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This is a survey study aiming to explore behavior and satisfaction of people with hearing disabilities toward telecommunication technology categorized into 4 main types. They were: i) Facsimile machine (FAX), ii) Pager, iii) Electronic mail (E-mail), and iv) Internet Chat (Chat/IRC). The target group was 167 people with hearing disabilities. Data collection was carried out by questionnaire. The samples were asked to fill out the questionnaires by themselves if they preferred to do so and the same Thai sign language interpreter was employed to conduct personal interviews for those who felt uncomfortable about filling out the questionnaire themselves. The data were then collected and analyzed using descriptive statistics.

It was found that the preferred type of telecommunication technology was "Pager"(50.3%), "E-mail"(35.3%), "Chat/IRC"(21.6%) and "FAX"(4.8%) respectively. The preference in selecting the technology was attributable to recommendation by friends. The technology used was considered quite useful for making business appointments and personal correspondences. Nevertheless, significant reasons for the use of telecommunication among people with hearing disabilities should be freely functioned with their own aspects. This is reflected in the fact that technology development needs considerable advanece in order to help people with hearing disabilities reach the goal of "independent living" as well as providing of advantages to society.

In the area of satisfaction with using the telecommunication tools, it was found that the sample very much enjoyed the chat/IRC. The E-mail system as a whole was also very much enjoyed. The results showed moderate satisfaction with speedy e-mail sending/replying. The satisfaction with using pager codes was at a low level while the FAX ranked between low to medium.

The study recommends emphasis on the development of understanding of people with hearing disabilities in terms of "rights and duties" concerning modern technology and universal designs for these special people in Thailand. Training opportunities should also be organized for personnel in institutes concerned. Last but not least, regular training courses in areas of telecommunication technology should be practiced.