

**A STUDY TOWARDS EMPLOYABILITY OF  
DISABLED PEOPLE AT PRIVATE  
ORGANIZATIONS IN SHAH ALAM**

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**MASTER OF SCIENCE MANAGEMENT  
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PRIVATE ORGANIZATIONS IN SHAH ALAM**

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## ABSTRACT

Generally the people with disabilities in all over the world are at high risk of unemployment. Therefore the aim of this study was to examine the level of organizational awareness towards the employability of disabled people at private organization in Shah Alam. There are three independent variables had been examined to measure the organizational awareness towards the employability of disable people at private organization in Shah Alam area. There are policies, corporate social responsibility (CSR) and consequences of employing disable people. The population for this study was targeted for private organization at Shah Alam area. The sample taken from upper and middle level management staffs who consist of managers, assistant managers, senior executives, executives and others. However stratified sampling method had been chosen for conducting this study. The findings and results shows that there are moderating relationships between organizational awareness toward employability of disabled people. CSR is the most efficient method rather than policies in showing the level of organizational awareness in employability of disabled people by private organization. Besides that, the CSR will affect the employer to take decision to implement for hiring the disable people to work with their organization as it involves corporate image and market shares. The other two variables shows a weak relationship towards employing disable people at Shah Alam. This two variable are not give strong impact for employing disable people in private organization. Several recommendations and suggestions could protect the disable people from discrimination by the private organization. The government and NGO should give some incentives and supports to the employers who are willing to employ disabled people to work in their organization for encourage the employer to hire the disable people in their organization. In addition, the government also should play an important role to governance the act and policies regarding the employability of disabled people for both private or public sectors. Last but not least, the person with disabilities also should take initiative for doing their own business or self-employment to reduce the dependability towards other people.

**Keywords: Disable people, Employability of disabled people, Corporate Social Responsibility (CSR).**

## ABSTRAK

Secara umumnya, orang yang kurang upaya di seluruh dunia ini mempunyai risiko yang tinggi dalam pengangguran. Oleh itu, tujuan kajian ini adalah untuk mengkaji tahap kesedaran organisasi untuk melantik pekerjaan bagi orang kurang upaya di organisasi swasta di kawasan Shah Alam. Terdapat tiga pembolehubah bebas telah diperiksa untuk mengkaji kesedaran organisasi untuk melantik pekerjaan bagi orang kurang upaya di organisasi swasta di kawasan Shah Alam. Di antaranya adalah polisi atau dasar, tanggungjawab sosial korporat (CSR) dan akibat daripada perlantikan orang kurang upaya. Populasi bagi kajian ini disasarkan pada organisasi swasta di kawasan Shah Alam. Sampel kajian diambil daripada kakitangan pengurusan peringkat atasan dan pertengahan. Kaedah persampelan berstrata telah dipilih untuk menjalankan kajian ini. Keputusan menunjukkan bahawa terdapat hubungan yang sederhana pada kesedaran organisasi terhadap perlantikan pekerjaan bagi orang kurang upaya. CSR adalah kaedah yang paling berkesan dalam menunjukkan tahap kesedaran organisasi dalam perlantikan pekerjaan bagi orang kurang upaya di organisasi swasta. Di samping itu, CSR akan memberi kesan kepada majikan untuk mengambil keputusan untuk mengambil orang kurang upaya untuk bekerja dengan organisasi mereka kerana ia melibatkan imej dan pasaran saham. Dua pembolehubah menunjukkan hubungan yang kurang memuaskan dalam perlantikan orang kurang upaya di Shah Alam. Kerajaan dan NGO perlu memberi beberapa insentif dan menyokong kepada majikan yang sanggup mengambil orang kurang upaya untuk bekerja di organisasi mereka untuk menggalakkan majikan untuk mengupah warga kurang upaya dalam organisasi mereka. Di samping itu, kerajaan juga perlu memainkan peranan penting dalam pengubalan polisi dan dasar-dasar yang berkaitan mengenai pekerjaan orang kurang upaya untuk kedua-dua sektor swasta atau awam. Akhir sekali, orang yang kurang upaya juga perlu mengambil inisiatif sendiri untuk mendirikan perniagaan sendiri atau bekerja sendiri untuk mengurangkan pergantungan terhadap orang lain.

**Kata kunci: Orang kurang Upaya, Perlantikan orang kurang upaya, Tanggungjawab sosial korporat.**

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# TABLE OF CONTENTS

<b>PERMISSION TO USE</b>	<b>ii</b>
<b>ABSTRACT</b>	<b>iii</b>
<b>ABSTRAK</b>	<b>iv</b>
<b>ACKNOWLEDGEMENT</b>	<b>v</b>
<b>TABLE OF CONTENTS</b>	<b>vi</b>
<b>LIST OF TABLES</b>	<b>viii</b>
<b>LIST OF FIGURE</b>	<b>ix</b>
<b>1.0 CHAPTER 1: INTRODUCTION</b>	
1.1 Background of Study	1
1.2 Statement of the Problem	6
1.3 Research Question	8
1.4 Research Objectives	8
1.5 Significance of the Study	9
1.6 Limitation of the Research	10
1.7 Organization of the Study	12
<b>2.0 CHAPTER 2: LITERATURE REVIEW</b>	
2.1 Introduction	14
2.2 Disability People	16
2.3 Employer	17
2.4 Employability	19
2.5 Protection and Policies of Disable People	20
2.6 Corporate Social Responsibility (CSR)	23
2.7 Employability Liability	25
2.8 Summary	26
<b>3.0 CHAPTER 3: RESEARCH METHODOLOGY</b>	
3.1 Introduction	27
3.2 Research Framework	28
3.3 Hypothesis Development	29
3.4 Research Design	30
3.5 Operation Definition	31
3.6 Measurement of Variable	32
3.7 Data Collection	32
3.8 Sampling	35
3.9 Data Collection Procedure	38
3.10 Technique of Data Analysis	40
3.11 Summary	41
<b>4.0 CHAPTER 4: FINDINGS OF STUDY</b>	
4.1 Introduction	42
4.2 Survey Return Rate	42
4.3 Demographic Information of Respondents	43
4.4 Gender	44



4.5 Position	44
4.6 Age	45
4.7 Level of Education	46
4.8 Length of Services	46
4.9 Type of Industry	47
4.10 Research Question 1	48
4.11 Research Question 2	49
4.12 Research Question 3	50
4.13 Summary	51
<b>5.0 CHAPTER 5: CONCLUSION AND RECOMMENDATIONS</b>	
5.1 Introduction	53
5.2 Research Objective 1	55
5.3 Research Objective 2	56
5.4 Research Objective 3	57
5.5 Recommendations	58
5.6 Recommendation for Future Research	60
<b>REFERENCES</b>	62
<b>APPENDIX</b>	68

## **LIST OF TABLES**

Table 3.1	Operational Definition and Sample Item	31
Table 3.2	Layout of the Questionnaires	35
Table 3.3	Pilot Test Outcome	39
Table 3.4	Cronbach's Alpha Reliability Test	40
Table 4.1	Total Questionnaires Analyzed	43
Table 4.2	Gender	44
Table 4.3	Position	45
Table 4.4	Age	45
Table 4.5	Level of education	46
Table 4.6	Length of Services	47
Table 4.7	Type of Industry	47
Table 4.8	Relationship Between policies and implementation and employability of disabled people	48
Table 4.9	Relationship between Corporate Social Responsibility (CSR) and employability of disabled people	49
Table 4.10	Relationship between employability liability of employing disabled people.	50

## **LIST OF FIGURE**

Figure 3.1 The conceptual research framework of organizational awareness towards employability of disabled people at private sector	28
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# CHAPTER 1

## INTRODUCTION

### 1.1 BACKGROUND OF THE STUDY

Over the last five decades, the principle which underpins policy for the employment of disabled people has remained constant. The majority of disabled people are fully employable on their own merits in competition with non-disabled workers, providing that prejudice and discrimination are overcome. In the year 2013 the records from social welfare department shows that the total number of 497,074 peoples had been registered as people with disability from various states in Malaysia (JKM 2013).

The highest disabled people who are registered in Selangor states with 71,927 which is 14.5 percent from the overall people who had registered as person with disabilities. According to DSW the highest disabled peoples are from learning disability with 178,800 (36%) person and 162,215 (33%) persons are physical disability people. The number of disabled peoples who had registered with DSW is increasing from year to year where in the year 2009 there are 283,204 disabled people who have registered but up to year 2013 this number was increased drastically to 494,074 people.

With the increasing number of the disabled people at Malaysia, the obligation to seeking and getting a job also become more challenging especially for those people with physical disability. Moreover this situation will derive to increasing number of

unemployment among the disable people and will be the strong reason that contribute to unstable economies of nation.

Disability refers to impairment either physically or mentally which may occurred from birth or during life time. Disability person is the person who had impairment by physically or mentally. According to Department of social and welfare the people with disabilities are categorized into 7 categories which are visual impairment, hearing impairment, physical disable, learning disable, speech disable, mental disable and multiple disable.

Persons with disabilities around the world are comprise about more than 610 million people worldwide (WHO, 2009) and most of them are hide their self at house or in disable people's welfare institution due to scared for social stigma, discrimination and environmental barrier which put off these people from participation in society.

Statement from World Health Organization (2009) states that from the number of 610 million people with disabilities, its estimate around 386 million people only who are in working group. This number shows that only small number of disable people are execute in some form of production activity. Supportively according to research done by Borsay (2005), the high volume of poverty among disable peoples are significantly in poor of education opportunities, employment discrimination, and low wages. All this statement are clearly states that unfairness and prejudice happened in hiring peoples with disabilities is still rampant throughout the world.

Nevertheless this issue become as a common issue for the most of the countries surrounding the world and as well as in our country. When discrimination of disable

people is getting critical, it could lead to low self-motivation. It might derived to discrimination and negative sight where it can block the disable peoples mind from perceived themselves same as others normal peoples.

To control this situation and to avoid discrimination on the disability people by the employer in our country, the government agency and non-profit organization had introduce and provide many facilities and services for the people with disabilities throughout the persons with disabilities act 2008 (PWDA).

The Persons with Disabilities Act 2008 (PWDA) was formulated and approved by Malaysian government in 2008. The person with disabilities act helps the disable people to get rights to access of public facilities and services. Moreover this act also to protect and to take care the welfare of the disable people. Additionally this act also has been initiated to implement of 1% Policy on Employment Opportunities for PWDs in the Public Sector. These provisions of the law and policies might have a very positive impression among the disability peoples at Malaysia to feel that they have sufficient rights and benefits same as other normal people.

The definition for the person with disabilities which written in the Person with disability act (2008) is a person with disability is referring to a person who has for long term physical, mental, intellectual or sensory impairment where become as a barrier or give impact to the person with disability to be participating in society. According to person with disability act 2008, the disable people was group into few categories such as physical disable, blind and vision impairment, hearing impaired, mute person and mental disability.

- Person with limitation or minimal ability to move known as physical disability person either he/she had impairment caused naturally or accidentally.
- Blind person or a person who having sight problem or a person who have hearing problem known as sensory disability person.
- Person who had impairment in learning are intellectual disability person.
- Person who had impairment in body or mental functions are Neurological disability person.

Robertson (1994) found that loss of visual and sight people are facing difficulties to be employed by the employer. Perhaps most of the organization's perception believes that disabled people are usually will give burden and they are not capable to perform well. If this situation longer than it could lead the disable people to low participation labour force. Additionally the other factors such as discouragement, discrimination and a lack of information regarding suitable career choice also some of other factors that may derive the disable people to participating in work force.

On the other hand according to Feldman (2004), there are only several disable peoples are unemployed for the past 30year and the rest disable people are still employed by the employer. Most industrialized nations have approved passed significant legislation protecting the employment rights of people with disabilities by increasing their opportunities for productive career. Moreover Feldman (2004) also mentioned that the disabled worker only will employed selected industries only.

Waldrop (1991) recognized that the employer earn huge benefit in employing disable people due to turnover rate among the disable is very low compare to turnover

rate among the normal people. Waldrop (1991) also states that due to lower turnover rates among the disable employee compare to general employee, there are more US companies are turning to employee more disable people in their employment instead of employing normal people.

Malaysian government has shown its commitment towards improving the quality of life among its population of people with disabilities, by signing the Proclamation on Full Participation and Equality of People with Disabilities in the Asia and Pacific Region, on May 16, 1994. On February 25, 1998 the Cabinet approved the establishment of the National Coordinating Body known as the National Advisory and Consultative Council for People with Disabilities, to replace the National Implementation Committee for the well-being of the Disabled, which had been formed on August 30, 1990 (Ismail, 2003). Despite the prospects of employment, persons with disabilities still have to face negative perceptions of employers, as well as physical barriers such as facilities related to build environment and the inaccessible transport system, which are related to the increase in the cost of accommodation and also the cost involved in training people with disabilities.

In Malaysia most of organization give their hands and support these people by implementing policies and corporate social responsibility (CSR) towards them. These approaches is actually will directly increase corporate image by showing that their organizations are more concern for those people who needed. One of the strategies implemented by the organization in doing CSR is by creating a sheltered work centers for the disable people (Costa and Miralles, 2009). Due to existence of these centers, it is



hope to serve as a first working place for disable basis experience before they encountered into the real market.

This study conducted to enhancing the employment opportunities for the disable people or to study on organisation awareness towards employbtility of disable people at private organisation in Shah Alam. Since the number of disable people in selangor is higher compare to other states in malaysia the reseacher had choosen the capital city of the selangor state to reasearch. Moreover this study also will benefit to people with disability to know the job oppotunity and facilities that employer provide for the disable people.

## **1.2 STATEMENT OF THE PROBLEM**

Organizations are forced to make strategic decision to hire disable people in their organization by considering varies factor such as cost for providing appropriate facilities and equipments, special trainings and guidance to full fill the government policies. Organization also need to find and consider suitable position and job to be assigned for the disable people if they willing to hire the people with disabilities. It is because of their limitation and restriction to perform the assigned task with efficiently is slightly different than the ordinary people.

Thus the competition between normal people and disabled people to be hired by the organization is slightly higher. Moreover most of the organizations are lacks of trustworthy in capability of disable people in doing any task. This perception is one of the main factors for majority organizations who are still hesitate to hire the people with disability in their organization. Some of organization might think that disable people will

give burden and needy to the organization due to cost of hiring and training the disable people is to be higher compare to hiring and training normal people. Most organization who has hiring people with disability are merely to full fill the quota set by the government and to full fill the corporate social responsibility requirement.

Even through the Malaysian government had introduced policies and legislation to protect the people with disabilities but still most organization who are less aware on this matter. The policies and legislation are widely adapted by multinational or corporate company but the small industries are still lack awareness and not hiring disable people in their organization. Therefore the disable people are possibly to have less access to training, education and employment. This situation will lead to increasing number of unemployment among the disable people. As a result the people with disability will face the following consequences:-

- Low income/No Income
- Poor lifestyle

This situation also will lead lose self-confident and self-motivation of disable people and feel bad about their self. Moreover they might think that they burden to their parent and society and take negative decision such as commit suicide.

The disable people's cost of living is no cheaper as both working and non-working disable people have to bear living cost and medical expenses. Life often costs more to the disabled people. Even for those working disabled people, the living cost start's from higher transport costs to get to work, to the cost of an electric wheelchair; from higher

energy costs, to a lack of access to affordable home contents insurance, disabled people face extra costs in most areas of their lives.

### **1.3 RESEARCH QUESTIONS**

The research questions had been formulated as per below to demonstrate the detail perspectives of the issues that focused in this study:

A. Is there any relationship between of policies and implementation towards employability of disable people at private organization in Shah Alam?

B. Is that any relationship between corporate social responsibility and employability of disable people at private organization in Shah Alam?

C. Is there any employability liabilities to the private organization in employing of disable people at private organizational in Shah Alam

### **1.4 RESEARCH OBJECTIVES**

The motive of this research is to study the relationship between organizational awareness towards employability of people with disabilities at private organization in Shah Alam area:

A. To identify the relationship between policies and implementation towards employability of disable people at private organization in Shah Alam.

B. To identify the relationship between corporate social responsibility and employability of disable people at private organization in Shah Alam

C. To identify the employability liability of the private organization in employing of disable people at private organizational in Shah Alam

## **1.5 SIGNIFICANCE OF THE STUDY**

Important of this study was fully intention to focus on discrimination by employers regarding disabler's career opportunities. Moreover this research was aimed to expose employers to open their mind in hiring disable people by considering their capability and work performance.

This research was important to establish collaboration between government, non-government organization (NGO) and private sector in sector in ensuring their fully participation and employment of disable people within the society. The willingness to accept disable people to work with them might increase their reputation or images since people will look their organization as practicing effective policies for not discriminate disable people.

Other than that, this research was also worth to current employee in the organization since they can fairly treat disabled worker and accept them as their colleagues. Apart of that, these disabled workers also can assist the current employee to perform daily job activities such problem solving, decision making and task completion.

Besides that this research was beneficial to intended manager that responsible to handle disabled worker in giving them guideline and at the same time ways to supervise disabled people. Managers also have to play their role in providing appropriate accommodations and facilities in their organization.

Last but not least, up to this moment there are less research has been conducted in private sector or non-government organization to investigate the willing of employing disable people in private sector. Thus, this study will contribute various benefits for all readers in terms of theoretical, management as well academic perspectives.

In term of theoretical and academic, this research would helpful for the employer in conduction training and guide the disable people for them to perform well as other normal people. This research will create regulatory or legal awareness among the employers on the legal regulation and protection for employing disable people in their organization. Additionally this research also will benefit other students to understand the willing of employing disable people in private sector.

This study also could support the management to improve the policies and regulations to employ disable people in their organization. Furthermore by understanding legal requirement for employing disable people, the management can provide the required facilities, equipment and as well to taking care of their welfare. On the other hand, this study also will helpful and guide the organization to take decision on hiring disable people in their organization.

## **1.6 LIMITATION OF THE RESEARCH**

The respondents consist of employers due to the nature of the study is to determine the willingness of organization to hired the disable peoples in their organization and organizational awareness towards the employability of disable people. Thus the researcher only can get the information from the employer or from the authorized person who can hire people in their organization or department. The researcher also faced lacks

of respondent from some staff because they are not the person who has power to change or authorized to change the company policies regarding the disable workers.

Secondly the instrument that the researcher had used in this research was only questionnaire. Thus the researcher suggests that in the future study the data collection method could be expanded to the interview and observation so that more information can be gained. This research was representing on organization at Shah Alam only. Thus all the information and feedback for this survey are gathered from carrier fair and company which located at Shah Alam area only. It means the researcher had limited number of employers who are participating in this research. However most of the employers represented at Shah Alam are mostly from multinational and corporate company.

Time limitation also one of the constraint for the researcher in conducting this research. Limited time allocated for the researcher to do this research in collecting data from the employer. Moreover the poor respond from the employer in participating in this research by giving in complete feedback in survey form also required more time for the researcher to do summaries or conclusion. Also some employers are taking too much of time to feedback and some employer has missed or lose the survey form. Thus the researcher required resubmitted the new survey forms for them feedback and fill again. The researcher also had to chasing time to complete this research within 3 semesters which is 9 months. Hence it has affected the findings of this research as well.

Other than this the scope of study also limited to Shah Alam area only as most of the disable peoples are from Selangor states. Thus the researcher had limited and focus

Shah Alam as area of study which is capital city of Selangor. Secondly most of the multinational companies are located in Shah Alam area and it also one of the reasons which derived the research to choose and focus on Shah Alam area.

## **1.7 ORGANIZATION OF THE STUDY**

The key objective of this study was exploring the organizational awareness towards employability of disabled people at private sector in Shah Alam. Moreover this study also to understand the challenges that the Malaysian disability peoples faced in the world of employment. More pragmatic policies and regulation had formulated to enable the disabled people to reclaim their rights and opportunity in this modern society and labour market. In first chapter the researcher had discussed what is the whole research is about and why the researcher managed to choose this topic to study.

In this chapter the researcher had clearly states about the problem statement, research question and research objective of this study. Followed by in second chapter the researcher had reviewed about the past research of disability people and the employability of disabled people. Moreover in this chapter, the researcher had further clarified about the type of disability and legal protection of disabled peoples.

Chapter 3 is about Research Methodology where the researcher had described about the research methodology where the researcher used to conduct this whole research. In this chapter the researcher addresses the research design, population, sampling frame, sampling size of unit of analysis, sampling technique, measurement scales, data collection methods, validity of instrument and data analysis.

In Chapter 4 the researcher had explains the findings of this research as all of these findings were based on the researcher questionnaires that have been distributed. The findings of this study from beginning of the study until collected data from the respondent had been described in this chapter.

Last but not least in Chapter 5 the researcher had explains the conclusion and discussion based on the level of organizational awareness towards employability of disable people by measuring the level of organizational awareness in different industries that available in private sectors. The conclusion given by the researcher are based on the findings from the questionnaire answered by the respondents and based on the fact and understanding of the researcher from the whole research.



## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 INTRODUCTION**

In this chapter, a comprehensive literature review carried out to guide the development of the most appropriate methodology for this research study. Though out exhaustive it gives guidance on key aspects of the study. The review of related literature aims at providing the necessary framework within which the problem is presented, analyzed and interpreted.

This research was aimed to find out the organizational awareness towards employability of disabled people at private organization in Shah Alam. In generally, the people with disabilities are categorized into 7 type of which are visual impairment, hearing impairment, physical disable, learning disable, speech disable, mental disable and multiple disable. This 7 type of disability can divided into two groups which are physical disability and mental disability. Physical disability consist of hearing impairment, visual impairment, physical impairment, speech impairment. Whereas mental disability refers to mental illness where medical condition that disrupts a person's thinking, feeling, mood, ability to relate to others and daily functioning.

Most of the researches are frequently discussed about physical disability rather than mental disability as discrimination and prejudices are commonly happened to the person with physical disable people. Similar with other researchers for this research also

the researcher are focusing on physical disabilities to explore more detail on employer's awareness and willingness of employability of disable people in private as normally those people with physically disability are likely to be discriminate for not being hired by employer. According to Barners and Mercer (2005) and Roulstone and Warren (2006), it is now well recognized that disabled people suffer exclusion from the workplace. Therefore the employer should play more important roles in ensuring their readiness to employ disable people at their organization.

The willingness of the employer to hiring the disable people to work in their organization, the company policies and implementation, Corporate Social Responsibility (CSR) and consequences of employing disable people are the three major variables which plays important role in encourage the employer in employing of disable people in their organization. These are the three vital variables for the employer to show their organizational support for the disable people. The organization should give a fair opportunity to the disable people with in hiring a pool of disable people to work with them.

This research was conducted to look into the relationship between organizational awareness and employability of disable people in private organization. The organization awareness consists of three dimensions which involve the policies and implementation, Corporate Social Responsibility (CSR) and consequences of employing disable people. Policy and implementation refers to the company policies, act, government regulation and etc. which were protecting the disability people to be employed to any organization. Corporate Social Responsibility (CSR) is the voluntary activity undertaken by company

to the society or those people (such as disability peoples or NGO) who needed. Consequences of employing disable people refers to the problems and issues that could face by the employer if they hired or consider to hire the people with disability in their organization in future.

## **2.2 DISABILITY PEOPLE**

### **2.2.1 Definition of Disability**

Disability refers to impairment of physical or mental. Most people think that disables people is someone who is in a wheelchair, or who is blind or deaf. People have attitude that a person with a disability is totally different and therefore he/she need to be treated differently. But actually disable people have the same health and needs same as ordinarily people.

However the disable people not just like having health problem but they are more than that. People with disability are unable to do any normal work like other normal people. Disability also is a complex phenomenon which reflecting contact of a person's body and society. This disability is a barrier for the disable people to participate as normal as other ordinary people in society.

### **2.2.2 Types of Disability**

According to the Malaysian Persons with Disabilities Act 2008, the people with disability was define as people with disabilities including those people 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. In Persons

with disability Act (2008) the disability was classified to six categories which are Hearing, Vision, Speech, Physical, Learning and Mental.

The disability discrimination Act (1995) describe the disable person as a person who having a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities. According to this act there are five types of disabilities. First disability is physical disability. Physical disability refers to a person impairment mobility or dexterity impairment. Second disability is Intellectual disability. Intellectual disability refers to person impairment in learning. Third disability is psychiatric disability. Psychiatric disability is a person's impairment in thinking process. Fourth disability is sensory disability. Sensory disability is a person's impairment in hearing or visual. Last but not least neurological disability. Neurological disability is impairment bodies or mental functions.

## **2.3 EMPLOYER**

### **2.3.1 Definition of Employer**

According to business dictionary, the employer refer to a legal entity that controls and directs a servant or worker under an express or implied contract of employment and pays him or her salary or wages in compensation. Employer could be anyone, anybody or any association. An employer must pay salary or wages to the employees who contribute something to the employer and the payment could be in daily, weekly or monthly basis. All employers must register their company with government agency and the employer also must register their employee within 1 month. The employer also must have contract either in oral or written to employ an employee to work with their organization.

### **2.3.2 Type of Employment**

Even though, there are many previous researches stated that organizational awareness towards employability of disabled people were highly aware by applied approaches of policies and implementation and CSR in their organization, but somehow there have are other factors or consequences that can influenced level of organizational awareness towards employability disabled people. Besides that, the type of industry also will influence the decision to hired the disabled people at their organization.

This study were emphasized to type of industries that divided into several types of organization within private sector which including manufacturing, hospitality, agriculture, logistic, pharmaceutical, community, social and personal services and others such as construction, tourism and other related type of organization whereby existed in economy environment. Different type of organization represents different pattern of business operation and different requirement of skills, knowledge and competencies within the organization.

Generally, person who are disabled have limited career opportunity in labor market due to their physical or mental disabilities. Meager, Hill & Wilson (2007), in part labour market disadvantage of disabled people reflects the fact that they are much less well-qualified than non-disabled people. Moreover construction sector was the most lack of awareness towards employability of disabled people. Newton & Ormerod (2005), states that contractors are a smaller amount to have proper procedure, policies and practices in place to support disabled job applicants through the recruitment process. This is because industrial sector such construction and manufacturing group

significantly show lower awareness about employing disabled people to accommodate and private help in their daily operation. In hiring disabled, these sectors have to consider huge amount of cost in making some adjustment to allow disabled to work within the organization so the practice are lower compared than other sector.

There are some of the caused due to employer reluctant as most of the restaurant and hotel operators were having difficulties increasing of invisible cost such as time and monetary in training and incentives if they employed disabled graduated to work in their premises. Somehow the employability of disabled people also depends on the disable people's gender because some industry only can suit for certain gender only.

## **2.4 EMPLOYABILITY**

According to Wikipedia the Employability refers to a person's capability for gaining and maintaining employment. For individuals, employability depends on the knowledge, skills and abilities they possess, in addition to the way they present those assets to employers.

Employability has many definitions but they break down into two broad groups. The first relate to the ability of the person to get (and retain and develop in) a job. The other set are concerned with enhancing the persons' attributes (skills, knowledge, attitudes and abilities) and ultimately with empowering the person as a critical life-long learner (Hillage and Pollard, 1998; Harvey, 2001).

The personal characteristics of the person, including, inter alia, age, gender, ethnicity and personality traits, all of which have been known to influence recruitment.

There are also external economic factors, which may be sector- or region-specific (Harvey, 2000). There is thus a distinction between the employability potential of the individual (a matter of self-development) and the actual employment of the individual (a matter mediated by external factors).

## **2.5 PROTECTION AND POLICIES OF DISABLE PEOPLE**

Disable people also been protected under several acts such as Civil Right Act 1991, Disability Discrimination Act (DDA) 1995, American Disabilities Act 1990 (ADA), Person with Disability Act 2008 (PWDA), The Rehabilitation Act 1973, Australia Disability Discrimination Act 1992 and etc. Individuals who are considered qualified as person with disability if he/she can meet the job's qualification and can perform the essential functions of the job with or without reasonable accommodations.

### **A. Disability Discrimination Act 1995**

In recent years, a range of strategies have been introduced to help disabled people find and retain employment. According to duff, Ferguson and Gilmore (2006) the Disability Discrimination Act DDA(1995) states that employers will be acting unlawfully if they discriminate against prospective or current employees on the grounds of disability, including the offering of employment, terms and conditions of employment, dismissal and promotion and training (DDA, Section 4). The DDA not only prohibits discrimination in the field of employment, but also legislates against discrimination with respect to the provision of goods, facilities and services.

### *B. American Disability Act of 1990 (ADA)*

The American with Disabilities Act of 1990 (ADA) was designed to ensure full integration of person with disabilities into the mainstream of American society. Experts consider the American Disability Act of 1990 (ADA) to be the first true civil right legislation on disability in the United States. The American Disability Act of 1990 (ADA) requires all employers who have more than 15 employees to provide reasonable accommodation for qualified persons with disabilities and prohibits discrimination in recruitment, hiring, promotions, training pay, social activities and other privileges of employment (U.S Department of Justice, 2005). In addition, all companies who have employed disabled workers should implement rules that meet American Disability Act of 1990 (ADA) requirements. Although the American Disability Act of 1990 (ADA) proactively encourages employers to accommodate the disabilities of qualified disable individuals, the Acts does not provide extensive guidance to help employers determine whether an accommodation was reasonable (Lee and Newman, 1995).

### *C. The Rehabilitation Act 1973*

Other than American Disability Act of 1990 (ADA), there was also The Rehabilitation Act of 1973 that authorizes programs and services of vocational rehabilitation supported employment, independent living and client assistance for persons with different types of disabilities (U.S Department of Justice, 2005). This Rehabilitation Act was intended to prevent intentional and unintentional discrimination of employability of disabled people.



#### *D. Australia Disability Discrimination Act 1992*

Australia's Disability Discrimination Act (1992) is administered by the Human Rights and Equal Opportunity Commission under the direction of a Disability Discrimination Commissioner. The aim of this Australia Disability Discrimination Act was to eliminate discrimination and to promote the recognition and acceptance within the community of the principle that disabled people have the same fundamental rights as everyone else. The Commission can investigate complaint on its own or those brought to its attention.

#### *E. Malaysian Person with Disabilities Act 2008*

The Malaysian Government recently passed the Person with Disabilities Act 2008 (PDA). It will be the first specific anti-discrimination law in Malaysia that applies in the workplace. Under the Person with Disabilities Act (PDA), employers are now legally required to ensure that employees with disabilities are accorded just and favorable work conditions and equal salary to those without disabilities. Person with disabilities act (PDA) is not particularly cover only the people with disabilities but is also cover both employee and job application as well. At this movement, the protection under the Person with Disabilities Act (PDA) is only extended to current employees (Baker and Mackenzie, 2009).

Policies implement in Malaysia aims at providing equality of job opportunities and participation of Person with Disabilities (PDA) so that those disable people do not be discriminate and have the same chance of getting job with other employees in especially in a private sectors. Most organizations are caught to implement and follow

these acts as to eliminate or put away negative attitude such biases, discrimination and unfair from support staff, colleagues or top management. The disable people should be give the same opportunities as other employees in gaining jobs by the employers.

## **2.6 CORPORATE SOCIAL RESPONSIBILITY (CSR)**

### *Corporate Social Responsibility and Disability Employment*

In today's organization and enterprises, it was an obligation to enhance corporate governance especially when it comes to comply with Corporate Social Responsibility (CSR), providing their special considerations to environment, human rights and labour. According to Kudo (2005), Corporate Social Responsibility (CSR) is a premised on corporate compliance, against a background where stakeholders have changed their awareness and are now believing that enterprises have to take social and ethical action to sustainably and stably grow and develop.

In terms of the existence of disable people in an organization, the scenario can be view as helping them to increase their corporate image together with to fulfill social commitment to the society around them. The issues of disability employment becoming under active reconsideration where it involve not only welfare but also regarding the employment labour since it was regardless to be key matters for Corporate Social Responsibility (CSR) - oriented management. Corporate Social Responsibility (CSR) appears to mean minimizing negative social, environmental and human right impacts of corporate activities and influence while enhancing the benefit to society that companies can bring. In effect, Corporate Social Responsibility (CSR) seems ultimately to be based

on the need for corporate accountability and compliance with standards that reflect society's values generally and the concerns of stakeholders in particular (Unit, 2002).

Furthermore, this approach was an effective way especially for the organization that mainly provides services to the committee in attracting public awareness about their concern towards these issues. Indeed, under the concept of corporate social responsibility an increasing number of companies are becoming concerned with this matter (Kotler and Lee, 2005). In this context, employment of disabled workers is seen as a way of including the interests of society in the company goals (Costa and Miralles, 2009). Employing of disable people can be considered as one of the way implementing the Corporate Social Responsibility (CSR) in management and employment. It is one of the elements involve in Corporate Social Responsibility (CSR) mechanism in the field of employed labour and recognized as a performance index (Kudo, 2005).

#### *Assistance Service Programs for Disability Employment*

There was some approach that could be implementing by organization particularly in private sector to promote Corporate Social Responsibility (CSR) practices in their organization like formulate assistance program such as institutional environment to actively promote Corporate Social Responsibility (CSR) practice. One of the programs which could help in employability of disabled would be assisting them in information relate to the job seekers to help companies finding qualified candidates, offering training program for new employees in order to increase their abilities, providing technical information and practical methods regarding employment management for disable peoples (Sato, 2005). By providing assistance to the employability of disable people,

organization could help lessen the burden of their life but also they will incurred with win-win situation by gaining the company profit and also providing job opportunities to the disable peoples.

Apart from the implementation of these to show Corporate Social Responsibility (CSR) awareness, the roles played by private support organization are also in a growth since they take into consideration the welfare of society around them such collaboration with local communities and social resource by helping them to look for places to live and give assistance in maintain their social life too. These steps have shown how Corporate Social Responsibility (CSR) awareness already being implements in organization value not only towards disabled people but also to the society around them.

## **2.7 EMPLOYABILITY LIABILITY**

According to Wikipedia employability refers to a person's capability for gaining and maintaining employment. For individuals, employability depends on the knowledge, skills and abilities they possess, in addition to the way they present those assets to employers. The liability define Investopedia as a company's legal debts or obligations that arise during the course of business operations. Liabilities are settled over time through the transfer of economic benefits including money, goods or services. Employability liability refer to the legal debts that going to bear by a company in employing a person or to maintaining employment of a person. Employability liability of disable people is the debts or obligation that arise or going to arise when employer employing disable people or decide to employing the people with disabilities.

## **2.8 SUMMARY**

As a summary most of the Persons with disabilities are frequently not considered potential members of the workforce. Perception, fear, myth and prejudice continue to limit understanding and acceptance of disability in workplaces everywhere. Myths abound, including that persons with disabilities are unable to work and that accommodating a person with a disability in the workplace is expensive. Contrary to these notions, many companies have found that persons with disabilities are more than capable. This research provides anecdotal examples of the reasons given for not employing persons with disabilities, and the benefits to companies that have.

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

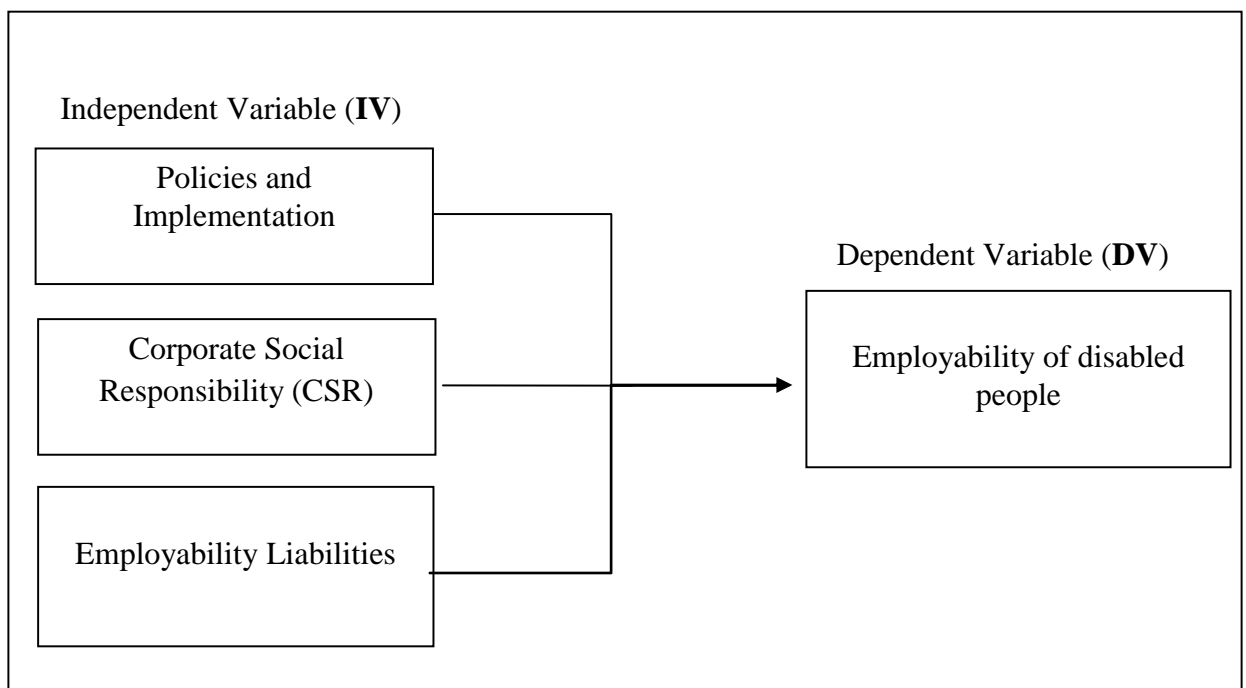
#### **3.1 INTRODUCTION**

This chapter discusses the research methodology used in this study. The research instruments used, data collection procedures followed, population and sample selecting method are also discussed in this chapter. Van der Walt *et al.* (1998) states that classification of all available research designs in the marketing research methodology is very broad and designs overlap. The overlap is a result of different objectives addressed by each design, which may ultimately touch on others. Any method can be used in gathering data but the choice is depends on the objectives of the study and how the parameters being investigated are to address the questions being asked.

This chapter addresses the research design, population, sampling frame, sampling size or unit of analysis, sampling technique, measurements scales, data collection methods, validity of instrument and data analysis. This chapter also would be the outline on how the researcher is going to conduct the study. The methodology that applied for this study has been chosen in order to find out the organizational support towards employability of disable people in private organization. The findings of the research will help to measure the reaction of the employer in employing of disabled people in the private organization. Moreover this research also will assist the employer regarding the employability of disable in their organization.

### 3.2 RESEARCH FRAMEWORK

In relation to this study, a research framework had been developed and formulated to show the flow of this research. This conceptual framework had illustrated the flow or the relationship between independent variables and dependent variable which used to study the employability of disable people at private organization in Shah Alam.



**Figure 3.1: The conceptual research framework of organizational awareness towards employability of disabled people at private sector.**

Referring to Figure 3.1, the researcher had identified that this research has two variables which are independent variable and dependent variable. The Independent variables for this research are consist of policies and implementation, Corporate Social Responsibility

(CSR) and consequences of employing the disabled people and the dependent variables for this research is employability of disable people.

### **3.3 HYPOTHESIS DEVELOPMENT**

A hypothesis is a tentative statement about the relationship between two or more variables. A hypothesis is a specific, testable prediction about the research that the researcher study. There are many different ways to come up with a hypothesis. In many cases, the researchers might draw a hypothesis from a specific theory or build on previous research. The hypothesis for this study is as per below:

1. If the awareness of policies and implementation about disable people increase among the private organization, then the number of unemployment among the disable people will reduce.
2. If the participation of private organization in CSR increase, then the number of unemployment among the disable people will reduce.
3. If less or no liability in employing people with disability, then the number of unemployment among the disable people will reduce.



### **3.4 RESEARCH DESIGN**

Basically the research design is a blueprint for the collection, measurement, and analysis of data, based on the research question of the study (Uma Sekaran and RogerBougie, 2013). The researcher had chosen a cross-sectional study and quantitative research. Cross-sectional study is observational in nature and is known as descriptive research, not causal or relational. Researchers record the information that is present in a population, but they do not manipulate variables.

The researcher in general has drawn up the boundaries of phenomena into data analysis which drives clearer understanding and contributes facts to the study. Sounders, Lewism and Thornhill (2007) have carried out explanatory research method to study a condition explaining a relationship between variables. As such correlation study was carried out to identify the relationship between the variables. Correlation study is refers to the research that examines the relationship between variables (Salkind, 2009). Thus, in this research, the researcher was attempted to look at the employer's perception on employability of disable people at private organization. At the same time the researcher used this research design to identify the organizational support towards disabilities and to determine the consequences that faced or will faced by the employer if the employer employs the disable people in their organization.

### 3.5 OPERATIONAL DEFINATION

**Table 3.1: Operational Definition and Sample Item**

Variable Name	Operational Definition	Source
<p><b><u>Dependent Variable</u></b></p> <p>Employability of disable people</p>	<p><b>Disable People</b> A person who has a physical or mental impairment that substantially limit one or more major life activities, a record or history of such an impairment, or its perceived to have such an impairment.</p> <p><b>Employability</b> Employability refers to a person's capability of gaining initial employment, maintaining employment, and obtaining new employment if required. In simple terms, employability is about being capable of getting and keeping fulfilling work.</p>	<p>Scott and Baun (1992)</p> <p>Hillage and Pollard (1998)</p>
<p><b><u>Independent Variable</u></b></p> <p>Policies and Implementation</p> <p>Corporate Social Responsibility (CSR)</p> <p>Employability Liability</p>	<p><b>Policies</b> A policies is a formal and return document that clearly described both the company policies for accommodating disable worker and the specific procedures for requesting an accommodation.</p> <p><b>Corporate Social responsibility</b> Corporate Social responsibility was a premised on corporate compliance, against a background where stake holders have changed their awareness and are now believing that enterprises have to take social and ethical actions to sustainably and stably grow and develop.</p> <p><b>Employability Liability</b> Companies debt or obligation in employing disable people in their organization</p>	<p>Knapp and Faley (2006)</p> <p>Kudo (2005)</p>

Table 3.1 generally provided the definition of the variables. The operation definition grants the fundamental understanding for each variable and the list of questions to measure these variables. Indirectly, the table also will be explaining whether these questions are aligning with the operational definition.

### **3.6 MEASUREMENT OF VARIABLE**

The researcher had used a five-point Likert scale for measuring the relationship of employability of disable peoples in private sectors at Shah Alam; (1) Strongly Disagree, (2) Disagree, (3) Neutral, (4) Agree, and (5) Strongly Agree. All privacy of collected data is to be concealed upon requested by some of organizing to not reveal the information about the company.

### **3.7 DATA COLLECTION**

Data Collection is an important aspect of any type of research study. Inaccurate data collection can impact the results of a study and ultimately lead to invalid results. Data collection methods for impact evaluation vary along a continuum. At the one end of this continuum are quantitative methods and at the other end of the continuum are Qualitative methods for data collection.

The researched had collecting the data from the respondent by distributing questionnaires to the respondent for them to rating. Questionnaires often make use of Checklist and rating scales. These devices help simplify and quantify people's behaviors and attitudes. A checklist is a list of behaviors, characteristics, or other entities that the researcher is looking for either the researcher or survey participant simply checks whether each item on the list is observed, present or true or vice versa. A rating scale is

more useful when a behavior needs to be evaluated on a continuum. They are also known as Likert scales. (Leedy and Ormrod, 2001)

An introduction cover letter was attached together with the questionnaire. The letter serves as welcome note that introduced the researcher and highlighted the objective of this research. The questionnaire contained mainly closed-ended questions. The questionnaire is written in English. The questionnaire is consists of five sections which are section A, section B, section C, section D and section E.

#### Section A

In this section, the researcher had required the respondents to fill in their demographic information such as gender, current position, age, level of education, length of service and type of organization.

#### Section B

In this section, the researcher had received feedback on the policy and implementation that the organization have been complied to ensure that the organization policies were aligned in case they have hired disable people to work with their organization or plan to hire disable people in their organization for future. Moreover the respondents were asked to answer the question regarding the awareness of disability people act and policies, level of implementation and adaption of new procedure and policies regarding the policies for hiring disable people. In this section also the researcher request the respondent to feedback on existing steps or process to against discrimination of disable people and opportunity level of disable people.

### Section C

In this section, the respondents have been exposed to the questions which regard to the information regarding the organization commitments in Corporate Social Responsibility (CSR) towards hiring disable people in their organization. The respondents' are required to answer question on their responsibility, awareness and the organization efforts and initiative to full the Corporate Social Responsibility (CSR). Furthermore in this section the researcher had get feedback on special trainings and facilities that given to the disabled people by the company.

### Section D

In this section, the researcher had required the respondents to feedback on the consequences that will faced by the employers in employing disabled people in private organization. In this section the respondent required to give their personal perception and opining to hiring disable people. Additionally in this section the researcher had gathered information on the consequences that their employer faced in hiring disabled people.

### Section E

This section is more concentrates and straight forward questions to get respondents feedback on employing disabled people to work at their organization. The respondents also have to answer the question regarding the perception of hiring or plan to hire the disabled people in future. Other than that in this section the respondents are required to feedback their personal opinion on company image, attitude of disabled people, job

performance of disabled people if the disabled people have been hired or already in their organization.

**Table 3.2: Layout of the Questionnaires**

Section	Variables	Number of Items
Section A	Gender	1
	Position	1
	Age	1
	Level of education	1
	Service length	1
	Type of Industry	1
Section B	Policy and Implementation	5
Section C	Corporate Social responsibility	5
Section D	Employability liability of disabled people	5
Section E	Employability of disable people	9

### 3.8 SAMPLING

The population of this study consists of all the private organizations which were located at Shah Alam area. Shah Alam area was been chosen by the researcher. It is because the most of corporate and multinational organization were located at Shah Alam. In this research, the researcher had generate the list of companies at Shah Alam area from yellow pages website. Yellow pages (Appendix 1). The list from this website provides 261 private organizations in Shah Alam areas, which consist of 261 employers. It's

estimated one employee from middle level management in each organization which sums up to 261 population elements.

The head of department or HR personal of this organization were targeted as the population for this research due to they are the key person who will be representing the management decision and have authorities to change the company policies. The researcher had some difficulties to get information about the company policies in hiring disable people in their organization from certain organization as it is private and confidential where cannot reveal to outsider. Hence, the researcher has decided to carry out this research by collect data from job or career fair and distribute personally through email to private organization at Shah Alam by using questionnaire form rather than interview them.

Sampling frame is define that a representation of all the element in the population from which the sample is drawn (Uma Sekaran and Roger Bougie, 2013). The sampling frame for this study targeted for middle level management which consists of head of department, senior manager, manager, senior executive and executive in private organization at Shah Alam area. The researcher used probability sampling technique where implemented the stratified sampling technique. Stratified sampling means the population is first divided into meaningful segment: there after subject are drawn in proportion to their original numbers in the population (Uma Sekaran and Roger Bougie, 2013). The researcher was chosen strata sampling technique which are more likely to differentiating the layer where representing different characteristic and different industries. This type of technique was implemented in this research when the population

is heterogeneous and contains several different groups. Some more the stratified random sampling method is applied to come up with the sample size, as the population in different sectors was measured heterogeneous, implying that a simple random sample would have been unrepresentative (Cooper and Schindler, 2006). Stratified random sampling method also ensured that each manufacturing sector is represented.

The advantages of choosing this sampling technique are this technique is the most efficient among all other probability and it can ensure a high degree of representative of all the strata or layer in the population. As for this research, the researcher is only aimed to perform this research is specifically on middle level management of private organization at Shah Alam. In addition strata sampling technique is enable that all groups are adequately sampled and comparisons among groups are possible.

On the other hand, according to Cooper and Schindler (2006) every sample must have a non zero probability of selection. Taking a nonzero probability of selection of 0.101 the sample size will be as below:

$$0.101 = \text{Sample Size} / 261$$

This gives a sample size of 27 respondents. But in this study, the researcher had choose 120 organization for more accurate result.



### **3.9 DATA COLLECTION PROCEDURE**

Generally, questionnaire was used as main tool to accomplish the objective of this research. As such, questionnaire survey was been distributed to 120 respondents. The researcher distributed the questionnaires at carrier fair which is recently held in Mid Vally and personally email and submit to HR Personal in private organization at Shah Alam area. During career fair each respondent took about five to ten minutes to complete the questionnaire and then it was been collected on the spot. However for those questionnaire forms which was distributed by hand or through email was takes some days to recollect back. Essentially, all the questionnaires were distributed to the respondents in order to obtain information about the variables as stated by researcher. However, a number of emails were undeliverable, due to members of the cohort having moved positions, incorrect email addresses, changed email addresses or automatic out-of-office responses.

#### **3.9.1 Pilot Test**

As a kick-start, the researcher has proceeded with pilot test where 30 questionnaires were distributed through email and also by hand to the HR department which located at Shah Alam area to ensure that the respondents are clear and understand well the list of the questions. Pilot test is considered as one of the important test because it helps to solve the misleading elements before the actual research is being conducted. The outcomes of pilot test were premeditated and some adjustments were made to questionnaire's items.

Generally, the researcher needs to ensure the respondents are clear with the entire questions which are being asked. The researcher will make some amendment or rephrase the sentence if the researcher found the respondents are unclear with the questions during pilot test. The researcher could ensure the validity, reliability and detect the errors by conducting the pilot test. Pilot test performs as preliminary stage before any research is being carried out. Based on Zikmund (2003), pilot test act as examining research method where the test conducts sampling without applying specific standards.

**Table 3.3: Pilot Test Outcome**

<b>Variable</b>	<b>Statement before the pilot test</b>	<b>Respondent's Feedback</b>	<b>Statement after the pilot test</b>
<u>Independent Variable</u> Policies and Implementation	Our organization is aware about the content of the policy on the employment of disable people.	The question is incomplete	Our organization is well aware on the policies and Acts regarding disable people.
<u>Independent Variable</u> Policies and Implementation	Our organization implements policy that covered matters regarding employability of disable people.	The question is unclear	Our organization had adapted policies which covered or related to employability of disable people and clearly written in company policy.

The above Table 3.3 explained the statement or list of questions which were revised after the pilot test. The respondents were not clear with two questions and those questions have been revised accordingly. The purpose of the revision was mainly because to ensure the respondents are responsive to the questions correctly. Besides that, this also could eliminate the confusion which occurs from the questionnaire at the beginning stage itself rather than after the actual research has been conducted.

**Table 3.4: Cronbach's Alpha Reliability Test**

Variables	Number of Items	Cronbach's Alpha values
Policies and Implementation	5	0.867
Corporate Social Responsibilities (CSR)	5	0.739
Consequences of employing disabled people	5	0.734
Employabilty of Disable People	9	0.942

Table 3.4 shows the Cronbach's Alpha for the dimensions of employability of disable people and management acceptance of employing disable people in private company at Shah Alam. The Cronbach's Alpha value for dependent variable which is acceptance of employability of Disable People would be 0.942 and were above the mininum value required. The Cronbach's Alpha values for all the independent variables were above 0.734. Therefore, all items were retained for further analysis

### **3.10 TECHNIQUE OF DATA ANALYSIS**

Analysis technique is the process on how the data are being analyzed and information is generated reflecting the relationships between variables. SPSS program will support to generate the descriptive analysis by computing the means and standard deviations for dependent variable's items and independent variable's items. In addition, tables are also drawn where it can make the analyzing easier. The means will represent the degree of defend to the variables. High mean indicates that respondents strongly agree with a particular statement and contrast if the respondents strongly disagree with the statement.

The researcher has developed the reliability test in order to find the Cronbach's Alpha of each variable. Cronbach's Alpha test is generated to examine whether the reliability of respondents' answers for each independent variable in the direction of dependent variable or not. Besides that, Pearson's coefficient correlation and multiple linear regressions also was been exercised in order to find out the degree of relationships between variables. The collected data was been entered into Statistical Package for Social Sciences software version 20 and was continued with the data analysis.

### **3.11 SUMMARY**

Research methodology applied has been discussed in detail in this chapter by explaining the overall stages involve and on how the research is going to be executed and performed. Each subtopic has exclusively addresses questions in designing and conducting the research. The end result of the collected data will be tabulated and detailed analysis will be discussed in the following chapter.

## **CHAPTER 4**

### **FINDINGS OF STUDY**

#### **4.1 INTRODUCTION**

This chapter explains the findings of this research as all of these findings were based on the researcher questionnaires that has been distributed earlier. The findings of this study begin with section A where the researcher explains about the demographic information of the respondents whoever involved in this research study. The information acquired included gender, position, age, level of education, length of services and lastly would be the respondent type of industry involved. The presentation and the findings give way to policy conclusions and recommendations in the subsequent chapter. In this chapter, the researcher had provides the result of statistical analysis that employed for this study. The data collection methodology was provided earlier in previous chapter.

#### **4.2 SURVEY RETURN RATE**

Research questionnaires were personally distributed by hand during career fair and through email to 120 private organizations around Shah Alam area which have estimated 120 middle level employees from Human Resource Department and senior staff who are Head of department. A sampling frame is a list that includes every member of population from which the sample has been taken from middle level management of employees at private organization in Shah Alam area. Each of the respondents involved in this research study was introduced to the study and invited to participate prior to

sending the questionnaires. Due to time constraints the single-respondent research setting was used as it is a widely accepted tool in research.

**Table 4.1: Total Questionnaires Analyzed**

Type of Industry	Total Industry	Questionnaire Distributed	Questionnaire Collected	Invalid	Total Analyze
Manufacturing	65	30	21	9	21
Hospitality	36	15	13	2	13
Agriculture	30	12	12	0	12
Logistics	35	15	10	5	10
Pharmaceutical	42	18	17	1	17
Community, social and personal service	35	20	17	3	17
Other	18	10	10	0	10
<b>Total</b>	<b>261</b>	<b>120</b>	<b>100</b>	<b>20</b>	<b>100</b>

### 4.3 DEMOGRAPHIC INFORMATION OF RESPONDENTS

The information obtains regarding the profile of the respondents and organization is described in this section. Frequencies of distribution and percentage were gained for all the demographic background, the profile of all the respondent include gender, position, age, level of education, length of services and also type of industry. The respondent's position item consist all level of Manager, Assistance Manager, Senior Executive, Executive and others. Items on level of education consisted Ph.D, Master, Degree, Diploma or STPM, SPM and also others. The other particular obtained was

organizations tenure which is starting below 2 years, 2 years to 4 years, 5 years to 8 years and more than 8 years length of service period.

#### 4.4 GENDER

From Table 4.2, it is illustrate that the percent is 35% (N=35) of the respondents were male and 65% (N=65) of the respondents were female.

**Table 4.2: Gender**

<b>Gender</b>				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	35	35	35	35
Female	65	65	65	100
Total	100	100	100	

#### 4.5 POSITION

From Table 4.3, it was found that the largest percent is Executive which is state 30% (N=30), followed by Senior Executive total of 27% (N=27), and 25% (N=25) were Assistant Manager and managers take about 13% (N=13). While the smallest percent of position hold by others which is 5% (N=5).

**Table 4.3: Position**

Position				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Manager	13	13.0	13.0	13.0
Assistant Manager	25	25.0	25.0	38.0
Senior Executive	27	27.0	27.0	65.0
Executive	30	30.0	30.0	95.0
Others	5	5.0	5.0	100.0
Total	100	100.0	100.0	

#### 4.6 AGE

Table 4.4 shows that 40% (N=40) of the respondent were 20-25 years old, 33% (N=33) of the respondents were from 31-35 years old, followed by respondent who more than 35 years old that stated 17% (N=17) and respondents who have an age range between 26 – 30 years old shown 10% (N=10).

**Table 4.4: Age**

Age				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 20-25 years Old	40	40.0	40.0	40.0
26- 30 years Old	10	10.0	10.0	50.0
31-35 years Old	33	33.0	33.0	83.0
More than 35 years Old	17	17.0	17.0	100.0
Total	100	100.0	100.0	



#### 4.7 LEVEL OF EDUCATION

Tables 4.5 illustrate that level of education that the employee have for their current position. This shows that the highest education level were degree holder that covered majority of the respondent which is 44% (N=44). Second highest followed by diploma or STPM holder indicate 24% (N=24), while master holder shows 22% (N=22) that third highest level of education. 7% (N=7) was stated by SPM holder while the lowest number of highest level education was hold by Ph.d which is only 3% (N=3).

**Table 4.5: Level of Education**

Level of Education				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ph.d	3	3.0	3.0	3.0
Master	22	22.0	22.0	25.0
Degree	44	44.0	44.0	69.0
Diploma/STPM	24	24.0	24.0	93.0
SPM	7	7.0	7.0	100.0
Total	100	100.0	100.0	

#### 4.8 LENGTH OF SERVICES

Table 4.6 indicate ranking about length of services which is highest one is hold by 5 years to 8 years as much 28% (N=28), average between 2 years to 4 years is the second highest of length services that state 27% (N=27), followed by length of services that below 2 years, 23% (N=23), and the last length of services is more than 8 years that shows as 22 (N=22).

**Table 4.6: Length of Service**

<b>Length of Service</b>				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid_Below 2 years	23	23.0	23.0	23.0
2-4 years	27	27.0	27.0	50.0
5-8 years	28	28.0	28.0	78.0
More then 8 years	22	22.0	22.0	100.0
Total	100	100.0	100.0	

#### **4.9 TYPE OF INDUSTRY**

Table 4.7 illustrate that number of respondents that categorized by type of industry listed. Respondents that worked in Manufacturing were 21% (N=21), followed by pharmaceutical and community, social and personal services industry as much 17% (N=17), Hospitality states 13% (N=13), 12% (N=12) was hold by agriculture industry, and the last type of industry is logistics and other that only state 10% (N=10).

**Table 4.7: Type of Industry**

<b>Type of Industry</b>				
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid_Manufacturing	21	21.0	21.0	21.0
Hospitality	13	13.0	13.0	34.0
Agriculture	12	12.0	12.0	46.0
Logistic	10	10.0	10.0	56.0
Pharmaceutical	17	17.0	17.0	73.0
Community, Social, and Personal Services	17	17.0	17.0	90.0
Others	10	10.0	10.0	100.0
Total	100	100.0	100.0	

#### 4.10 RESEARCH QUESTION 1:

A. Is there any relationship between of policies and implementation towards employability of disable people at private organization in Shah Alam?

Table 4.8 represent that the relationship between policies and employability of disable people at private organization in Shah Alam. The relationship is significant ( $r=0.394$ ,  $p < 0.01$ ). The result was investigated using Pearson product – moment correlation coefficient. Preliminary analysis was performed to ensure no violation of the assumption of normality, Linearity and Homoscedasticity.

Result also shows that there was a weaker correlation between two variables ( $r=0.394$ ) which suggested by Cohen (1988), suggesting a weaker relationship between policies and employability of disabled people. The correlation coefficient is positive ( $r=0.394$ ), indicating a positive and linear correlation between two variables.

**Table 4.8: Relationship between policies and implementation and employability of disabled people**

Relationship between policies and implementation and employability of disabled people

##### Correlations

		<u>meanemploy</u>	<u>meanpolicies</u>
<u>meanemploy</u>	Pearson Correlation	1	.394**
	Sig. (2 tailed)		.00
	N	100	100
<u>meanpolicies</u>	Person Correlation	.394**	1
	Sig. (2-tailed)	.000	
	N	100	100

\*\* Correlation is significant at the 0.01 level (2 – tailed)

#### 4.11 RESEARCH QUESTION 2:

Is that any relationship between corporate social responsibility and employability of disable people at private organization in Shah Alam?

Table 4.9 indicates about the relationship between Corporate Social Responsibility (CSR) and employability of disabled people at private organization in Shah Alam. The relationship is significant ( $r=0.500$ ,  $p< 0.01$ ). The result was investigated using Pearson product- moment correlation coefficient. Preliminary analysis was performed to ensure no violation of the assumption of normality, linearity and homoscedasticity.

Result also shows that there was a medium correlation between two variables ( $r=0.5$ ) which suggested by Cohen (1988), suggesting a medium relationship between Corporate Social Responsibility (CSR) and employability of disabled people. The correlation coefficient is positive ( $r=0.500$ ), indicating a positive and linear correlation between two variables.

**Table 4.9: Relationship between Corporate Social Responsibility and Employability of Disabled People**

Relationship between Corporate Social Responsibility and Employment of Disabled People

Correlations

	meanemploy	meancsr
meanemploy	1	.500**
Pearson Correlation S		
Sig. (2 tailed)		.000
N	100	100
Meancsr	.500**	1
Person Correlation		
Sig. (2-Tailed)	.00	
N	100	100

\*\* Correlation is significant at the 0.01 level (2-tailed)

#### 4.12 RESEARCH QUESTION 3:

Is there any employability liabilities to the private organization in employing of disable people at private organizational in Shah Alam ?

Table 4.10 represent that the relationship between consequences faced in employing disable people at private organization in Shah Alam. The relationship is significant ( $r=0.354$ ,  $p < 0.01$ ). The result was investigated using Pearson product – moment correlation coefficient. Preliminary analysis was performed to ensure no violation of the assumption of normality, Linearity and Homoscedasticity.

Result also shows that there was a weaker correlation between two variables ( $r=0.354$ ) which suggested by Cohen (1988), suggesting a weaker relationship between consequences faced in employing disabled people. The correlation coefficient is positive ( $r=0.354$ ), indicating a positive and linear correlation between two variables.

**Table 4.10: Relationship between Employability liability of employing disabled people**

Relationship between employability Liability of employing disabled people

**Correlations**

		<u>meanemploy</u>	<u>meanconseq</u>
<u>meanemploy</u>	Pearson Correlation S	1	.354**
	Sig. (2 tailed)		.000
	N	100	100
<u>Meanconseq</u>	Person Correlation	.354**	1
	Sig. (2-Tailed)	.00	
	N	100	100

\*\* Correlation is significant at the 0.01 level (2-tailed)

#### **4.13 SUMMARY**

This summary of the overall findings of this research was briefly discussed in this chapter. The information obtained such as the profile of the respondents and organization were described and rewritten in this section. Distribution frequency of questionnaire form for all the respondents were obtained through this research such as respondent profile including gender, position, age, level of education, length of services and type of industry. The majority respondents are mostly from female staff and most of them are senior executive and executive level. Education level of the respondents consist of Ph.D, master, degree, diploma or STPM and also others. However the higher education level of most of respondents are from degree level and master level.

The other particular obtained from the respondents were length of service with their employer and type of industries. Length of service is starting from below 2 years, 2 years to 4 years, 5 years to 8 years and more than 8 years length of service period and type of industries are from manufacturing, hospitality, personal service, agriculture and etc.

Based on research that has been conducted, a study was emphasized on organizational awareness by three approaches which are policies, Corporate Social Responsibility (CSR) and implementation. Research finding shows that more private organization in Shah Alam was more preferred CSR as their approach in order to increase their awareness towards employability of disabled people compared with policies and implementation.

Policy define as a course or method of action choosing among the selection and in light of given condition to guide and determine present and future decisions (Sibanda, 1994). It discussed that policies is the good awareness approach whereby it can become useful and clarity written document to inform and make the current employees in organization more concern about disabled people. They need to be protected and assists disabled people to developed career opportunity. However if compare with CSR this methods are not much organizations are practicing this type of approaches to increase their level of awareness in employability of disabled people.

## **CHAPTER 5**

### **DISSCUSSION AND CONCLUSION**

#### **5.1 INTRODUCTION**

This study was conducted to determine the level of organizational awareness towards the employability of disable people at private organizations in Shah Alam. Therefore the findings from previous research and the feedback and answer through the questionnaire forms by the respondent had been summarized and discussed in this chapter.

The analysis result shows that there are only few organization who understand about the policies and protection of people with disabilities. Staff from middle management and upper management from various industries had given equal opportunity to feedback for this study. These staffs were consist of manufacturing, hospitality, pharmaceutical, agriculture, logistic, Personal Services and etc. However there only less 30% of the staff who are aware on the disability act and policies about people with disability. Thus the level of organizational awareness in employability of disable people among the private organization in Shah Alam is still at low level.

However the willingness of employing the disable people are in moderation level where it can be seen through the corporate social responsibility approach is higher than Policies and Implementation approach. There are almost more than 80% employers are aware and doing the corporate social responsibility. The finding results shows that most the organizational are employing the people with disabilities due to corporate social



responsibility rather than policies and implementation. Most organization are not hiring peoples with disability due to the consequence that they currently faced in employing disable people. These consequence ace consist of cost (such as cost to modify the facility) and time (such training time for disable people) and etc. Some organization are unwilling or less likely to hire the people with disability in future due to consequences that could face in future if the decided to hire the people with disability. These consequence are consist of problems and issues such as proper facilities arrangement and proper training, medical facilities, accommodation and etc. The organization also have to consider about the current health condition of the disable people and need to identify the suitable job/vacant position for them. Additionally the employer also might need to modify the existing facilities such as walk way, toilet and etc. for the disable people.

Conclusion and recommendations has clearly state in this chapter about the level of organizational awareness towards employability of disable people at private sector. Therefore the government governance and support from non-government organization needed to enforce the private sector to employ the disable people in their organization. The researcher had briefly discussed about this in following section. Some suggestion such as self-employment or suitable studies people with disabilities also had discussed this chapter.

## **5.2 RESEARCH OBJECTIVE 1**

To identify the relationship between policies and implementation towards employability of disable people at private organization in Shah Alam.

Based on the research that has been conducted by the researcher, there is a positive relationship between policies and implantation and employability of disable people at private organization in Shah Alam. Thus, the policies and implementation could contribute to the chances of employability of disable people. If there is more policies and implementation about protection and employing of disable people in an organization, the awareness to hiring the disable people is higher.

According to Goldstone and Meagers (2002), there is a significant growth of written policies about the employability of disable people than previously and whereby there is an increasing in the level of awareness of employers towards hiring disable people to work as their employees.

Based on research made by Jackson, Furnham and Willen (2000) in the United Kingdom, the researchers stated that willingness of employers to comply with the DDA is likely to be a function both of their knowledge of the DDA and their attitude towards people with disability. Which means that the employers have obeyed the policies and have the knowledge about those policies influence or reinforce their positive attitude in employing people with disabilities.

### **5.3 RESEARCH OBJECTIVE 2**

To identify the relationship between corporate social responsibility and employability of disable people at private organization in Shah Alam

From the research finding that has been done, there was a positive relationship between Corporate Social Relationship and employability of disabled people at private organization in Shah Alam. Thus it can be indicate that Corporate Social Responsibility will influence the employability of disabled people in private organization

However the value is still moderating and the changes for being hired are slightly higher than not being hired. Social responsibility and customer perceptions are the most important factor that derives the employer to turn to hire more disable people. Therefore now days more employers consider and willing to hire more disable people to create good image and to maintain good reputation among the customers and stake holders. Corporate Social Responsibility (CSR) is one of the strategic and structure which could benefit to both employer, society as well for disable people.

Since the research result shows that the employer who willing to hiring the disable people are mostly due to Corporate Social Responsibility (CSR). It can be indicate that corporate social responsibility can influence the employability of disable people among the private organization compare to policies. If the organization has the sense of corporate social responsibility to hiring people with disabilities than it could have chances for disable people to be employed by organization and vice versa.

According to Mansour (2009), the belief in social responsibility and concern about negative response by customer appear to important factors employers recognize when deciding to hire disabled people. Therefore, employers who have the tendency to practicing social responsibility will have the concern to employ disabled people to work in their organization.

Indeed, the LCF has additionally noted that a vast amount of CSR activity is ad hoc and there is a need for a more strategic, structured approach which could possibly reap greater benefit for both firms and society (Unit 2002). According to Unit Firms themselves are in the best position to access the needs of the local community and adept them accordingly. They are best placed to implement a CSR policy which remains relevant and flexible to their environment.

#### **5.4 RESEARCH OBJECTIVE 3**

To identify the employability liability of the private organization in employing of disable people at private organizational in Shah Alam

From the data that gathered from the research, it found that the employer faced some consequences in employing disable people in their organization. The consequences faced by organization is some of the disable people might seem to be in difficulty in conducting tasks, yet the person is capable and prefers to do it without someone's assistance. Thus when the employer hire more disable people, it could cost high to the company in proving assistance and facilities. However in long term it will be more benefit and low cost to the company.

The existing facilities are require to modify and some might need to build or buy. Thus it will involve cost to the company. However Waldrop (1991), he recognized that the employer earn huge benefit in employing disable people due to turnover rate among the disable is very low compare to turnover rate among the normal people. Waldrop (1991) also states that due to lower turnover rates among the disable employee compare to general employee, there are more US companies are turning to employee more disable people in their employment instead of employing normal people.

## **5.5 RECOMMENDATION**

Nowadays, disabled people have the ability, knowledge and skills to perform task same like the normal person and they also can contribute in enhancing organizational operation and performance. Based on the findings, the following recommendation and suggestion are made to determine the level of organizational awareness towards employability of disabled people at private organization in Shah Alam.

It is recommended that the incentives from government should be given to those employers who are willing to employ disabled people to work with their organization. Thus, the incentives also can be used by employers in providing accommodation for the disabled person so that they can work in a comfort environment. Meanwhile at the same time it can facilitate the disable people to perform their work in an effective and efficient way. According to Vasoo (2004) possibly more tax incentives can be given to the employers those who are disable friendly. Therefore with this incentive the employer may not feel that the disable people couldn't be a burden to them if they hired the disable people to work in their organization.

Apart from incentives the government also can play their role as to governance the act and policies regarding the employability of disabled people with organization which is not only in private but also public sector as well. When the intervention of government to emphasize the act and policies implementation, it will shows that not only government allocation regarding this matter somehow giving the equal opportunities of employment to disabled people could be achieved. Furthermore, as the level of organizational awareness is still in medium level, the organization should be changing their attitude toward employability of disable people and increase the level of awareness. The organization still have a perception that the disable people cannot do any task because of lack in ability and capability of performing task same like other normal person.

The government and NGO may provide some guidance, facilities and advice to those disability people and encourage them to become as entrepreneur. Besides that, the researcher also recommend to the disabilities to be a self employed to reduce the dependability towards others in order to be independent to gain money.

Other recommendation is that the employers should showing their concern by enhancing their involvement in the CSR activities whereby they can send the disabled people to go for a vocational or special training that can emphasize on knowledge and skill of the disable person so that it will allowed the disable people to have a specialty in certain types of skill. It also allows the disable people to perform any task or job that related to their specialty or special skill. At the same time it can fulfill the requirement or needs of the employer, since the available skill and knowledge might be used to perform

any special task in daily business activities. Supportively Kearns (2008) states that the Vocational training, Special training and employment programs are encouraged to consider the international best practice and explore synergies in Australia.

Moreover voluntarism among the private and public sectors also one of the main reasons. As most of the private organizations are only look for cost but they should look for the loyalty of the disable people to that organization rather that cost of hiring. Probably most of the past research indentified that most of the disable people are more loyal rather than normal people. However in the beginning stage the organization have to spend some money to provide the facilities and equipment for the disable people for them to perform well as other normal people. Moreover it may cost high to the organization if calculate for short term but for long term it will worth for the organization.

## **5.6 RECOMMENDATION FOR FUTURE RESEARCH**

It is hope that the future researchers will widen up the scope of the research by covering the larger areas rather than focusing Shah Alam only. It is due to more research findings can be obtain and in the same time can eliminate biases towards organization perception and awareness toward employability of disable people in a large coverage areas. By widening the scope and areas of research, future researcher also might have a variance result of the employability since more respondent feedback can be gathered based on the larger scope.

Additionally, future researchers might cover the scope of size of the organization in their research as size can bring effect regarding the level of employability towards

disable people as based on Goldstone (2002) research, organization awareness increased with size of the organization which allows larger organization with numbers of HR or personnel specialist that made them more likely to have such policies in concerning to employ disable people.

Furthermore for future researchers, they also might use other research method in collecting data such as qualitative method. By using different research method the researcher may get more data and information about this study and it could help the researcher to get more accurate result for this study.



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