

## Employability of Persons with Disabilities: Job Coaches' Perspectives

Abdul Razak Abd Manaf, Siti Zubaidah Othman, Zarina Mat Saad, Zakiyah Jamaluddin, Annuar Aswan Mohd Noor

To Link this Article: <http://dx.doi.org/10.6007/IJARBSS/v8-i6/4202>

DOI:10.6007/IJARBSS/v8-i6/4202

*Received: 20 Feb 2018, Revised: 25 Mar 2018, Accepted: 05 April 2018*

Published Online: 08 April 2018

**In-Text Citation:** (Manaf, Othman, Saad, Jamaluddin, & Noor, 2018)

**To Cite this Article:** Manaf, A. R. A., Othman, S. Z., Saad, Z. M., Jamaluddin, Z., & Noor, A. A. M. (2018).

Employability of Persons with Disabilities: Job Coaches' Perspectives. *International Journal of Academic Research in Business and Social Sciences*, 8(6), 259–272.

**Copyright:** © 2018 The Author(s)

Published by Human Resource Management Academic Research Society ([www.hrmars.com](http://www.hrmars.com))

This article is published under the Creative Commons Attribution (CC BY 4.0) license. Anyone may reproduce, distribute, translate and create derivative works of this article (for both commercial and non-commercial purposes), subject to full attribution to the original publication and authors. The full terms of this license may be seen

at: <http://creativecommons.org/licences/by/4.0/legalcode>

**Vol. 8, No. 6, June 2018, Pg. 259 - 272**

<http://hrmars.com/index.php/pages/detail/IJARBSS>

JOURNAL HOMEPAGE

Full Terms & Conditions of access and use can be found at  
<http://hrmars.com/index.php/pages/detail/publication-ethics>

## **Employability of Persons with Disabilities: Job Coaches' Perspectives**

Abdul Razak Abd Manaf<sup>1</sup>, Siti Zubaidah Othman<sup>2</sup>, Zarina Mat Saad<sup>3</sup>, Zakiyah Jamaluddin<sup>4</sup>, Annuar Aswan Mohd Noor<sup>5</sup>

<sup>1, 3, 4</sup>School of Applied Psychology, Social Work, and Policy, <sup>2, 5</sup>School of Business Management  
Universiti Utara Malaysia, 06010 Sintok Kedah, Malaysia

### **Abstract**

Opportunity and participation of persons with disabilities (PWDs) in the workforce is still a challenge in Malaysian context. Various efforts and initiatives have been continuously undertaken to secure inclusion of PWDs in the workforce. This includes introductory employment support service program called Job Coach. The job coach program largely provided by the Department of Social Welfare and other Non-Governmental Organizations (NGOs) focuses on helping Persons with Disabilities (PWDs) in securing employment in the workplace. This paper discusses about perspectives of Job Coaches of one organization in southern region of Malaysia in enhancing participation of PWDs in the employment market. This qualitative study using semi-structured interviews involved seven participants who actively responsible in job coaching of the PWDs. Results of the study revealed that there are ten key points shared by these Job Coaches in helping PWDs to secure employment and increase their participation in the work setting. Implications of the study to the organization in particular and to the general public at large are also examined and to be considered in order to ensure PWDs' inclusion in the workplace and their well-being could be continuously and effectively promoted.

**Keywords:** Job Coach, Employment, Workforce, Persons with Disabilities, Malaysia.

### **Introduction**

Based on Malaysia's Persons with Disabilities Act of 2008 (Act 685), "persons with disabilities include those who have long-term physical, mental, intellectual, or sensory impairments which in interaction with various barriers, may hinder their full and effective participation in society". Through this act, it is aspired to provide optimism and hope to PWDs (Islam, 2015), to ensure equal opportunity for them (Aswan, Faizal & Razak, 2017), could improve their quality of life as well as secure their human rights (Jasbir, Wahab, & Omar, 2013; Ang, 2014) and to take care of PWDs welfare and well-being.

According to The Ministry of Women, Family, and Community Development, these PWDs are categorized into seven types of disabilities namely hearing impairment, vision impairment, speech impairment, learning disabilities, physical disabilities, mental, and multiple disabilities. Department of Social Welfare statistics report (2018) revealed that, currently as 20<sup>th</sup> of April 2018, there are 468,520 persons with disabilities registered with the department. These amount of disabled people are further categorized into 162, 823 (34.75%) learning disabilities, 165,533 (35.33%) physical disabilities, 41,839 (8.93%) visual impairment, 35,097 (7.50%) hearing impairment, 38,864 (8.29%) mental disorder, 21,921 (4.67%) multiple disabilities, and 2,443 (0.53%) speech impairment. Table 1.1 elucidates the number of PWDs registered according to the disabilities in Malaysia.

**Table 1**

*Number of PWDs according to the types of disabilities in Malaysia*

Categories of Disabilities	Number	Percentage (%)
Learning disabilities	162, 823	34.75
Physical disabilities	165, 533	35.33
Visual impairment	41,839	8.93
Hearing impairment	35,097	7.50
Mental disorder	38, 864	8.29
Multiple disabilities	21,921	4.67
Speech impairment	2,443	0.53
Total	468,520	100.00

Source: Department of Social Welfare Statistics Report (2017)

Persons with disabilities (PWDs) always encounter daily barriers not only to their participation in the society, but also in terms of employment issues. As could be understood, employment is critical and vital for every individual including PWDs. Through employment, one can earn a livelihood, enjoy social contacts and gain self-esteem (Heron and Murray, 2003). In this regard, many stakeholders could be identified in discussing employment among PWDs and this includes employers (Ju, Roberts, & Zhang, 2013) and job coaches (Ogawa, 2012). Both employers (Unger, 2002) and job coaches (Ogawa, 2012) may influence PWDs in tapping their abilities and securing better employment opportunities.

A number of studies pinpointed issues of unemployment and low participation of PWDs in the work force in Malaysia (Jayasooria, Krishnan, & Ooi, 1997; Norani, Khalid & Aishah, 2001; Ramakrishnan, 2007; Lee, Abdullah, & Mey, 2011; Melissa, Yen & See, 2011; Othman, 2013; Ta & Leng, 2013; Tiun and Khoo, 2013; Aswan, Faizal & Razak, 2017).

In relation to this, Malaysian government has initiated and implemented various policies, strategies and programs to increase participation of PWDs in the work force. Among efforts being continuously carried out involve introduction of job coach services, upgrading sheltered employment program, strategic planning for PWDs 2016-2022, disability equality training, and

rehabilitation program for PWDs as well as incentives for employed PWDs and hiring organizations. Despite these innumerable measures undertaken, the participation of PWDs in the employment continues to be problematic, complex, controversial and unsatisfactory (Lee, Abdullah, & Mey, 2011; Othman, 2013; Ta & Leng, 2013; Aswan, Faizal & Razak, 2017). In relation to this, the number of PWDs employed by public or private organizations still remained small and evidenced of persistently high percentage of unemployed rate among PWDs (Melissa, Yen & See, 2011). For example, human resource management information system database statistics indicated that until May 2015, only 2,985 PWDs are working in public sector (Statistik Pekerjaan dan Perburuhan Kementerian Sumber Manusia, 2015). Even though the number might be increased in recent years since the updated data is unavailable, the perceived trend is not positively promising.

### **Literature Review**

Issues on employment among PWDs are still not adequately dealt with even though these issues have been long debated (Ang & Ramayah, 2015; Cocks, Thoresen, & Lee, 2013; Duff, Ferguson, & Gilmore, 2007; Jayasooria, Krishnan, & Ooi, 1997; Jayasooria & Ooi, 1994; Lengnick-Hall, Gaunt, Kulkarni, 2008). Participation of PWDs in the labor market is limited, mostly marginalized, is still at disadvantaged, is a complex process and shows a significant gap (Addabbo, Krishnakumar & Sarti, 2017; Gartrell, 2010; Hoque, Bacon, & Parr, 2014; Ndzwayiba & Ned, 2017; Stevens, 2002; Pettinicchio & Maroto, 2017).

Even though a number of studies indicated that PWDs are productive, reliable, hardworking loyal and have positive characters (Norani, Khalid and Aishah, 2001; Waxman, 2017; Aswan, Faizal & Razak, 2017), the reality shows that this group of people is not getting equal employment opportunities. Norani, Khalid and Aishah (2001) also argued that PWDs have many hidden potentials and resources where they should be given job opportunity and training in order to fully integrate them in the society at large.

Studies shown many factors influencing employability of PWDs in the job market. This includes productivity diversity, imperfection of job market in relation to discrimination and prejudice, and lack of incentives provided by the disability benefits system (The Organisation for Economic Co-operation and Development (OECD), 2010; Kinsella & Velkoff, 2001; Kidd, Sloane & Ferko, 2000).

In addition, factors such as barriers in the environment (access to education, transportation), obstacles in employment process and process of hiring workers (such as lack of skills, disability stigma, accommodation costs) and attitudes of employers in hiring PWDs have contributed to employment problems among PWDs (Bruyere, 2000; Garske & Stewart, 1999; Marrone & Golowka, 1999; Khoo, Tiun & Lee, 2013; Pratt, Gill, Barret & Roberts; 1999; Roessler, 2002; Stacher & Hendren, 1992; Tiun & Khoo, 2013; Wright & Multon, 1995). Norani, Khalid and Aishah (2001) also found out that lack of opportunities to enroll in education and vocational training are among the reasons for low involvement of PWDs in the work setting.

In this regard, the reluctance and difficulties of organization to provide accommodation that suits the needs of PWDs, negative perceptions of organizations, employment mismatch and limited access to mobility are among reasons to PWDs to be left out in the work force ( Araten-Bergman, 2016; Berthoud, 2008; Coffey, Coufopoulos, & Kinghorn, 2014; Domzal, Houtenville, & Sharma, 2008; Hoque et al., 2014; Ta & Leng, 2013).

Previous and contemporary studies on employers' perspectives on employability of PWDs shed interesting findings and further debates. One can say that employers' perspectives on employees with disabilities are still inconsistent (Ju et al., 2013; Lengnick-Hall, Gaunt, & Kulkarni, 2008). These conflicting views are contributed by several reasons such as evolving and challenging current working environment and economic conditions, implementation of legislative laws and policies which made the employers fear of inappropriate actions and consequences towards disabled employees, and employers still have inadequate information about disability and PWDs (Ju, Zhang, & Pacha, 2012; Kaye et al., 2011; Khoo et al., 2012). The ongoing misconceptions among employers have made the issue remain tricky and intricate to deal with (Araten-Bergman, 2016; Lengnick-Hall, Gaunt, & Kulkarni, 2008; Luecking, 2008; Scotch & McConnel, 2017). Waxman (2017) suggests that certain stereotypes and myths about employees with disabilities still permeate the business environment and effects corporate behavior in respect to PWDs.

Moreover, Heron and Murray (2003) also argued that negative attitudes, often linked to discrimination; unequal access to education and training; inaccessible buildings, lack of accessible information; inaccessible transportation; lack of assistive devices and support services; , low self-esteem and over protective families; lack of supportive legal environment; and lack of policy support were the obstacles faced by PWDs.

According to a study conducted by National People with Disabilities and Carer Council (2009), there are various barriers and challenges reported by PWDs and their families. Among others are lack of societal acceptance, lack of services and supports received, hard to secure jobs and others. In terms of employment, report revealed that lack of PWDs securing job due to discrimination from the employers and their inability to understand the need of PWDs. PWDs want to work and yet they are not given appropriate and equal opportunity. Moreover, problems will arise when organizations do not have adequate knowledge and skills in managing disabled employees (Kulkarni & Valk, 2010). In this regard, each organization has different policies and practices in managing disabled employees (Duff, Ferguson, & Gilmore, 2007). In a bigger scenario, Shier, John and Marion's work (2009) found that the most frequently reported barrier to social inclusion of PWDs is public attitudes and prejudices concerning disabled people.

In relation to this, Heron and Murray (2003) also shared PWDs' problems in their desire to work. These include lack of education; lack of employable skills; rapidly changing labour markets; employers' attitudes and perceptions; lack of access to self-employment opportunities; unfair terms of employment; and higher work-related costs.

A number of studies in Malaysia revealed unpromising and negative outlook of participation of PWDs in the work force. Ramakrishnan's study (2007) suggested that the organizational

commitment to employment of the disabled, attitude towards disabled people and the organizational policies on disability are critical factors in the employment opportunities for the disabled. Besides, barriers such as access to education, information, transport, the built environment, as well as cultural and media representations have been claimed to be among the reasons for the lacking participation from PWDs in joining the workforce. In studies conducted by Tiun and Khoo (2013) and Khoo, Tiun and Lee (2013), they found that most employers in general were unfamiliar with and insensitive to the needs of their employees with disability. The built environments in the workplace were not disability-friendly which hindered the movements and accessibility of employees with disability. Suet, Ling and Lay's (2013) study revealed that unconducive environment and workplace barriers are two critical factors impeding the disabled from progressing in the world of work. In addition to this, studies by Melissa, Yen and See (2011) and Ramakrishnan (2007) indicated that PWDs are easily vulnerable to psychological problems that further prevent them from seeking or securing employment. A study conducted by Annuar Aswan, Faizal and Razak (2017) identified that PWDs are hired to work on corporate social responsibility basis and not on inclusive employment agenda and practices for many organizations. The result also specified that the organizations being studied have no legislative mandate to include PWDs in the employee recruitment process. To these organizations, hiring PWDs would present good, positive and reputable image for the organizations and corporate identity.

As previously discussed, Job Coach Service is one of the measures initiated by the government of Malaysia to assist PWDs equal and effective participation in the work force. The role of a job coach is providing continuous support to both PWDs and employers with the aim of stable employment (Ogawa et al., 2012). As attested by previous research work and studies, PWDs need some kind of basic support before and during employment process. A systematic Supported Employment (SE) for PWDs is vital in developing their capability and capacity. SE is the concept and approach to promote employment for PWDs in open employment by providing necessary support (Ogawa et al., 2012). It will help the PWDs to be independent and enable to do special task that assigned to them. SE in Malaysia implemented systematically after 2005 when Job Coach has been introduced.

In this regard, Job Coach is a key player in Supported Employment (Ogawa et al., 2012). Job Coaching refers to training and related support given to disabled employees by Job Coaches to help them learn and perform job tasks as well as interpersonal skills necessary to be accepted as workers and to enable them stay on their employment. Job Coaches also help employers and other employees in understanding disabilities and the needs of disabled employees. The role of Job Coach is to be a bridge or intermediary to connect PWDs and companies by providing support for both throughout the process of employment (Ogawa et al., 2012). Several authors argued that the participation of Job Coaches are regarded as crucial in preparing PWDs for employment (Ogawa et al., 2012; Pathmanathan, 2014). The implementation of Job Coach Program has shown significant improvement in retaining PWDs in work place and will be considered as an important tool in the process of social inclusion for PWDs in Malaysia (Pathmanathan, 2014). In brief, it is an impactful intervention used to address typical work related issues of PWDs. Job Coaches tender their service delivery to maximize the use of employer, co-worker, community and family

supports to enable individual PWDs to obtain, learn and maintain a job. In this respect, supports provided by Job Coaches include client assessment, job development, job placement, job site training and on-going follow along services (Parent & Unger, 1994).

In discussing low participation of PWDs, most studies as exemplified by preceding discussions, focus on perceptions from employers, experiences of PWDs themselves, and from perspectives of family members, but there are limited studies particularly in Malaysia capturing views from Job Coaches who themselves directly have contacts or involved in helping the disabled to secure employment. Given all the challenges and obstacles of PWDs participation in the work force and primary role of Job Coach in supporting PWDs and employers, it is crucial to ascertain the dynamics and complex factors of this phenomenon. These Job Coaches have dealt with PWDs' themselves, PWDs' families, the employers as well as various organizations, and become familiarized with the real issues facing PWDs in the job market. With that note, the role of Job Coach is critical in addressing three critical issues of unemployment, poverty and inequality that confronting PWDs in Malaysia. However, their perspectives on various issues on disability often being peripheral. Keeping this on mind, the purpose of this paper is therefore to report findings of a study that sought suggestions by the Job Coaches on enhancing PWDs' participation in the work force in Malaysia.

## **Methodology**

### **Research Design**

A semi-structured interview was employed as a data collection method in order to explore various issues and concerns on the employability of PWDs in the labor market. The interview session was conducted in Bahasa Malaysia to better engage the conversations since all the respondents are Malays. All responses were analyzed using technique of thematic analysis. A list of codes was developed and organized according to categories and themes. These findings were then presented in a table to showcase them in a simpler quantified form.

### **Participants**

Seven job coaches (5 male and 2 females) were interviewed in this study. All of them were working for one foundation established under the auspices of state of Johor. The average age of the respondents was 28 years old. All the respondents were Malay and Muslim. Four respondents had bachelor degree, one diploma and two had SPM (secondary level certificate). Four of the respondents have less than three years experiences while three of the interviewees have more than three years of experience in the field.

### **Results and Discussions**

During the interview, the respondents share various issues on their services and their PWDs clients' well-being especially in relation to employment. However, this paper only presented suggestions from the job coaches on how to increase inclusive participation of the PWDs in the work setting.

### Suggestions to Increase PWDS Participation in the Work Force

Respondents are invited to share their views on ways to increase PWDs participation in the job market. Majority of the respondents (57.14%) suggest that employers and community to be informed and educated about the ability of PWDs. In addition, respondents recommend job opportunities based on qualifications are open and given to PWDs (28.57%) as well as suitable and safe facilities for PWDs are improved (28.57%). Other suggestions shared by the respondents are to increase vocational skills of PWDs, to upgrade employers skills in managing PWDs especially in using sign language, to increase numbers of job coaches/job coaches volunteers in the organization, providing attractive incentives to employers hiring PWDs, enhancing working collaboration with various relevant parties, intensifying career fair specially for PWDs and providing better job advertisement for PWDs to apply for.

**Table 2**

*Summary of Respondents' Feedback on Suggestions to Increase PWDs Participation In The Work Force*

No	Suggestions To Increase PWDs Participation	Number of Feedback	Percentage
1.	Educate society and employers on ability of PWDs	4	57.14
2.	Increase work opportunity for PWDs based on their qualifications	2	28.57
3.	Improve facilities for PWDs that are suitable for them and safe to use for them	2	28.57
4.	Enhance employable skills of PWDS	1	14.28
5.	Increase employers skill in managing PWDs especially on sign language	1	14.28
6.	Increase numbers of job coaches/job coaches volunteers	1	14.28
7.	Give attractive incentives to employers hiring PWDs	1	14.28
8.	Building work linkages and collaborations with other organizations	1	14.28
9.	Increase special career carnival or fair for PWDs	1	14.28
10.	Providing better job advertisement opportunity for PWDs to apply	1	14.28

In summary, the above mentioned responses provide an array of recommendations to encourage and increase participation of PWDs in the labor market.

One of the most shared suggestions by the job coaches is to inform and educate community, employers and society at large on the ability of PWDs. PWDs are especially susceptible to widespread beliefs that they are too weak and too costly to employ, incapable of performing



certain tasks, and unproductive when being considered for a job (Pettinicchio & Maroto, 2017; Ndzwayiba & Ned, 2017). The negative perceptions and stereotypes towards PWDs would hinder the public and employers in particular to comprehend the ability and capability of PWDs. In this respect, efforts from various parties shall be deemed necessary to highlight or showcase PWDs potentials and talent resources. In relation to this, the awareness program must seek to address the oppressive stereotypes found to be hindering employment prospects of PWDs (Ndzwayiba & Ned, 2017). Disability work inclusive practices will be an important steps in reducing not only discrimination in obtaining work but also in reducing disability discrimination at work and promoting diversity (Waxman, 2017). In fact, more initiatives should be made to enlighten society, organizations and employers on positive traits and characters of PWDs through various means such as research work (Waxman, 2017; Kalrgyrou, 2014; Bengsiu & Balta, 2011; Aswan, Faizal & Razak, 2017). This will help to reduce or overcome barriers to disability mainstreaming (Ndzwayiba & Ned, 2017) and practice inclusive employment (Leymatt, 2011).

In relation to this, results of this study also pointed out issue of qualification among PWDs in finding employment opportunity and securing their job. Job coaches asserted that most of the time, PWDs if lucky, would be offered jobs that are not compatible with their educational background and skills. These PWDs are mostly given menial types of job or low skills of work even though they have good educational background or better skills qualification. Kaye (2009) indicated that PWDs workers are overrepresented in lower status occupation due to lower levels of human capital such as educational attainment and work experience. Along the line, there are also PWDs who have limited knowledge and vocational skills that prevented them from being hired by the organizations. By having lower educational attainment and limited vocational skills, PWDs face disadvantage in a competitive labor market (Kaye, 2009). In this regard, high educational attainment may help PWDs break out of occupational ghettos (Maroto & Pettinicchio, 2014b) and employees abilities need to be matched with the position's requirements (Kalrgyrou, 2014). According to Bengsiu and Balta (2011, p. 48), the employee should be hired on amount of "merit, suitability and capability" and "the type and degree of disability should not be of any concern for the employer; rather the criteria for selection should be professional knowledge, abilities, experience and capabilities of a candidate".

Apart from previous suggestions, job coaches also cited that facilities for PWDs should be safely provided and adequately accommodated in order to increase their participation in the work force. As can be inferred from various studies, issues of amenities or accessibility for PWDs are still the main concern worldwide and this includes Malaysia. Participation of PWDs in the work force will be hindered if their access to find and secure job is restricted. Given this, environmental factors play a major role in the access and inclusion of PWDs in the job market, since the gaining of employment is not exclusively dependent on the person's interest in being employed but also on the facilities provided at the work place (Addabbo, Krishakumar & Sarti, 2017). Unequal access to education and training, inaccessible buildings and transportations, lack of accessible information, lack of assistive devices and support services (Heron & Murray) and other related insufficient facilities are among the obstacles that would discourage PWDs from involve in the work force.

Those above three recommendations from job coaches are considered crucial in ensuring participation of PWDs in the work setting could be put in place. In addition to those ideas, other results of the study could be collectively grouped or combined into one area of concern that is societal belief and organizational culture that must be necessarily changed. By scrutinizing and making impacts on values, mental, emotional, behavioral supports to PWDs to be part of the inclusive environment and diversified work force in the labor market, it is a challenging tasks ahead for every individual in the society. With this idea always in our mind, various efforts should be continuously carried out to ensure inclusivity of PWDs in the community at large and in employment opportunity in particular.

### **Limitations and Directions for Future Study**

The results discussed in this paper are significant despite the number of respondents were relatively small. The study only captured Job Coaches currently employed in one of the organization in the state of Johor. Perhaps, in the future, it may be worth investigating perspectives and experiences of Job Coaches in other related organizations and in different state where different views might be obtained. Further study should also be conducted using mix methods in order to capture broader and more insightful data. In brief, while there are some limitations associated with the approach used here and given the nature of this action study, the results of this research provide meaningful findings that should be of interest to both researchers and practitioners across nations especially in Malaysian context.

### **Conclusions**

This qualitative study explored suggestions by the job coaches towards PWDs in relation to employment. The current research findings reveal ten suggestions shared by the Job Coaches on increasing participation of PWDs in the work place. Three main recommendations are educating members of the society and employers on the ability of PWDs, increasing job opportunity for PWDs based on their qualification, and provide adequate facilities and safe access to PWDs. The rest of the suggestions center on societal beliefs and organizational values that should be changed in order to create inclusive environment and a sense of diversity in the work force and in the community as a whole. It is hope that by sharing suggestions from Job Coach to enhance involvement of PWDs in the labor market, appropriate strategies and efficient interventions can be extrapolated and implemented to overcome the issue in place.

### **Acknowledgement**

We would like to express our heartfelt appreciation and utmost gratitude to Darul Ta'zim Family Development Foundation, under the state of Johor for awarding the research grant to carry out this study.

### **Corresponding Author**

Abdul Razak Abd Manaf<sup>1</sup>, Ph.D  
School of Applied Psychology, Social Work, and Policy  
Universiti Utara Malaysia, 06010, Sintok Kedah  
Malaysia  
Email: a.razak@uum.edu.my

## References

- Ang, M. C. H. (2014). Do persons with disabilities act ( 2008 ) and organisational culture influence managerial intention to hire persons with disabilities ? : The Malaysian perspective. *Jurnal Pengurusan*, 41, 81–89.
- Ang, M. C. H., & Ramayah, T., Amin, H. (2015). A theory of planned behavior perspective on hiring Malaysians with disabilities. *Equality, Diversity, and Inclusion: An International Journal*, 34(3), 186–200.
- Annuar, A., Isa, M. F. A., Manaf A. R. A. (2017). Employees with disabilities: Malaysian employers' reflections. *International Journal of Academic Research, Business & Social Sciences*, 7(12), 270-283 .
- Araten-Bergman, T. (2016). Managers' hiring intentions and the actual hiring of qualified workers with disabilities. *The International Journal of Human Resource Management*, 1–21. <http://doi.org/10.1080/09585192.2015.1128466>
- Bengsiu, M., & Balta, S. (2011). Employment of the workforce with disabilities in the hoospitality industry. *Journal of Sustainable Tourism*, 19(1), 35-57.
- Berthoud, R. (2008). Disability employment penalties in Britain. *Work, Employment & Society*, 22(1), 129–148. doi:10.1177/0950017007087420
- Bruyere, S. M. (2000). Statistics about people with disabilities and employment. Retrieved from <http://www.dol.gov/odep/pubs/ek01/stats.htm>
- Cocks, E., Thoresen, S. H., & Lee, E. A. L. (2013). Employment and related economic outcomes for Australian apprenticeship and traineeship graduates with disabilities: Baseline findings from a national three-year longitudinal study. *Journal of Vocational Rehabilitation*, 39(3), 205–217. doi:10.3233/JVR-130654
- Coffey, M., Coufopoulos, A., & Kinghorn, K. (2014). Barriers to employment for visually impaired women. *International Journal of Workplace Health Management*, 7(3), 171–185.
- Department of Social Welfare Statistics. (2017). *Department of Social Welfare (DSW) Statistics Yearbook*. Putrajaya.
- Domzal, C., Houtenville, A., & Sharma, R. (2008). *Survey of employer perspectives on the employment of people with disabilities*: Technical report (Prepared under contract to the Office of Disability and Employment Policy, U.S. Department of Labor). McLean, VA: CESSI.
- Duff, A., Ferguson, J., & Gilmore, K. (2007). Issues concerning the employment and employability of disabled people in UK accounting firms: An analysis of the views of human resource managers as employment gatekeepers. *British Accounting Review*, 39, 15–38. <http://doi.org/10.1016/j.bar.2006.08.003>
- Garske, G. G., & Stewart, J. R. (1999). Stigmatic and mythical thinking: Barriers to vocational rehabilitation services for persons with severe mental illness. *Journal of Rehabilitation*, 65(4), 4-8.
- Gartrell, A. (2010). A frog in a well: The exclusion of disabled people from work in Cambodia. *Disability & Society*, 25(3), 289–301. doi:10.1080/09687591003701207
- Heron, R., & Murray, B. (2003). *Assisting disabled persons in finding employment: A practical guide*. 2<sup>nd</sup> edition. International Labour Organization: Bangkok.
- Jasbir, H., Wahab, H. A., Omar, H. (2013). Right of disabled person under persons with disabilities act 2008 : A case study in the state of Perlis. *Business and Information*.

- Hoque, K., Bacon, N., & Parr, D. (2014). Employer disability practice in Britain: Assessing the impact of the positive about disabled people two ticks symbol. *Work, Employment & Society*, 28(3), 430–451. doi:10.1177/0950017012472757
- Islam, M. R. (2015). Rights of the people with disabilities and social exclusion in Malaysia. *International Journal of Social Science and Humanity*, 5(2), 171–177. doi:10.7763/IJSSH.2015.V5.447
- Jayasooria, D., Krishnan, B., & Ooi, G. (1997). Disabled people in a newly industrialising economy: Opportunities and challenges in Malaysia. *Disability & Society*, 12, 455–463. doi:10.1080/09687599727281
- Jayasooria, D., & Ooi, G. (1994). Disabled people movement in Malaysia. *Disability & Society*, 9(1), 97–100. doi:10.1080/09687599466780101
- Ju, S., Roberts, E., & Zhang, D. (2013). Employer attitudes toward workers with disabilities: A review of research in the past decade. *Journal of Vocational Rehabilitation*, 38(2), 113–123. <http://doi.org/10.3233/JVR-130625>
- Kalargyrou, V. (2014). Gaining a competitive advantage with disability inclusion initiatives. *Journal of Human Resources in Hospitality & Tourism*, 13, 120-145.
- Kaye, H. S. (2009). Stuck at the bottom rung: Occupational characteristics of workers with disabilities. *Journal of Occupational Rehabilitation*, 19, 115-128.
- Kaye, H. S., Jans, L. H., & Jones, E. C. (2011). Why don't employers hire and retain workers with disabilities? *Journal of Occupational Rehabilitation*, 21(4), 526–36. <http://doi.org/10.1007/s10926-011-9302-8>
- Khoo, S. L., Tiun, L. T., & Lee, L. W. (2013). Unseen challenges, unheard voices, unspoken desires: Experiences of employment by Malaysians with physical disabilities. *Kajian Malaysia*, 31(1), 37-55.
- Kidd, M. P., Sloane P. J., & Ferko, I. (2000). Disability and the labour market: An analysis of British males. *Journal of Health Economics*, 19(6), 961-981. [http://dx.doi.org/10.1016/S0167-6296\(00\)00043-6](http://dx.doi.org/10.1016/S0167-6296(00)00043-6)
- Kinsella, K., & Velkoff, V. A. (2001). *U.S. Census Bureau, Series P95/01-1, An Aging World: 2001*. Washington D.C: US Government Printing Office.
- Kulkarni, M., & Valk, R. (2010). Don't ask, don't tell: Two views on human resource practices for people with disabilities. *IIMB Management Review*, 22(4), 137–146. <http://doi.org/10.1016/j.iimb.2010.08.001>
- Lee, M. N., Abdullah, Y., Mey, S. (2011). Employment of people with disabilities in Malaysia: Drivers and inhibitors. *International Journal of Special Education*, 26(1), 112–124.
- Lengnick-Hall, M. L., Gaunt, P. M., Kulkarni, M. (2008). Overlooked and underutilized: People with disabilities are an untapped human resource. *Human Resource Management*, 47(2), 255–273. <http://doi.org/10.1002/hrm>
- Leymatt, A. (2010). *Inclusive Employment*. Villeurbanne, France: Handicap International.
- Luecking, R. G. (2008). Emerging employer views of people with disabilities and the future of job development. *Journal of Vocational Rehabilitation*, 29(1), 3–13.
- Maroto, M., & Pettinicchio, D. (2014b). Disability, sturtrual inequality, and work: The influence of occupational segregation on earnings for people with different disabilities. *Research in Social Stratification and Mobility*, 38, 76-92.

- Marrone, J., & Golowka, E. (1999). If work makes people sick, what do unemployment, poverty and social isolation cause? *Psychiatric Rehabilitation Journal*, 23(2), 187-193
- Melissa N. L., Yen, A., & See, C. M. (2011). Employment of persons with disabilities in Malaysia: Drivers and Inhibitors. *International Journal of special Education*, 26(1), 112-124.
- Melissa, R., Steven, M., F. (1995). The job coach network: A successful resource for the supported employment work force. *American Rehabilitation*, 20(4), 4-25.
- Miles, M., Huberman, A. S. J., & Saldana, J. (1994). *Qualitative Data Analysis: A Methods Sourcebook. 2<sup>nd</sup> edition*. Thousand Oaks, California: Sage Publications.
- National People with Disabilities and Carer Council. (2009). *Shut out: The experience of people with disabilities and their families in Australia*. Australia: CanPrint Communications.
- Ndzwayiba, N., & Ned, L. (2017). *The complexity of disability inclusion in the workplace: A South African study*. pp. 127-154 in Barbara M. Altman (Ed) (2017). *Factors in studying employment for persons with disability: How the picture can change*. United Kingdom: Emerald Publishing.
- Salleh, N. M., Abdullah, K., & Buang, N. M. (2001). Job opportunities for special needs population in Malaysia. *Jurnal Pendidikan*, 27, 77-85
- Organisation for Economic Co-Operation and Development. (2010). *Sickness, disability and work: Breaking the barriers. A synthesis of findings across OECD countries*. Access from <http://sci-hub.cc/10.1111/j.1468-246X.2011.01406.x>
- Ogawa, H., Sakai, D., Lan, S. Y., & Kuno, K. (2012). *Introduction To Job Coach: Promoting Sustainable Employment Of Persons With Disabilities*. Kuala Lumpur: MPH Group Publishing.
- Othman, R. (2013). Workforce diversity in Malaysia: Current and future demand of persons with disabilities, 17. <http://doi.org/10.1007/978-94-007-5107-1>
- Parent, W., & Unger, D. (1994). The role of the job coach: Orchestrating community and workplace support. *American Rehabilitation*, 20(3), 2-12.
- Pathmanathan, R. N. (2014). *Social inclusion for persons with disabilities in Malaysia through supported employment: An untroduction to job coach programme*. Conference Proceedings: International Social Development Conference, pp 368-372. Pusat Pengajian Pemabngunan Sosial, Universiti Utara Malaysia: Sintok Kedah.
- Perry, D. A. (2003). *Moving forward: Toward decent work for people with disabilities: Examples of good practices in vocational training and employment from Asia and the Pacific. Thailand: International Labour Office*. Retrieved from <http://digitalcommons.ilr.cornell.edu/gladnetcollect/191>
- Persons with disabilities Act. (2008). Kuala Lumpur: Percetakan Nasional Malaysia Berhad
- Pettinicchio, D., & Maroto, M. (2017). Employment outcomes among men and women with disabilities: How the intersection of gender and disability status shapes labor market inequality. pp. 3-33 in Barbara M. Altman (Ed) (2017). *Factors in studying employment for persons with disability: How the picture can change*. United Kingdom: Emerald Publishing.
- Pratt, C. W., Gill, K. J., Barret, N. M., & Roberts, M. M. (1999). *Psychiatric Rehabilitation*. San Diego, CA: Academic Press
- Ramakrishnan, P. (2007). Critical factors influencing employment of disabled persons in Malaysia. Online Thesis. University of South Australia. <http://arrow.unisa.edu.au:8081/1959.8/78821>

- Roessler, R. (2002). Improving job tenure outcomes for people with disabilities: The 3M model. *Rehabilitation Counseling Bulletin, 45*(4), 207-212.
- Satcher, J., & Hendren, G. R. (1992). Employer agreement with the Americans with Disabilities Act of 1990: Implications for rehabilitation counselling. *Journal of Rehabilitation, 58*(3), 13-17.
- Scotch, R. K., & McConnel, C. E. (2017). Disability and the future of work: A speculative essay. pp. 249-266 in Barbara M. Altman (Ed) (2017). *Factors in studying employment for persons with disability: How the picture can change*. United Kingdom: Emerald Publishing
- Shier, M., John, R. G., & Marion, E. J. (2009). Barriers to employment as experienced by disabled people: A qualitative analysis in Calgary and Regina Canada. *Disability & Society, 24*(1), 63-75.
- Statistik Pekerjaan dan Perburuhan Kementerian Sumber Manusia*. (2015). Pendaftaran orang kurang upaya (OKU) mengikut etnik & kategori ketidakupayaan. Retrieved from <http://www.mohr.gov.my>
- Stevens, G. R. (2002). Employers' perceptions and practice in the employability of disabled people: A survey of companies in south east UK. *Disability & Society, 17*(7), 779-796. doi:10.1080/0968759022000039073
- Suet L. K., Ling T. T., & Lay W. L. (2013). Unseen challenges, unheard voices, unspoken desires: Experiences of employment by Malaysians with physical disabilities. *Kajian Malaysia, 31*(1), 37-55
- Ta, T. L., & Leng, K. S. (2013). Challenges faced by Malaysians with disabilities in the world of employment, disability. *CBR, 24*(1), 6-21. <http://doi.org/10.5463/DCID.v24i1.142>
- Unger, D. (2002). Employers' attitudes toward persons with disabilities in the workforce: Myths or realities? *Focus on Autism and Other Developmental Disabilities, 17*, 2-10.
- Waxman, D. (2017). *Model of successful corporate culture change integrating employees with disabilities*. pp. 155-180 in Barbara M. Altman (Ed) (2017). *Factors in studying employment for persons with disability: How the picture can change*. United Kingdom: Emerald Publishing.
- Wendey, P., Darlene, U. (1994). The role of job coach: Orchestrating community workplace supports. *American Rehabilitation, 20*(3), 2-10.
- Wright, G. E., & Multon, K. D. (1995). Employers' perceptions of nonverbal communication in job interviews for persons with physical disabilities. *Journal of Vocational Behavior, 47*, 214-227.