



EMPLOYABILITY OF PEOPLE WITH DISABILITY (PWD) IN MALAYSIA: A CHALLENGING AND OPPORTUNITY

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ABSTRACT

This paper looks into the area of employment among People With Disability (PWD). As such, in order to increase the aspect of employability among PWD, a framework has been developed in this study. Hence, several suggestions have been retrieved from related parties to especially determine the significant factors involved in PWD employability. This is because; the issue of PWD without employment is deemed as a burden to both the government and the society. Hence, necessary action has to be taken in order to ascertain employability among PWDs. Moreover, interviews with related persons were conducted to identify the factors that could increase employability among PWDs. With that, a framework is developed based on the suggestions and recommendations obtained. Therefore, the related parties from the government and private sectors, as well as the society, should be able to apply this framework in their support towards PWDs to attain suitable employability.

Keywords: People With Disability (PWD), employability, framework.

1. Introduction

A number of reports suggest that there are over 650 million people with disabilities worldwide, with approximately 400 million of them residing in the Asian and Pacific regions (UN ESCAP, 2003; Department of Social Welfare, 2006). Moreover, this figure has been reportedly increased to 1 billion people, hence amounting to 15% of the total world population.

Unfortunately, twice as many PWDs, as compared to those normal, are unemployed (Bagshaw, 2006; Disability Homepage, 2007; Perry, 2002). The unemployment rate for able bodied population in industrial nations is 10 per cent, in comparison to between 40 and 60 per cent for PWD (Neufeldt & Albright, 1998). This means; six out of ten disabled people are unemployed, in comparison to one out of ten among the able bodied. For instance, the unemployment rate in Singapore for those disabled is reported to be as high as 53.3 per cent (Lim & Ng, 2001). In reality, lack of education and skills emerge as some factors for this disturbing number of unemployment among PWDs. Other than that, it could be due to the lack of understanding of the disability among employers, which in turn, breeds unfounded concerns about hiring PWDs, as well as a desire to avoid 'risky hires' (Gilbridge et al., 2000).

Furthermore, PWDs in Malaysia can be considered as one of the most vulnerable groups among the minority population (Kamarudin *et al.*, 2007). The gravity of the disability ranges from slight to serious, making them differ from normal human birth quality. Additionally, based on the disability statistics published by the Malaysian Department of Social Welfare (2016), the registered number of PWDs is 197,519 in 2006. Next, a sharp increase is noted in the number, which reached

359,203 within a span of six years (Department of Social Welfare, 2012). The number of PWDs in Malaysia on increase is illustrated in Figure 1:

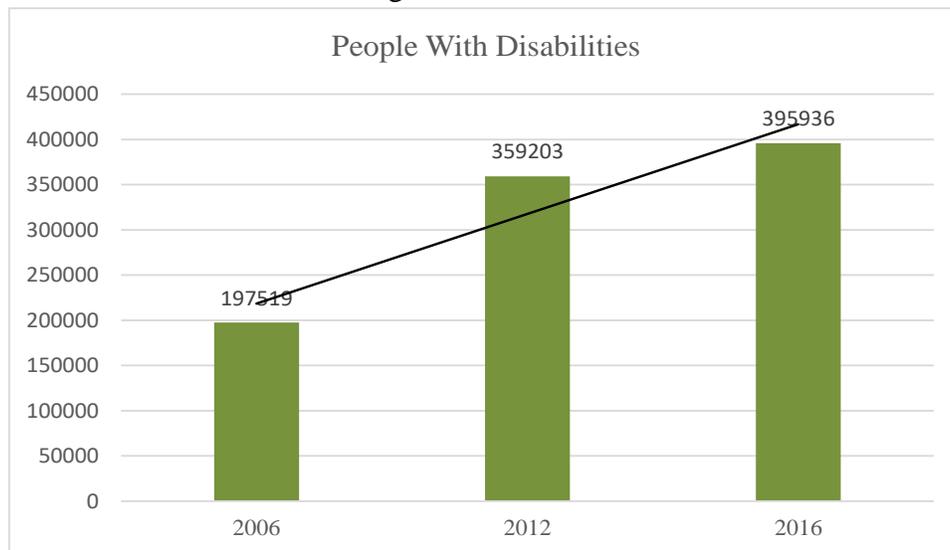


Figure Error! No text of specified style in document.: Number of PWDs in Malaysia

Source: Department of Social Welfare (2006, 2012, 2016)

As such, this paper presents a model of practical recommendations for therelevant stakeholders to ascertain increment inemployability rate among PWDs. Hence, an extensive literature review was first carried out to determine several significant issues.Next, several respondents were interviewed to determine the significant aspectsin relation to employability among PWDs.

2. Literature Review

One’s disability can be classified within the range of slight to severe based on where it is felt in the human body. In fact, the World Health Organization (WHO) defines the word ‘disability’ as all or any impairmentthat confines one’s activity and participation. Meanwhile, under the Malaysians with Disabilities Act (MDA), following the Americans with Disabilities Act (ADA) established in 1990, a PWD is an individual who has a physical or mental impairment or is regarded by others as having certainimpairment. On the other hand,Akerlof and Yellen (1990) defined disability as any physical or mental condition that substantially limits one or more major life activities. In fact, numerous definitions have been coined in order to unfold the notion ‘disability’. As for this study, disability is defined as a physical or mental impairment or a perception by others of such impairment. Table 2.1 below further displays the types of disabilities.

Table 1: Types of disabilities

No.	Types of Disabilities	No. of Registered PWDs
1.	Hearing	31278
2.	Visual	35450
3.	Speech	2019
4.	Physical	136976
5.	Learning	134659
6.	Mental	32246
7.	Various	18414
Total		395936

Source:http://www.jkm.gov.my/content.php?pagename=pendaftaran_orang_kurang_upaya&lang=en

As for points of view from the public, some studies have reported positive perceptions for PWD employability, while others have reported negative perceptions of such employability. For example, Clark and Oswald (1996) reportedvariances in attitudes between employers and disability employment advisors. In fact, they identified a need for education and training in the areas of perceived costs and obstacles to employers in the following areas:

1. hiring and retaining disabled employees,
2. performance and motivation of individuals with disabilities, and
3. the types of challenges for employment of people with different kinds of disabilities.

Meanwhile, Burke (1999) concluded that understanding the perspectives of employers does help to provide more work opportunities for PWDs.

However, there are exceptional benefits when organizations employ PWDs, in comparison to hiring workers of the conventional nature(Jemi C. Granger Brian H. Kleiner, 2003), as listed in the following:

1. Working from home: It is important to have excellent communication in organizations of any kind. When a disabled employee telecommutes, he or she is able to save a large chunk of cost incurred.
2. Convenient work schedule: Based upon the best interest of both parties, a flexible work schedule can be planned out to benefit the said parties.
3. Mobility assistance: By giving steering wheels and providing lifts for those wheelchair-bound, increasing the convenience of the disabled employees, thereby organizations are able to benefit from an even more independent disabled worker who will adhere better to the work.
4. Residential assistance: By making minor adjustments to the disabled worker's place of residency, a higher level of productivity and confidence can be attained.
5. Personal medical insurance: By providing personal medical insurance for disabled workers, they would be able to perform better at their jobs as their confidence increases. This pays dividends to the employer as he or she is able to reap the rewards from a happier and more productive employee.

Other than that, in an isolated study, Sompayrac, Fulmer, and Turpin (2011) revealed several reasons why companies, especially accounting firms, should initiate efforts to make recruitment and retention of capable workers with qualifying disabilities, and then make reasonable accommodations for them. Moreover, many benefits were listed from hiring and retaining the disabled, which included tax incentives, increasing diversity and access to talent, learning from the experience of seasoned accountants, attracting clients, and recognizing the mandates recently updated in the Americans with Disabilities Act (ADA) law.

Other than that, many studies have also focused on the barriers to employment and discrimination faced by PWDs at workplace. For instance, there may be economic barriers that may initially prevent a company from providing a suitable environment for PWDs or specifically providing the assistive technologies necessary to bridge the gap to employment for the said individuals. Hence, social prejudice may be felt by these PWDs from the treatment given by coworkers and employers. Furthermore, individuals with disabilities would not be able to take any work pressure. Tele-work becomes an important issue in this climate, due to the numerous challenges that they may face on a daily basis at the workplace.

Furthermore, the U.S. Department of Labor delineated several barriers to employment faced by PWDs, including:

1. the fragmentation of existing employment services;
2. the isolation and segregation of PWDs from mainstream programs and services;
3. the lack of access to health insurance;
4. the complexity of existing work incentives;
5. the lack of control and choice in selection of providers and other agents;
6. inadequate work opportunities resulting from attitudinal barriers based on historical and erroneous stereotypes

In general, discrimination against PWDs seeking employment stems from miscommunication and lack of information with respect to assistive technologies and resources available to both employers and employees. Despite the prevalence of discrimination, Freeman (1978) concluded that problems related to discrimination against PWDs could potentially be mitigated by increasing awareness and support for alternate modes of employment among employers at large, and facilitating outreach efforts by occupational health providers and employment specialists. On top of that, poor transportation system has been highlighted as the biggest problem faced by PWDs, towards employment (Khor, 2002).

Not only that, the surrounding circumstantial challenges for PWDs are numerous, for instance, poor inaccessible buildings for the disabled (Heron & Murray, 2003), employers unfavorable attitude towards the disabled, (Lee *et al.*, 2011), poor self-esteem by the disabled themselves (Khor, 2002), and over protective family, as highlighted by Shah, Arnold, and Travers (2004).

In addition, the Social Model of Disability highlights the importance, as well as the issues faced by PWDs working in organizations. Besides, Hahn (1985), a pioneer in the changing model of disability, examined the values that were formed on the basis of definitions of disability. Next, the medical model of disability is based on chronic functional limitations derived from a physical or mental impairment. The emphasis is on the cause of the disability, while the interventions are focused on finding cures and improving an individual's functional. According to Hahn, the medical model of disability imposes a sense of inferiority on the individual while inhibiting a collective or social view of disability. As a result, the difficulties faced by individuals are seen as individual problems instead of environmental barriers.

Next, the socio-political model of disability, which is also known as the social model of disability and the minority model of disability, grew from the civil rights activities of the 1960s. Hahn (1986) explained that this new paradigm recognizes that improvements for PWDs must come from changes in the environment instead of expecting improvements in their physical or mental functions. The socio-political model stems from the failure of the environment to adjust to the needs of PWDs. On the other hand, the minority model of disability stresses attitudinal barriers as the primary problem faced by PWDs (Hahn, 1996). In fact, the socio-political model of disability is also referred to as the New Paradigm (Cooke *et al.*, 2002).

Furthermore, according to Kruse and Hale (2003), the disability rights movement was developed from the social model of disability. This is because; disability is defined as the relationship between the individual's characteristics and the environment, where disability-related problems can be solved by changing the environment. Hence, it is suggested that physical and mental impairments would be inconsequential, if only the environment is altered.

3. Methodology

This section describes the methodology employed in developing the framework purported in this study with the aim to determine the factors that could increase the aspect of employability among PWDs.

As for the research method, this study adopted the qualitative analysis that consisted of in-depth and semi-structured interviews among hiring staff from various organizations. Hence, this mode of research enabled the researcher to obtain and collect rich and in-depth perspectives. For instance, Pinter, Eisenson, and Staton (1980) asserted that people with visual impairments favored to be interviewed as they had good listening skills. In addition, interview techniques can produce detailed and more accurate data that provide reliability of the participants' perspectives, and thus, offer a context through which the researcher can understand the problem to a greater deal and depth. On the whole, the researcher used purely qualitative method in this study to develop the framework. Therefore, a semi-structured interview design was employed in this study to gather the required data.

The general population for this study is People With Disability (PWD) in Malaysia. The respondents were purposely chosen from a particular group of PWDs or those who worked with PWD. The relevant group of people who worked with PWDs are HR managers, office-mates of PWDs, and officers from the government agencies related to PWDs.

The sample of the study had been comprised of PWDs by birth and also those who became disabled due to illnesses or accidents. Other list of sample for the study included HR Managers/Hiring Managers in an organization, office mates of the PWD, and government officers as representatives of the government agencies. The researcher also included another sample for the study in the form of the former regulator of Malaysia. The sample for the study is shown in Table below.

Table 3: Sample of the study

1.	PWD	The disabled respondents will be classified, as blind, visually impaired, deaf and any other significant physical disability.
2.	HR Managers/Hiring Managers	To enhance understanding of their perception towards employing PWD.
3.	Office Mate	Employee without disabilities who work with disabled employees
4.	Government Officers	Government officers who work directly/indirectly with the PWD
5.	Former Regulator	To add credibility to this study

Before commencement of the interview, the researcher obtained formal acceptance and agreement from the respective organization to participate in this interview. The procedure for data collection in this study is summarized in Table below.

Table 3: Procedure for data gathering

Step 1	Initial contact
Step 2	Appointment
Step 3	Informed consent obtained Free to withdraw at any stage of the interview
Step 4	Interview <ul style="list-style-type: none"> • Demographic • Interview protocol
Step 5	Validate the response from each respondent

As such, the researcher only continued with the research after obtaining ethical approval from the university committee.

As for the method of analyses, the Interpretive Phenomenological Analysis (IPA) was employed to analyze the data collected during the interview. For this purpose, the researcher used the original data obtained from the respondents only for coding and nothing else is usurped for data analysis (Henwood, 2004).

Next, the data were validated by cleaning the data. The data were checked for accuracy and consistency in the usage for analysis. After that, the results of the analysis were categorized to determine the emerging theme(s). With that, several minor categories were combined into a main category.

4. Finding

This section describes the development of the framework related to employability among PWDs. The objective of this section is to describe in detail, the varied perspectives determined from the interview, thus providing rich interpretation of the topic investigated.

The summary profile of the respondents is depicted in Table 4.1 below.

Table 1: Summary profile for PWDs

Details	Frequency	Percentage	Details	Frequency	Percentage
Age	14	100%	Employer	14	100%
25-29	6	43%	Public	6	43%
30-39	2	14%	Self employed	2	14%
40-49	3	21%	Private	4	29%
50-59	2	14%	Institutes	2	14%
60-69	1	7%	Highest Education	14	100%
Gender	14	200%	PhD	1	7%
Female	4	29%	Master	3	21%
Male	10	71%	Degree	7	50%
Disability	14	100%	Diploma	1	7%
Born disabled	9	64%	Certificate	2	14%
High fever	1	7%	Salary	14	100%
Accident	3	21%	RM2000 plus	7	50%
Polio	1	7%	Below range	1	7%
Position	14	100%	RM5000	1	7%
Penolong Pengarah	5	36%	RM10,000 -13,000	1	7%
Researcher	1	7%	Not disclosed	2	14%
Customer Service	1	7%	RM10 p/pen	1	7%
Lecturer	2	14%	RM130-150 p/hour	1	7%
Self Employed	1	7%			
Engineer	2	14%			
Draughtsman	1	7%			
Broadcaster	1	7%			

As a result, the following framework is developed based on various push factors that were determined from all the units of analysis, as summarised in Figure 4.1. Additionally, the research

data also revealed some suggestions for improvement to address these push factors, which have been embedded into the framework.

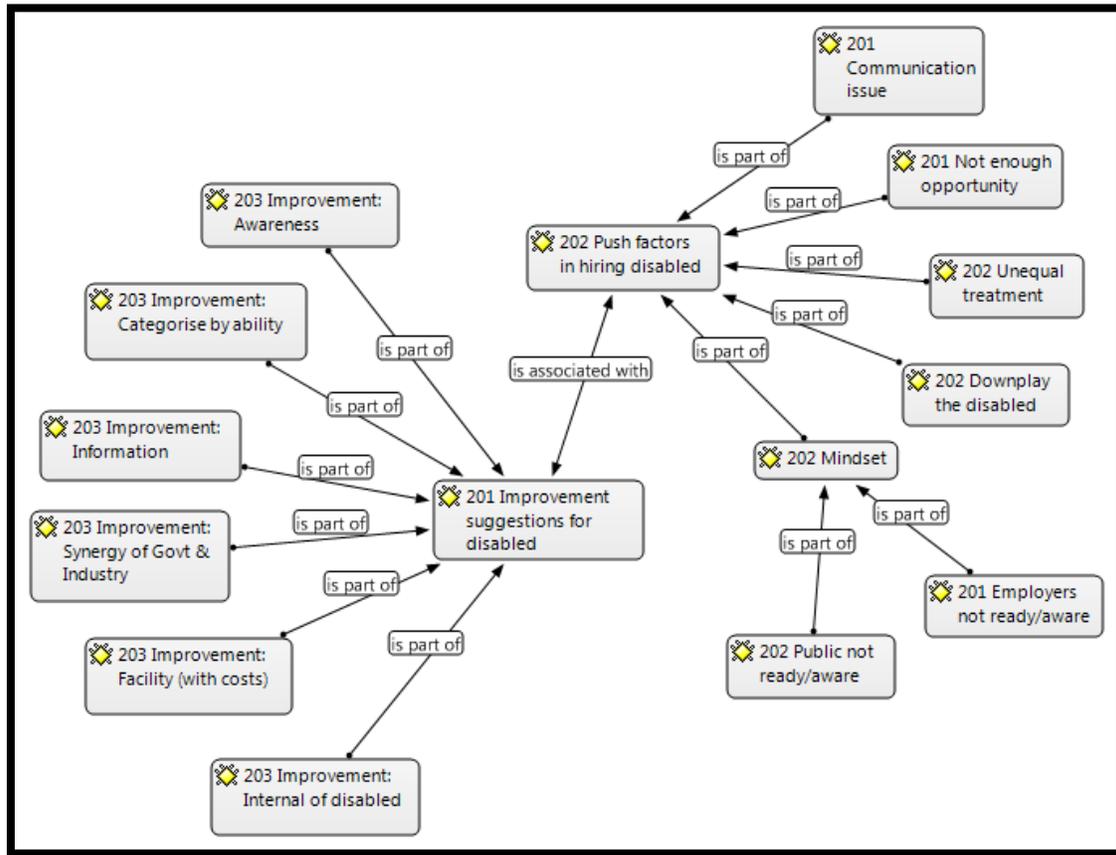


Figure 1: Framework: Push factors in hiring disabled and suggestions for improvement

Essentially, multiple push factors had been faced by both employers and PWDs at the hiring stage. Each factor is detailed in Table 4.2 below, as well as the suggestions for improvement, as recommended by the respondents.

Table 2: Push factors and suggestions for improvement embedded in the framework

Theme	Aspect	Mention Frequency	Mentioned by
Push factors in hiring disabled	Communication issue	1	Office mate 1
	Insufficient opportunity	10	Office mate 11 HR 1 Disabled 5, 6, 7, 9, 10, 11, 13
	Unequal treatment	5	Office mate 10 Disabled 1, 7, 9, 13
	Downplay of the disabled	22	Office mate 2, 7, 10 HR 6 Disabled 4, 5, 6, 8, 9, 10, 12, 13 Former Regulator
	Mind-set/awareness of employers	28	Office mate 9 HR 1, 5, 7 Disabled 1, 2, 3, 4, 6, 7, 9, 10, 11, 12, 13, 14 Govt officer 1 Former Regulator
	Mind-set/awareness of public	8	Office mate 10 Disabled 3, 4, 5, 9, 10, 11 Govt officer 1
Improvement suggestions for the disabled	Create awareness	18	HR 5, 6 Disabled 2, 3, 4, 7, 9, 10, 11, 12, 13 Govt officer 1, 2 Former Regulator
	Categorise by ability	1	Disabled 2
	Information provision	21	Office mates 4, 7, 8, 9 HR 1, 2, 5, 6, 7 Disabled 1, 2, 4, 7, 9, 10, 13
	Synergy of roles of government and industry	3	HR 2 Disabled 10, 12
	Installation of facilities	8	Office mate 7 HR 5, 7 Disabled 8, 12 Govt officer 1, 2
	Internal factors of the disabled	4	Office mate 4 Disabled 6, 8, 13

The first push factor against the intention to hire PWDs is the communication issue between PWDs and the management and/or co-workers. It was argued by some of the respondents that disabilities, such as deaf and dumb, impede communication with others who are not conversant in sign language. Apart from that, from their experience, PWDs often result in communication barriers that prevent smooth exchange of ideas or information (Ta & Leng, 2013).

The next push factor is that PWDs are not given enough opportunity by the employers to even be considered for employment (McMahon & Shaw, 2005; Copeland *et al.*, 2010). The moment their disability comes to the knowledge of the employers, they are denied the opportunity to be considered for the post, albeit them possessing the requirements as advertised for the post.

Besides, some respondents reported that PWDs in their organization received unequal treatment compared to their co-workers who are normal. Evidently, this feeling of not being treated equally

poses as a challenge towards the intention of the employers to hire PWDs (Barnes, 2013; Nota *et al.*, 2014).

Another factor is that PWDs are often downplayed in terms of their skills and abilities, albeit them possessing the said particular skills and abilities, which essentially causes them to feel inferiority complex. This finding is consistent with that reported by Lee *et al.*, (2011), who discovered that employers possess unfavourable attitude towards the disabled.

The following push factor against the intention to hire PWDs is the mind-set of employers, in which they are unaware or not ready to hire them in the first place. This finding is in line with that reported by Mansour (2009) and Nota *et al.*, (2014).

In line with this, the mind-set of the public is also worth noting from the interviews. It was found that the public is not ready and/or aware to accept PWDs in their daily life, what more the employment sector.

In response to these challenges against the intention to hire PWDs, the interviews revealed numerous suggestions for improvement, such as a call for better information sharing channels, installation of the required software and hardware, as well as the synergic cooperation between the government and the industry.

First and foremost, the suggestion is to go all out with the effort to create awareness about the potential of PWDs in the employment sector. All respondents agreed in unison that this awareness creation is the point of paramount significance in terms of effort to be put forward (Neath *et al.*, 2007; Barnes, 2012).

Another suggestion is to categorise the employment opportunities based on the type of disability, which would in turn, provide similar opportunity to the different groups of persons with disabilities, to be considered to be hired, as rightly suggested by Mansour (2009).

Another pertinent recommendation to diversify and intensify information provision efforts to be able to reach out to the vast majority of PWDs (Braithwaite & Waldron, 1999) is for them to be engaged in social support groups for information sharing and provision.

Similarly, another suggestion by the respondents is to intensify the installation of proper system and facilities dedicated for PWDs, such as guided elevator and mobility aid system. Another aspect is transportation, as rightly argued by Khor (2002) and Heron and Murray (2003), where poor transportation system unsuitable for the disabled is highlighted as the biggest problem faced by PWDs.

This study focused on the efforts made and the commitments taken on the issues affecting establishing the important factors affecting the employability of the disabled in Malaysia. The study produced sufficient evidence to show the PWDs are a neglected group in the main stream of Malaysian welfare and social framework. This group of PWDs need full and further attention and support from the Malaysian government. The entire group in all denominations of gender, age, race and educational background need more support from the government so as to be part of the mainstream Malaysians.

Failure to manage the factors affecting the employability of the disabled in Malaysia has a dire consequences on the people with disability, coworkers, the family and the employers. This in

turn affects the social welfare of the people with disability as a whole. The Malaysian government intervention is highly desirable to alleviate the social welfare level of the PWDs. This can only be done at the administrative level of the Malaysian government. This integrative framework can offer important theoretical and practical implications in the hiring decisions for the disabled population. Enhanced knowledge in this area will help in the development of public and organizational policies that can better promote and manage the careers of people with disability.

It is believed that the study will be able to develop some recommendations towards the end of the study. This will be useful for formulation of policies to cater for the employment of people with disabilities in the future. The Malaysian government can implement policies which are desirable from the more advanced countries. The policies can be implemented to raise the level of quality of life of the PWDs as a whole. The theoretical implications can be used to draw useful and beneficial policies to uplift the social welfare of the PWDs into the mainstream of Malaysian societies.

There were numerous suggestions for improvement by the respondents in relation to intention to hire people with disability. This was obtained during the interview session. First suggestion is to create a strong and effective awareness programme to the general public so as to create an awareness in relation to the potential, the contribution and effectiveness of hiring people with disability.

Another suggestion was to create a list of opportunities to be categorized in relation to the type of employment befitting the different groups of disabilities. This will support the hiring process and the different groups of disabilities can be identified suitable for a given job. There must be more channels for the flow of information and also to the intensity of the information to reach the people with disability. More on a working in collaboration the respondents are of the view that the government and the industry must work together to create synergy. This is with the aim to promote the opportunity for employment for the people with disability. Other highlighted was proper system and facilities must be created and provided to the people with disability. This includes the guided elevator, mobility aid system and other basic amenities to make their daily living more tolerable. It is also highlighted by the respondents during the interview that the people with disability themselves must have high level of confidence. This must be supported by hard working attitude by the people with disability to meeting the job responsibilities which they are responsible for. This is the required attitude of the people with disability to help themselves to earn a decent living.

5. Discussion & Conclusion

This section portrays the conclusion of the study and several recommendations based on the findings retrieved from this study directed to improve the present situation faced by PWDs.

As depicted in the framework developed in this study, a number of significant push factors have been identified in this study. The communication issue between PWDs and the rest, including employers and co-workers, worsens when communication fails. The respondents also indicated

that they received unequal treatments from their employers in their respective organizations. This goes on to show that the intention to hire PWD is diluted.

Other respondents have indicated their skills and abilities are often downplayed. This creates an unhealthy inferior complex in the minds of the PWD. The mind-set of the employer too is not in line with the strong intention to hire PWD. This is contributed by the fact that either they are not aware or even not ready to hire PWD in the first place. The study further revealed that the public too are not ready to accept the presence of PWDs.

Other than that, several suggestions for improvement that have been embedded in the framework are listed in the following:

- i) Create Awareness Programme
- ii) List of Opportunities
- iii) Flow of Information
- iv) Create Synergy between Government and Industry
- v) System and Facilities for PWD
- vi) Level of Confidence

As such, it is recommended that the government enhances its enforcement and monitoring of policies relating to employment of person with disabilities, sets up a committee to match the individual's disability type with the nature of work or industry, boosts in incentives for organizations which hire person with disabilities, and promotes awareness among the employers and the general public.

Accordingly, the disability types of the person with disabilities also shape the different needs of the respective industries. For instance, a telecommunications company engages mostly in speech and hearing capabilities, and requires less body movements. This job should be suitable for a person with walking disability but possesses good hearing and speech. On the other hand, if the jobscope requires active verbal tasks, such as plantation or construction, a person with complete bodily ability should be suitable for the job, albeit his hearing or speech disability. It is on this basis that it is recommended for the government to become the stakeholder for setting up a committee to arrange the matching of disability type with the nature of the industry in order to promote stynchronized work experience for both the employer and employee.

Based on the various organizational incentives granted for the employers in consideration for employing person with disabilities into their workforce, the government seems serious for putting emphasis on the improvement of employability of person with disabilities. However, given the low engagement of person with disabilities across different industries, it is evident that the current incentives are not tempting enough to attract the employers to finally engage the services of these community. Therefore, it is suggested that the government should work on boosting the organizational incentives in order to make it more attractive to the employers. Suggestions would include matching grants to pay for the allowance of the person with disabilities, or better tax incentive regime for the employers to be claimed in their annual financial returns.

The government is further recommended to continually promote the awareness of the potentials of person with disabilities in doing their work routines, and communicate adequate information effectively to the employers and the general public. The employers and the general public are the ones who actively and closely engage with the disabled workers. Hence, it seems pertinent that the government should work hand in hand with the industry people so as to channel the promotion that the disabled persons are also human beings, possessing equal capabilities, knowledge and qualifications as any other persons out there.

The employers are the ones who the person with disabilities would be reporting to and working directly under their supervision. In general situations, the policies and decisions made by the employers would greatly impact the disabled workers. Therefore, the following recommendations are particularly put in place for the better experience of person with disabilities in their employment. Among the suggestions are the employers to provide equal employment opportunities for person with disabilities as they would provide other persons, to set up the appropriate system and facilities at the workplace, and finally to build awareness on the potentials of person with disabilities. It is highly commendable that the employers should provide equal employment opportunities to the disabled persons as they would provide any other persons out there.

Apart from providing the employment opportunities, it is also encouraged that the employers set up appropriate system and facilities for the person with disabilities to be able to carry out their job scope. For instance, a wheelchair alley at the office, to be used by persons with walking disability, or elevators filled with braille instructions to be used by persons with sight disability. For persons with hearing disability, probably a lighting system should be introduced to indicate certain aspects such as call for meeting, emergency evacuations, or the like. In coming up with this setup, proper communication should be considered with the occupation health and safety authorities in order to ensure that the human resource department is carrying out the installation of the systems and facilities according to the required standards. Additionally, the human resource could also engage a counsellor or therapist to deal with stressed workers, including the disabled workers.

In the case of unequal treatment of persons with disability during interviews, as well as once the person is recruited and employed by the employer, the interview data indicated that there still exist such downplaying of the persons with disability on part of the employers. Accordingly, it is highly significant that the employers work on building their awareness on the potentials of person with disabilities, and that these persons could very well carry out the jobs within their job scope. On this note, it is suggested that the employers engage third party consultants to conduct briefing session or training for their staffs in building the awareness. Additionally, the employers could also work hand in hand with the government sector in creating and building such awareness.

Finally, PWDs themselves need to stay confident and work hard to fulfil the tasks assigned to them. Jans, Kaye, and Jones (2012) and Copeland et al., (2010) pointed out that PWDs would need to hold-it together, and appear strong and confident. The overall conclusion of this study is

that the researcher discovered vast inputs from the respondents in this study, which had been focused on PWDs. As it has been the objective of this study to develop a framework for PWD employability in Malaysia, the researcher, in conclusion, believes the findings obtained from this study shifts the focus to the person and not on the disability, as evidenced by this study.

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