Percent	Valid Percent
Prelingual	104	68,0	83,9
Postlingual	20	13,1	16,1
Valid Total	124	81,0	100,0
Missing	29	19,0	
Total	153	100,0	

SCHOOL EDUCATION	DEAFNESS		Total	OCCUPATION	DEAFNESS		Total
	prelingual	postlingual			Prelingual	Postlingual	
Inc. primary school	3		3	group 1	1		1
4 th grade	19	4	23	group 2	3	1	4
6 th grade	13		13	group 3	13	5	18
9 th grade	22	2	24	group 4	1		1
Inc. secondary school	14	4	18	group 5	2	1	3
12 th grade	16	7	23	group 7	13	1	14
University degree	6	3	9	group 9	18	1	19
Valid Total	93	20	113	Valid Total			109
Missing			40	Missing			44
Total			153	Total			153

A further item questioned the subjects as to their mode of communication with hearers.

		COMMUNICATION MODES				Total
		lipreading	speech	gestures	writing	
DEAFNESS	Prelingual	2	29	23	13	67
	Postlingual	1	10	3	2	14
	Valid Total	3	39	24	15	81
	Missing					72
	Total					153

Regardless of the onset of deafness, there is a clear preference for using speech and gestures to communicate with hearers:



These figures are consistent with those of the respondents who oralise:

ORALISATION			
	Frequency	Percent	Valid Percent
yes	73	47,7	67,6
no	24	15,7	22,2
more or less	11	7,2	10,2
Valid Total	108	70,6	100,0
Missing	45	29,4	
Total	153	100,0	

The ability to oralise is often considered a plus in terms of success both in studies and in professional life. This assumption is somewhat dangerous for various factors may contribute to success or failure. Audrey Byrne (in Schwartz 1996:115) mother to a deaf child, minimizes the importance of speech for the deaf in the following comment:

When people ask me why some Deaf people speak so well and others do not, I simply say that the ability to speak for a Deaf person is then same as the ability to sing for a hearing person. I can talk but no one ever asks me to sing! Deaf people can communicate but not all can speak. I learned long ago that speech does not equal language and speech certainly does not equal intelligence.

If the ability to speak appears to be of little importance, the reading skills are, indeed, an issue.

READING OF WRITTEN PORTUGUESE			
	Frequency	Percent	Valid Percent
with ease	31	20,3	25,2
with some difficulty	63	41,2	51,2
with great difficulty	28	18,3	22,8
no	1	,7	,8
Valid Total	123	80,4	100,0
Missing	30	19,6	
Total	153	100,0	

80% of the subjects answered the question about reading skills and 25,2% of the respondents say that they read written Portuguese with ease. Close to 75% of the respondents say they have some or great difficulty reading written Portuguese. These figures are particularly significant if crossed with school education level:

SCHOOL EDUCATION	READING				Total
	with ease	with difficulty	with great difficulty	no	
Incomplete primary school	1	3	1	1	5
4 th grade	4	13	15		33
6 th grade	4	4	4		12
9 th grade (compulsory education in PT)	1	19	4		24
Incomplete secondary school		6	2		8
12 th grade	8	12			20
University degree	10				10
Valid Total	28	57	26	1	112
Missing					41
Total					153

As could be expected, all those with a university degree say to have ease in reading written Portuguese, and the only person who says he (male) cannot read at all has not completed primary school.

OCCUPATION	READING				Total
	with ease	with some difficulty	with great difficulty	no	
group 1	1				1
group 2	3				3
group 3	7	12	2		21
group 4		1			1
group 5	1	1			2
group 7		9	4		13
group 9	2	8	13		23
student	6	18	5	1	30
retired	8				8
unemployed		3	1		4
Valid Total	28	52	25	1	106
Missing					47
Total					153

In what concerns occupation, most of the people (91%) in group 9 have some (35%) or great difficulty (56%) reading written Portuguese. On the other hand, 40% of those who say they read written Portuguese with ease have group 1 to 3 occupations and 21% are students. This comes to prove that the ability to read written language is significant where jobs are concerned.

Section II: Television Viewing Habits

This group of questions was devised to find out the television watching habits of the Portuguese Deaf.

Basically, we wanted to know how many hours are spent watching television; in which periods of the day television watching occurs; and which programmes are most watched or desired.

Time spent watching television

During the week, on average, people watch television for about 4 hours a day whereas, the time spent during the weekend increases to an average of 5,40 hours. This means that Deaf people watch, in average, 4,8 hours of television per day which is more than the 3 hours 12mins the Portuguese in general viewed in the 1st semester of 2002⁴.

TV VIEWING DURING THE WEEK				
N	Minimum	Maximum	Mean	Std. Deviation
127	1,00	12,00	3,8031	1,89837

TV VIEWING ON SATURDAY				
N	Minimum	Maximum	Mean	Std. Deviation
115	1,00	14,00	5,1304	3,22687

TV VIEWING ON SUNDAY				
N	Minimum	Maximum	Mean	Std. Deviation
118	1,00	24,00	5,7373	3,63607

It appears that men watch more television than women. However, the application of the U Mann-Whitney test demonstrates that such a difference is, in fact, not very significant.

TV VIEWING DURING THE WEEK / SEX			
SEX	Mean	N	Std. Deviation
female	3,5000	64	1,63299
male	4,1111	63	2,10308
Total	3,8031	127	1,89837

TV VIEWING ON SATURDAY / SEX			
SEX	Mean	N	Std. Deviation
female	4,8909	55	3,20689
male	5,3500	60	3,25641
Total	5,1304	115	3,22687

TV VIEWING ON SUNDAY / SEX			
SEX	Mean	N	Std. Deviation
female	5,5763	59	3,74720
male	5,8983	59	3,54622
Total	5,7373	118	3,63607

Sex	N	Mean	U	Z	p
M	63	4,11	1692,50	-1,58	0,11*
F	64	3,50			

* not significant (over 0,05).

If we are to cross these figures with occupation, it appears, as might be expected that those who are retired spend more time watching television, whilst all the other groups are very close in terms

⁴ The Portuguese, in general, viewed 192 minutes of television per day in the first semester of 2002. Source: Obercom, October 2002 Newsletter (www.obercom.pt/04news/newsletters/out2002/10.htm).

of the time spent watching TV. During the week, Group 2 (professionals) are those who spend the least time watching TV (little over 2 hours per day). Of all the workers, those belonging to group 3 (technicians and associate professionals) seem to be the ones spending more time watching TV (5,71 hours), far more than the time spent by students (4,90) and the retired (5,05), who would be expected to top the list.

TV VIEWING DURING THE WEEK / OCCUPATION			
OCCUPATION	Mean	N	Std. Deviation
group 1	5,0000	1	,
group 2	2,2500	4	,95743
group 3	3,7368	19	1,59311
group 4	3,0000	1	,
group 5	2,6667	3	,57735
group 7	3,5000	14	2,10311
group 9	3,5263	19	1,21876
student	3,6667	42	1,63299
retired	5,1667	6	3,54495
unemployed	3,2500	4	1,50000
Total	3,6283	113	1,74333

TV VIEWING ON SATURDAY / OCCUPATION			
OCCUPATION	Mean	N	Std. Deviation
group 1	2,0000	1	,
group 2	2,5000	4	1,29099
group 3	6,6471	17	3,99908
group 4	3,0000	1	,
group 5	4,0000	3	2,00000
group 7	5,5000	14	3,39116
group 9	4,3333	18	3,37813
student	5,2857	35	2,84472
retired	4,8000	5	3,03315
unemployed	3,3333	3	2,08167
Total	5,0891	101	3,22831

TV VIEWING ON SUNDAY / OCCUPATION			
OCCUPATION	Mean	N	Std. Deviation
group 1	5,0000	1	,
group 2	3,0000	4	,81650
group 3	6,7778	18	3,40511
group 4	1,0000	1	,
group 5	5,3333	3	1,15470
group 7	6,0769	13	3,32820
group 9	5,5263	19	2,81599
student	6,0556	36	4,72649
retired	5,2000	5	3,19374
unemployed	3,2500	4	1,70783
Total	5,7404	104	3,70514

If we are to cross these figures with type of deafness, we can conclude that postlingually deaf people watch less television (4,42 hours) than those with prelingual deafness (5,14 hours).

TV WATCHING DURING THE WEEK / DEAFNESS			
DEAFNESS	Mean	N	Std. Deviation
Prelingual	4,0333	90	1,89885
Postlingual	3,1765	17	1,18508
Total	3,8972	107	1,82713

TV WATCHING ON SATURDAY / DEAFNESS			
DEAFNESS	Mean	N	Std. Deviation
Prelingual	5,2195	82	3,32229
Postlingual	4,6667	15	3,35233
Total	5,1340	97	3,31546

TV WATCHING ON SUNDAY / DEAFNESS			
DEAFNESS	Mean	N	Std. Deviation
Prelingual	6,1852	81	3,88623
Postlingual	5,4375	16	3,20351
Total	6,0619	97	3,77716

Time of the day / Television watching:

The figures below clarify much about the television viewing habits of the Deaf subjects in this study:

Week day	5 a.m. 7 a.m.	7 a.m. 9 a.m.	9 a.m. 12 a.m.	12 a.m. 2 p.m.	2 p.m. 5 p.m.	5 p.m. 8 p.m.	8 p.m. 10 p.m.	10 p.m. 2 a.m.	2 a.m. 5 a.m.
	2	5	5	34	10	35	127	79	12
Valid %	1,4	3,4	3,4	23,1	6,8	24,0	86,4	53,7	8,2

Saturday	5 a.m. 7 a.m.	7 a.m. 9 a.m.	9 a.m. 12 a.m.	12 a.m. 2 p.m.	2 p.m. 5 p.m.	5 p.m. 8 p.m.	8 p.m. 10 p.m.	10 p.m. 2 a.m.	2 a.m. 5 a.m.
	5	9	19	54	61	76	101	87	14
Valid %	3,4	6,2	13,0	37,0	41,8	52,1	69,2	59,6	9,6

Sunday	5 a.m. 7 a.m.	7 a.m. 9 a.m.	9 a.m. 12 a.m.	12 a.m. 2 p.m.	2 p.m. 5 p.m.	5 p.m. 8 p.m.	8 p.m. 10 p.m.	10 p.m. 2 a.m.	2 a.m. 5 a.m.
	4	7	21	54	67	84	100	76	12
Valid %	2,8	4,9	14,7	37,8	46,9	58,7	69,9	53,1	8,4

The most striking feature of all is the fact that television watching peaks during week days, primetime (8 to 10 p.m.). Even though during the weekend most people still tend to watch television at those hours, the difference from the time slots immediately before and after are far less significant. Actually, during the weekend, over 35% of the respondents start watching television at around noon. This number increases steadily throughout the afternoon up until primetime, then it drops slightly after 10 p.m.

If we are to question these figures in terms of sex, we may conclude that women start watching television before men and men keep on watching television long after women have stopped doing so. On Saturday nights, more men actually watch television after than during the primetime slot:

Week day	5 a.m. 7 a.m.	7 a.m. 9 a.m.	9 a.m. 12 a.m.	12 a.m. 2 p.m.	2 p.m. 5 p.m.	5 p.m. 8 p.m.	8 p.m. 10 p.m.	10 p.m. 2 a.m.	2 a.m. 5 a.m.
Female	0	1	1	16	5	23	70	35	3
Male	2	4	4	18	5	12	57	44	9

Saturday	5 a.m. 7 a.m.	7 a.m. 9 a.m.	9 a.m. 12 a.m.	12 a.m. 2 p.m.	2 p.m. 5 p.m.	5 p.m. 8 p.m.	8 p.m. 10 p.m.	10 p.m. 2 a.m.	2 a.m. 5 a.m.
Female	1	4	9	28	36	44	55	38	6
Male	4	5	10	26	25	32	46	49	8

Sunday	5 a.m. 7 a.m.	7 a.m. 9 a.m.	9 a.m. 12 a.m.	12 a.m. 2 p.m.	2 p.m. 5 p.m.	5 p.m. 8 p.m.	8 p.m. 10 p.m.	10 p.m. 2 a.m.	2 a.m. 5 a.m.
Female		3	10	26	39	46	57	35	6
Male	4	4	11	28	28	38	43	41	6

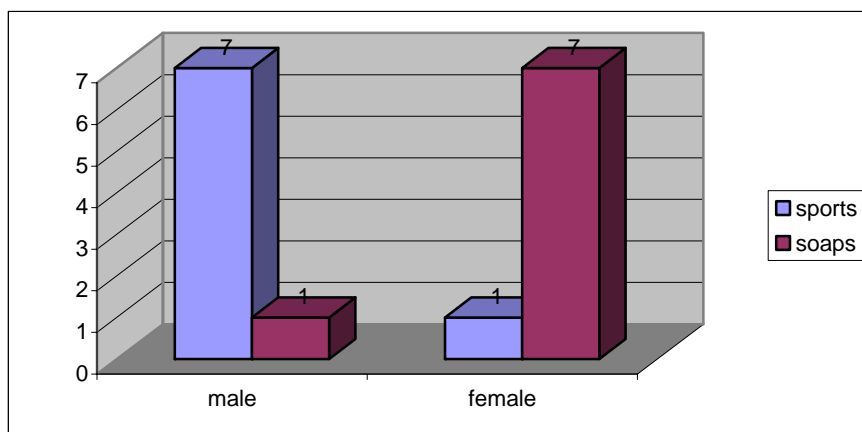
There might be a co-relation between these figures and the types of programmes that are exhibited at the different time slots and the people's TV programme preferences. This will be analysed further in the section below.

Programmes:

When enquired about the programmes that are watched regularly, the respondents had the opportunity to write down three titles which were counted in terms of genre. The possibility of writing down three titles was meant to allow for readings of various natures. In the first place, the analysis of the 1st choice alone, will allow us to determine which programme is the overall favourite. The result was quite expected. During the week, News Bulletins in general are significantly ahead of all other programmes in terms of the most viewed programme. This changes significantly on weekends. People's first choice then falls on Films and only 26.4% of the respondents to the question say their preference goes for the News against 44% who say that what they watch the most during weekends are films, an inverse trend to what is said about viewing habits during the week: 46,5% for news and 11,9% for films.

DURING THE WEEK / 1 st choice					ON WEEKENDS / 1 st choice				
	Frequency	Percent	Valid Percent	Ranking		Frequency	Percent	Valid Percent	Ranking
Art and culture	2	1,3	1,5		Art and culture				
Contests	5	3,3	3,7		Contests	2	1,3	1,6	
Sports	5	3,3	3,7		Sports	8	5,2	6,4	3
Documentaries	1	,7	,7		Documentaries	1	0,7	0,8	
Entertainment					Entertainment	3	2,0	2,4	
Films	16	10,5	11,9	3	Films	55	35,9	44,0	1
News	71	37,3	46,5	1	News	33	21,6	26,4	2
Magazine					Magazine	3	2	2,4	
Reality show	1	,7	,7		Reality show				
Series (F)	3	2,0	2,2		Series (F)	2	1,3	1,6	
Series (P)	2	1,3	1,5		Series (P)				
Information	4	2,6	3,0		Information	5	3,3	4,0	
Talk-shows	4	2,6	3,0		Talk-shows				
Telenovelas	17	11,1	12,6	2	Telenovelas	8	5,2	6,4	3
Others	4	2,6	3,0		Others	5	3,3	4,0	
Total	135	88,2	100,0		Total	125	81,7	100,0	
Missing	18	11,8			Missing	28	18,3		
Total	153	100,0			Total	153	100		

It is also curious to notice that the percentage that, during the week, falls on telenovelas (12,6%), is evenly split on weekends between Sports (6,4%) and telenovelas (6,4%). This splitting echoes the idea that men watch sports, while women watch telenovelas:



When we group together all the choices, regardless of their ranking, new figures might be obtained:

DURING THE WEEK / Overall figures				
	Count	Percentage of responses	Percentage of cases	Ranking
Art and culture	7	1,0	5,0	
Contests	18	2,6	12,9	
Sports	57	8,3	41,0	
Debate	1	0,1	0,7	
Documentaries	23	3,3	16,5	
Entertainment	10	1,5	7,2	
Films	196	28,5	141,0	1
News	194	28,3	139,5	2
Magazine	8	1,2	5,8	
Reality shows	10	1,5	7,2	
Series (F)	31	4,5	22,3	
Series (P)	8	1,2	5,8	
Information	20	2,9	14,4	
Talk-shows	6	0,9	4,3	
Telenovelas	71	10,3	51,1	3
Others	27	3,9	19,4	
Total	687	100,0	494,2	

The difference between the first two types of programmes seen by the Deaf is almost non-existent. In fact, it might be considered a tie for the difference is of 0,2%.

Just as happened with the programmes that the Deaf view, the subjects were asked to register the channels in which they view the different programmes. This information may allow us to determine which channels are most seen by the Deaf subjects under study:

rtp Acores	During the week			On weekends			Overall		
	Count	%	rank	Count	%	rank	Count	%	rank
rtp1	55	15,8	3	43	14,1		98	15	3
rtp2	42	12,1		23	7,5		65	9,9	
sic	81	23,3	2	87	28,4	2	168	25,7	2
tvi	111	31,9	1	98	32,0	1	209	32,0	1
pay tv	53	15,2		51	16,7	3	104	15,9	3

As it is, there is no difference between the preferences of the Deaf and that of the population in general. (see pg....)

If we are to consider the three main genres – news, films and telenovelas – and to establish in which channels such programmes are seen we will conclude that during the week people prefer to watch the news and Portuguese telenovelas on TVi, and Brazilian telenovelas on SIC. As for films, people appear to watch them just about everywhere. Yet, in terms of national channels, SIC distinguishes itself from the rest. However, the number of people saying they watch films on all channels allows us to hypothesise that people are not bound to any particular channel in terms of films, they probably watch whichever channel is showing. The fact that films appear with open subtitling might be a factor for this random distribution.

DURING THE WEEK / channel									
	RTP1	RTP2	SIC	TVi	Pay Channels	RTP Azores	Various national	All	
Art and culture		2	1		1				4
Contests	10							1	11
Sports	6		1	2	10			3	22
Debate	1								1
Documentaries	1	6			3			1	11
Entertainment				2					2
Films	4	1	15	7	13		1	13	54
News	16	10	22	51	1	2	7	4	113
Magazine					2				2
Reality show				8					8
Series (F)	3	11	2	2	4				22
Series (P)		2	3	1					6
Information	2	1	1	1	3	1		1	10
Talk-shows	3		1	1					5
Brazilian Telenovelas	2	2	23						27
Portuguese Telenovelas		2		21					23
Others		2		2	9		1		14
Total	48	39	69	98	46	3	9	23	357

On weekends, choices vary slightly. People are still watching the news mainly on TVi but they are essentially watching films and, once again, on all channels.

WEEKENDS / programme channel									
	RTP1	RTP2	SIC	TVi	Pay Channels	RTP Azores	Various national	All	
Art and culture		1	1						2
Contests		1	1	1	1			1	5
Sports	13	2		2	8	1	1	3	30
Debate									
Documentaries		7	1		3			1	12
Entertainment	2		5						7
Films	8	2	46	30	15		1	18	120
News	6	2	9	34	3	2		3	59

Magazine	1	2	2		1				6
Reality show				2					2
Series (F)		2	4		4				10
Series (P)			1						1
Information	2	1			3			2	8
Talk-shows				1					1
Brazilian Telenovelas			3						3
Portuguese Telenovelas		1		14					15
Others		2	1	6	1			2	12
Total	32	23	74	90	39	3	2	30	

The interest in telenovelas drops dramatically over weekends. This is justified by the fact that telenovelas are mainly shown during the week and much of what is shown over the weekend are either relays or compacts.

Section III: Favourite TV programmes

The information got in this group of questions adds very little information to that which was extracted from group 3. There is a direct relationship between what the respondents watch and what they say to be their favourite type of programme.

	F	M	All	
	n°	n°	n°	%
Art e culture	21	11	32	20,9
Contest	18	7	25	16,3
Debate	11	14	25	16,3
Sports	19	45	64	41,8
Documentaries	15	21	36	23,5
Entertainment	10	5	15	9,8
Film (F)	68	58	126	82,4
Film (P)	21	10	31	20,3
Children's prog.	10	9	19	12,4
Information (news inc.)	64	40	104	68,0
Magazine	2	4	6	3,9
Music	13	11	24	15,7
Reality Show	15	5	20	13,1
Religious prog.	1	0	1	0,7
Series (F)	27	15	42	27,5
Series (P)	4	2	6	3,9
Talk-show	5	5	10	6,5
Brazilian Telenovelas	28	9	37	24,2
Portuguese Telenovelas	26	9	35	22,9
Other	7	5	12	7,8

Initially, the hypothesis was that the Deaf might not be seeing the types of programmes they like the best. However, the issue is difficult to prove, because it may just happen that the subjects say they like certain types of programmes because those are the ones they actually watch, or else they watch certain programmes because those are precisely the ones they like.

When a cross-analysis is done in terms of TV programme preferences and ages, new information appears. The data was filtered so as to find the two types of programmes that each age group chose as the best liked. People from all ages show a preference for foreign spoken films. Information (news included) gains the interest of adults. Even though Sports gets significant scores, the youngest and eldest age groups are the ones to give Sports the relative advantage. Contests, on the other hand are particularly liked by older people.

	Age Groups					
	1-14	15-24	25-34	35-54	55-64	>65
Total Respondents	5	39	57	36	7	5
Art e culture	1	8	12	8	3	0
Contest	0	6	7	4	5	3
Debate	1	3	9	11	1	0
Sports	4	18	24	9	2	5
Documentaries	2	7	12	11	2	1

Entertainment	0	5	7	2		1
Film (F)	4	32	50	29	5	3
Film (P)	2	12	11	4		1
Children's prog.	2	5	9	3		
Information	2	21	48	25	4	2
Magazine		1	3	2		
Music	1	8	12	3		
Reality Show	1	7	7	3		
Religious prog.			1			
Series (F)		17	14	6	4	
Series (P)		4	2			
Talk-show		6	2	1		
Brazilian Telenovelas	1	11	13	10	1	1
Portuguese Telenovelas	2	8	9	12	1	2
Other		2	6	2		1

Section IV: Sign Language on Television

As would be expected from the a group of subjects who identify with the Deaf culture and belong to Deaf Associations, the vast majority of the respondents, 85,1% say they usually use PSL to communicate. However, only 57,4% of the respondents say they watch programmes with PSL.

Use of PSL to communicate			Watch PSL on TV		
	Frequency	Valid Percent		Frequency	Valid Percent
yes	126	85,1	yes	78	57,4
no	22	14,9	no	58	42,6
total	148	100	total	136	100
missing	5		missing	17	
Total	153		Total	153	

If we are to cross the information on these two tables, we find that more than half of the people who say they usually use PSL to communicate, do not watch it on television.

Use PSL	Watch PSL on TV		Total
	yes	no	
yes	73	41	114
no	4	17	21
Total	77	58	135

This disinterest for SL on television is particularly noticeable in people in the 35-54 age group and in the prelingually deaf.

Watch PSL on TV / AGE				Watch PSL on TV / DEAFNESS		
	yes	no	Total		yes	no
1-14	3	2	5	Prelingual	53	41
15-24	21	14	35	Postlingual	10	8
25-34	33	15	48	total	63	49
35-54	17	18	35			
55-64	1	5	6			
>65		4	4			
Total	75	58	133			

When asked for reasons for not watching PSL on Portuguese television the answers were of different natures. However, two reasons are frequently given: The time at which programmes with PSL are broadcast; and the reduced number of programmes with PSL.

Reasons for not watching SL on TV		
	Frequency	Valid Percent
Programs of no interest	1	3,4
Broadcasting time	11	37,9
Cannot follow	5	17,2
Doesn't know SL	4	13,8
LGP screen /too small	1	3,4
Few programmes	6	20,7
mistakes	1	3,4
Total	29	100,0
Missing	124	
Total	153	

In fact, there are very few programmes with SL on Portuguese television. Only RTP1 and 2 offer PSL for a few hours a week and TVi has one single programme *Batatoon*⁵ with PSL. See chapter.... for details.

Most watched Programmes with PSL on TV										
		1st choice	Valid percent	2nd choice	Valid percent	3rd choice	Valid percent	overall	Valid percent	Ranking
Inf. Gestual	Rtp 2	41	64,1	4	17,4	6	85,7	51	54,3	1
Parlamento		7	10,9	4	17,4			11	11,7	2
Inf. Regional		7	10,9	3	13,0	1	14,3	11	11,7	2
Novos Horizontes		1	1,6	6	26,1			7	7,4	
Acontece		2	3,1	4	17,4			6	6,4	
Batatoon	Tvi	6	9,4	2	8,7			8	8,5	
total		64	100	23	100	7	100	94	100	
missing		89		130		146				
total		153		153		153				

The respondents revealed themselves to be quite dissatisfied with the sign language they are given on television.

Happy with SL on TV		
	Frequency	Valid Percent
yes	34	32,7
no	67	64,4
More or less	3	2,9
Total	104	100,0
Missing	49	
Total	153	

Very few subjects filled in their reasons for being happy or displeased with the SL they view on television.

⁵ Batatoon is a children's programme.

Reasons for being happy with SL on TV		
	Frequency	Valid Percent
Access to information	10	52,6
Helps to understand	9	43,7
Total	19	100,0
Missing	134	
Total	153	

Reasons for being displeased with SL on TV		
	Frequency	Valid Percent
No interest	1	1,6
Broadcasting time	5	7,8
Cannot follow	4	6,3
Difficult	2	3,1
Doesn't know SL	2	3,1
Screen too small	11	17,2
Few programmes	38	59,4
Prefer subtitles	1	1,6
Total	64	100,0
Missing	89	
Total	153	

Far more gave reasons for being displeased with the SL and what shows as the strongest reasons for being displeased with the present situation are the reduced number of programmes with SL and the size of the screen. (See p.for more details).

When asked about which programmes the subjects would like to see with PSL, the responses were not very surprising, for they echo responses that were given in items before. The respondents consistently show their interest in being kept informed. The fact that respondents want telenovelas to have SL interpreting may shed light on previous data. On knowing that all telenovelas on Portuguese television are spoken in Brazilian or Continental Portuguese, and that they are among the most viewed and the favourite programmes of a great number of respondents, it becomes obvious, that these numbers would be even more significant if means for access were offered to the Deaf.

	1 st choice		2 nd choice		3 rd choice		4 th choice		Overall	
	Nº	Valid Percent	Nº	Valid Percent	Nº	Valid Percent	Nº	Valid Percent		
News bulletin	65	57,5	13	19,4	2	4,3	2	8,3	82	1
Telenovela	6	5,3	9	13,4	5	10,6			20	3
Documentary	6	5,3	4	6,0	3	6,4	1	4,2	14	
Entertainment			2	3,0	4	8,5	2	8,3	8	
Art and culture	1	,9	1	1,5	2	4,3	3	12,5	7	
Sports	4	3,5	7	10,4	3	6,4	2	8,3	17	
Regional news			1	1,5					1	
Debate	4	3,5	11	16,4	14	29,8	1	4,2	30	2
Comedy			1	1,5					1	
Religion							1	4,2	1	
Reality Show	2	1,8	1	1,5	3	6,4	2	8,3	8	
Films	5	4,4	4	6,0	2	4,3	1	4,2	12	
Weather			1	1,5					1	
Contest	2	1,8	8	11,9	5	10,6	3	12,5	18	

Information	1	,9	1	1,5	2	4,3	1	4,2	5	
Series (PT)							1	4,2	1	
Talk-show			1	1,5	1	2,1	1	4,2	3	
None	1	,9							1	
others	1	,9	1	1,5	1	2,1	3	12,5	6	
all	15	13,3	1	1,5					16	
Total	113	100,0	67	100,0	47	100,0	24	100,0		
Missing	40		86							
Total	153		153							

Section V: News Bulletins on Television

Previous sections have proved that most of the respondents take great interest in keeping themselves informed. Portuguese television offers various news bulletins throughout the day and there is a paid channel (Sic Notícias) that offers round the clock programmes of informative nature. (See pg.... for more details).

Most news bulletins have scrolling subtitles with the main headlines crawling from right to left at the bottom of the screen.



There is one news bulletin which is broadcast, on RTP2, every afternoon during the week, at 4 p.m., with PSL interpreting. It is the repetition of the news bulletin shown on RTP1, at 1 p.m.. This news bulletin does not have the scrolling subtitles at the bottom of the screen, but all the clips that might have open subtitles are kept untouched and only what has no subtitles is interpreted into PSL.

This section viewed finding out how the Deaf feel about the scrolling subtitles and finding out which solution – sign language interpreting or subtitling – they prefer on news bulletins.

The vast majority of the respondents (96,8%) say they read the scrolling titles in news bulletins, regardless of their reading skills.

Reading of Crawl / News Bulletins			Reading skill / Crawl			
	Frequency	Valid Percent	READING SKILL	Yes	No	Total
Yes	122	96,8	With ease	29		29
No	4	3,2	With some difficulty	49	2	51
Total	126	100,0	With great difficulty	22	1	23
Missing	27		Total	100	3	103
Total	153					

However, only 31,5% consider them clear and useful.

Usefulness of Crawl / News Bulletins		
	Frequency	Valid Percent
Clear and useful	40	31,5
Useful but confusing	73	57,5
Of little use	14	11,0
Total	127	100,0
Missing	26	
Total	153	

Stronger readers make better use of the scrolling subtitles whereas those who have great difficulty in reading find them useful but confusing.

Reading skills / Usefulness crawl				
Reading Skills	Clear and useful	Useful but confusing	Of little use	Total
With ease	19	9	1	29
With some difficulty	15	27	8	50
With great difficulty	3	15	3	21
Total	37	51	12	100

When asked how they would like to see News Bulletins, with PSL or with subtitles, the great majority expressed themselves in favour of SL interpreting.

News Bulletins / SL or subtitles		
	Frequency	Valid Percent
With SL	70	48,3
With Subtitles	40	27,6
With subtitles and SL	35	24,1
Total	145	100,0
Missing	8	
Total	153	

However, a significant number of respondents chose both of the possibilities given.

Section VI: Intralingual Subtitling – Teletext

Only RTP offers closed subtitling of Portuguese programmes. (see pg.... for further details). This facility is only used by little more than half of the respondents (53,7%) to the question on the use of teletext. As would be expected, most of the people with difficulty in reading are among those who do not use closed subtitling.

Television viewing with Teletext			Television viewing with Teletext /			
	Frequency	Valid Percent	READING SKILL	Yes	No	Total
yes	72	53,7	With ease	14	13	27
no	62	46,3	With some difficulty	30	23	53
Total	134	100,0	With great difficulty	8	17	25
Missing	19		Total	52	53	105
Total	153					

The reason that is most given for not viewing programmes with closed subtitling is not having teletext on television sets. In fact, there are still many older television sets that do not have the facility. In spite of being referred by a smaller number of respondents, two reasons are given that should be analysed to greater detail: “Favourite programmes don’t have teletext” and “Programmes with teletext are of no interest”.

Reasons for not viewing programs with Teletext		
	Frequency	Valid Percent
Don't have TT	22	51,2
Favourite programmes don't have TT	4	9,3
Programmes with TT of no interest	8	18,6
Broadcasting times	1	2,3
Don't know how to operate TT	1	2,3
Too difficult to follow	2	4,6
Programs with TT are too few	1	2,3
Don't know about it	3	7,0
Don't wish to use TT	1	2,3
Total	43	100,0
Missing	110	
Total	153	

In fact, there isn't much choice. Only RTP1 and RTP2 offer closed subtitles and even so, only in a reduced number of programmes.(see pg..... for further details.)

Not many people gave details about the programmes they watch with closed subtitles. However, the programmes that are most seen are documentaries, (at the time: O Lugar da História; O Século do Povo), the type of programme that is most often shown with intralingual closed subtitles.

Viewed programmes with Teletext								
	1 st option / TT		2 nd option / TT		3 rd option / TT		Ranking	
	Frequency	Valid Percent	Frequency	Valid Percent	Frequency	Valid Percent		
Documentaries	23	79,2	6	33,3	2	33,4	31	1
Telenovela	3	10,3	7	38,9	1	16,7	11	2
contra- informação	1	3,4	3	16,7			4	
PT Films	2	6,9	2	11,1	3	50,0	7	3
Total	29	100,0	18	100,0	6	100,0		
Missing	124		135		147			
Total	153		153		153			

When the subjects were asked if they were happy about the closed subtitling they were offered, opinions were mostly negative, and just as happened with PSL interpreting, the respondents complain that there aren't enough programmes with closed subtitles.

Feelings about Teletext on TV		
	Frequency	Valid Percent
Happy	31	44,9
Not happy	37	53,6
More or less happy	1	1,4
Total	69	100,0
Missing	84	
Total	153	

Reasons for not being happy with Teletext on TV		
	Frequency	Valid Percent
Don't know how to program TT	1	2,6
Cannot follow /too difficult	8	23,6
Few programs have TT	24	61,5
Too many mistakes	1	2,6
Missing letters	3	7,7
incomplete	2	5,1
Total	39	100,0
Missing	114	
Total	153	

To the question on what kind of programmes the subjects would like to see with closed subtitles, the responses were as follows:

Wishes / Programmes with Teletext										
	1 st choice		2 nd choice		3 rd choice		4th choice		Total	Ranking
	Frequency	Valid Percent	Frequency	Valid Percent	Frequency	Valid Percent	Frequency	Valid Percent		
News bulletin	19	23,8	5	13,2	2	8,3			26	1
Telenovela	13	16,3	2	5,3	4	16,7	1	14,3	20	3
Documentary	1	1,3	3	7,9	2	8,3			6	
Entertainment			3	7,9					3	
Art and culture	2	2,5			1	4,2	1	14,3	4	
Sports	5	6,3	3	7,9	1	4,2	1	14,3	10	
Debate	1	1,3			2	8,3	1	14,3	4	
PT Film /Series	7	8,8	17	44,7	3	12,4	1	14,3	28	2
FS Film /Series	2	2,5	1	2,6					3	
Weather forecast	1	1,3	1	2,6					2	
Contests	2	2,5	2	5,3	2	8,3	2	28,6	8	
Publicity					1	4,2			1	
Information	3	3,8			6	25,0			9	
Others	1	1,3							1	
All	23	28,8	1	2,6					24	

Total	80	100,0	38	100,0	24	100,0	7	100,0		
Missing	73		115		129		146			
Total	153		153		153		153			

This information is coherent with previous findings. People want access to the news, films and telenovelas regardless how. They repeat their choices whenever they are asked about it without giving much thought to the alternatives offered.

Section VII: Open Subtitling in Foreign Spoken Programmes

The Portuguese, in general, are used to having open subtitles on most foreign spoken audiovisual materials and the Deaf have taken advantage of this translation solution as their main means of access to audiovisual materials in general (cinema, VHS/DVD, TV,...). It appears to be the perfect solution for it was the only solution available for many years and people have learnt to cope with what they have been given, regardless the fact that it does not cater for the special needs of those who have various degrees of deafness.

This section should have contained more questions to clarify further points. However, the responses were sufficient to justify further study of the matter.

The great majority (69%) of the respondents consider interlingual subtitles very useful, and this opinion is consistent even in the case of people with poor reading skills.

Usefulness of Interlingual Open Subtitles		
	Frequency	Valid Percent
Very useful	94	69,1
Useful	28	20,6
Of little use	14	10,3
Total	136	100,0
Missing	17	
Total	153	

Usefulness of IOS / Reading ability				
Reading Skills	Very useful	Useful	Of little use	Total
With ease	23	4	1	28
With some difficulty	40	11	4	55
With great difficulty	9	9	5	23
No			1	1
Total	72	24	11	107

The comments made on the usefulness of the open subtitles may be summed up in three items:

Overall comments on IOS	
	Frequency
Helps to understand messages	51
Deaf have difficulty reading	8
Cannot keep up with subtitles	9

The first comment is rather obvious and adds very little to what might be known through common sense. However, the other two comments deserve further analysis. The same applies to the information collected by questions 2 and 3 of this section that appear to be contradictory.

71,2% of the respondents consider the IOS they are given sufficient to the complete understanding of the film or programme in which they are found. Yet, 91,6% would like to have adapted IOS.

IOS Sufficiency			Would like to have adapted IOS		
	Frequency	Valid Percent		Frequency	Valid Percent
Yes	89	71,2	Yes	120	91,6
No	28	22,4	No	11	8,4
More or less	8	6,4	Total	131	100,0
Total	125	100,0	Missing	22	
Missing	28		Total	153	
Total	153				

This apparent contradiction may reside in the fact that the respondents have no terms of comparison so they can only think that what they are given is sufficient. But the hypothesis of getting special treatment is also appealing.

Most of the respondents showed an interest in having special features in their subtitles:

	Identification of speaker		Off-screen speech		Sound effects		Music		Other suggestions	
	N°	%	N°	%	N°	%	N°	%		
Yes	98	88,3	85	86,7	84	86,6	69	82,1		
No	13	11,7	13	13,3	13	13,4	15	17,9		
Total	111		98		97		84		9	
Missing	42		55		56		69		144	
Total	153		153		153		153		153	

The open question added very little to the suggestions that were put forward in the questionnaire itself. Actually, some of them repeat what was given as an option in the first place. The only new suggestions were the introduction of colours in subtitles and the need for simplification.

Suggestions for adaptation of IOS		
	Frequency	Valid Percent
Description of tone of voice	1	11,1
Use of colours	2	22,2
Description of sound effects	2	22,2
Identification of speakers off-screen	1	11,1
Simplify	3	33,3
Total	9	100,0
Missing	144	
Total	153	

Section 8: Subtitling of films on DVD / Cinema

The responses to this section highlight the importance that TV plays in the life of the respondents in opposition to the use of other audiovisual facilities which are apparently less significant.

This section should have contained two preliminary questions to help understand the responses to the other questions. The first should have been on the frequency with which the subjects watch films in the cinema and on VHS and on DVD. The second should have been on people's feelings towards the utility/quality of what they usually view.

The questions made concentrated on subtitling for the Deaf exclusively. Given the fact that, as far as we know, there are no DVDs or cinema screenings with interlingual subtitles for the Deaf (into Portuguese), the possible questions were limited from the start. Only about 40% of the respondents say they know that there are subtitles for the Deaf on DVD and 33% say they have actually watched those subtitles.

Knowledge / DVD subtitling for Deaf		
	Frequency	Valid Percent
Yes	50	39,4
No	77	60,6
Total	127	100,0
Missing	26	
Total	153	

Use subtitling for Deaf on DVD		
	Frequency	Valid Percent
Yes	36	33,3
No	72	66,7
Total	108	100,0
Missing	45	
Total	153	

These figures might not be exact for the respondents might not have understood the question. 36 respondents say they have watched DVD with subtitling for the Deaf. This is only possible if these people know foreign languages, because otherwise, they could have not done so. These questions/answers would need further probing.

The same might apply to the question that followed. Twenty people say they have seen films in the cinema with subtitles for the Deaf. However, only 9 people say where they saw them. The reference to a cinema in Lisbon came by surprise. **This needs to be clarified.**

Subtitling for Deaf / Cinema		
	Frequency	Valid Percent
yes	20	17,2
no	96	82,8
Total	116	100,0
Missing	37	
Total	153	

Place	
America	3
France	2
Lisbon (monumental)	4
Total	9

Section IX: Open comment

An open question was left at the end for the subjects to express their opinions freely about whatever they felt fit. Only 34 people wrote a comment, most of which have an educational level above the average.

Comments / School Education	
1° ciclo	3
2° ciclo	5
3° ciclo	3
secundário incompleto	9
secundário	11
licenciatura	3
Total	34

Some comments were rather lengthy and convoluted. However, they may be synthesised in a few main ideas:

Final Comments		
	Frequency	Valid Percent
Questionnaire was difficult	1	2,9
Everything should be subtitled	4	11,4
More subtitled programmes	9	25,7
Need to change things	5	14,3
Important to gain access to information	4	11,4
Equal rights	6	17,1
More programs with SL	4	11,4
Need for programs about the Deaf	2	5,7
Total	35	100,0
Missing	118	
Total	153	

Discussion

At the end of this analysis it appears appropriate to evaluate whether the initial objectives have been achieved or not. Taking it that the findings may be extrapolated to the rest of the Deaf population, for the subjects under analysis are thought to be representative of the Deaf community in general, it is feasible to say that we have arrived at important information about these people's habits, needs and longings.

Before systematising our findings in terms of the initial objectives, it is important to state that the most interesting findings might be beyond them, for important information was acquired in terms of how the Portuguese Deaf community is organised and what are the general characteristics of such a people. These conclusions were drawn from the whole process rather than through the answers to the questionnaire itself.

It is now clear that the Portuguese Deaf are a scattered group that has no unifying body. They all share a common language – Portuguese Sign Language – however, there are differences in its usage, which is particularly noticeable in a latent conflict between the northern and the southern users, respectively centred in Oporto and in Lisbon. These linguistic differences reflect themselves and are the product of other differences that divide the Deaf group itself into quite distinct factions that stand for different interests and beliefs. A latent conflict is also felt in terms of oralisation and the use of sign language as natural language. The southern community, particularly those who belong to the Associação Portuguesa de Surdos, is mostly in favour of the use of SL, whereas the northerners, especially those who belong to the Associação de Surdos do Porto, leave greater space for oralisation. This is also reflected in the direct contact with the people who make a point of expressing their preference for one or the other communicative solution.

In spite of the language barrier that was often felt, but overcome by the help of SL interpreters and mutual adaptation, it soon became clear that those who were approached personally on the issues under analyses always responded with enthusiasm and showed they were willing to take part in the study and even showed an interest in knowing about the findings themselves. All those who were interviewed informally mentioned many of the things that were to be found in the answers to the questionnaires. These personal contacts allowed us to preview our findings to some extent and it was particularly interesting to prove through objective number counts what was expressed time and time again by different people at different times and in different places. This further adds another important element to this study. People are aware of their needs and their preferences. They systematically refer to the same points, regardless their differences within the Deaf community. They are critical of the present situation, however they are not demanding. They appear to be happy with what they are given, because they have seen no better. They are particularly limited by their low school education levels and they have great difficulty in reading and writing.

The difficulty in reading and writing was obvious from the poor response to the call; the need for help to fill in the questionnaire; the many gaps left unanswered in the questionnaires; the reduced

number of answers to the open questions; the confusing and agrammatical responses (when given); and the multiple comments that the questionnaire was very difficult and confusing.

This particular finding is of extreme importance for the present study on Interlingual Subtitling for the Deaf and the HoH and raises issues that need to be addressed separately and in depth. In the first place, if people have so much difficulty reading simple functional texts, how can they follow and understand subtitles that come and go at a set speed with no possibility of back-tracking for re-reading? Secondly, what pedagogical role can subtitles play to improve reading standards among the Deaf? In fact, these new questions might prove some of the objective findings in the questionnaire quite strange.

More specific information was collected through the analysis of the questionnaire which fulfilled the three initial objectives. Deaf people's audiovisual viewing habits and choices were generically established.

It was found that Deaf people in general spend more time watching television than the average Portuguese person. The four hours per day that are spent watching television during the week, increase to close to six hours per day over the weekend. Men watch more television than women do, and group 3 professionals (technicians and associate professionals) are the ones who watch the most television, to be followed by the retired and by students.

During the week, people usually watch television in the evening. They follow the primetime trend and intense television watching falls between 8 and 10 p.m. both during the week and on weekends. On Saturdays and Sundays, television viewing is intense throughout the afternoon, steadily growing from 12 a.m. onwards. After 10 p.m. there is a fall; however, people continue watching television until late at night, (2 a.m.), a situation that also happens during the week.

The programmes that people say they watch the most obviously fall into these time slots. People consistently watch the same kinds of programmes during the week and on weekends. The only difference lies in the order of preference: news, telenovelas and films, during the week, and news, films and telenovelas plus sports in the weekend. The introduction of sports in the weekend is justified by the fact that most sports events, particularly football matches, are transmitted over the weekend. As it is, the public that during the week concentrates on telenovelas splits up between sports and telenovelas on weekends in an even balance where men watch sports and women watch telenovelas.

Deaf people's preferences in terms of channel choices echoes that of the Portuguese population in general. People's first choice falls on TVI, second choice on SIC and the third is divided between RTP1 and paid channels.

One would expect Deaf people's choices to fall upon programmes and channels that cater for their special needs. In fact, this is not the case. Apart from the films that come with interlingual open subtitles for all, all the other programmes are spoken in Portuguese and offer no subtitles or sign language interpreting. People's choices are by no means related to the accessibility facilities they are offered. The channels that offer sign language interpreting and closed subtitles (RTP1 and RTP2) are by no means the most popular. This proves that Deaf people watch programmes that they only get part of. In the case of the news bulletins that top all choices, they can only guess at what is

being said and the scrolling subtitles are more often than not unhelpful. The channel which most Deaf people chose to see the news (TVI) does not have sign language interpreting nor does it have intralingual subtitling. The only help available for the Deaf is the scrolling subtitles at the bottom of the screen, open interlingual subtitles for foreign spoken inserts and a short 2 line summary at the beginning of each news item. As for the telenovelas that have most people's approval, these are always spoken in Portuguese (Brazilian or Continental) and they have no compensation whatsoever for the soundtrack. In this case, there are no scrolling subtitles, nor are there written summaries; Deaf people can only access the image and take guesses at what might be being said, through lipreading or any residual hearing to be had. Yet, telenovelas continue to be among the most popular programmes among the Deaf.

In terms of films, things are apparently different and more favourable to the Deaf for, except for cartoons and children's programmes, all foreign spoken audiovisual materials are subtitled into Portuguese. Taking all that has been said, the question remains, how adequate are these subtitles for the special needs of the Deaf.

The answers to this questionnaire show that the Deaf consider the interlingual subtitles in foreign spoken materials quite adequate to their needs. Yet, when asked whether they would like to have adapted subtitling solutions, they categorically confirm the need for particular concerns, such as the identification of the speaker, off-screen speech, sound effects and music.

Even though most Deaf people do not complain much about the present state of affairs in terms of access to audiovisual materials, it is possible to conclude that, taking all the answers to the various sections of the questionnaire and in reference to the second general objective, all that is being presently offered to the Portuguese Deaf is far from adequate to their special needs.

Most people have never seen a film at the cinema with subtitles for the Deaf. Most have never used the track with subtitling for the Deaf on DVD for the simple fact that it has never been done into Portuguese and only those who know foreign languages (imaginably not many) will have ever seen subtitling for the Deaf on DVD. One must also keep in mind that what is mostly shown at the cinema and on VHS/DVDs, in Portugal, is spoken in a foreign language and subtitled into Portuguese. Even if such subtitles are not the most adequate to the special needs of the Deaf, they are apparently sufficient to help follow the film. The same applies to foreign spoken films, series and programmes shown on television.

Very few people set forward ideas for the improvement of the present situation in Portugal. However, much can be learnt from the various comments throughout the questionnaire and various conclusions may be achieved:

Deaf people feel they have the right to have equal access to information and culture.

Access will be improved with more television programmes with intralingual subtitling and sign language interpreting.

All television channels should cater for the needs of Deaf publics.

Adapted intralingual and interlingual subtitles are desirable on all audiovisual materials.

More information on how to access facilities to audiovisual materials would be helpful.

The public in general should be informed and sensitised to the needs of this population through special programmes about the Deaf.

A final comment may be added to this list of suggestions. Well structured subtitles may play a very important role in improving Deaf readers' skills. The ability to read and comprehend print is of uttermost importance for the full integration of the Deaf person in modern society. Reading subtitles that are fully comprehensible may be a stimulating form of acquiring greater proficiency in text interpreting and in developing overall communicative skills that will prove highly valuable assets.