

The Implementation of Job Coach in Malaysia: People with Disability Perspective

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Abstract

Introduction: Job Coach is one of the components of Supported Employment (SE) that assists people with disabilities (PWDs) in employment.

Objectives: This study has three objectives, namely (i) to investigate PWDs' knowledge about Job Coach, (ii) to identify PWDs' statistics under Job Coach, and (iii) to investigate PWDs' views about Job Coach.

Methods: This study reports qualitative findings from interviews with PWDs.

Results: The results of this study show that PWDs' knowledge about Job Coach is at a moderate level. Job satisfaction is considered from three aspects: Communication, Task, and Supervision. From the disabled people's point of view, Job Coach is very helpful to increase self-confidence, get a better job and increase salary.

Conclusions: Approaches for more detailed studies are proposed, which contribute to the understanding of Job Coach.

Keywords: Implementation, Job Coach, Malaysia, Disability, Perspective.

1. Introduction

This paper examines some current issues in disability and develops a sound analysis from a disability equality perspective. The Job Coach Service Programme introduced aims to promote sustainable employment of people with disabilities in the open labour market. The Japan International Cooperation Agency (JICA) has launched a job coach programme in Malaysia to assist people with disabilities in finding employment, at the pre-employment, employment, and post-employment stages. Individuals appointed as job coaches are tasked with helping people with disabilities and employers to adapt the work environment and workspace, taking into account the abilities of people with disabilities, so that they can work in a comfortable and productive environment. The role of the job coach is to create understanding between employees, employers, and colleagues with PWDs so that they can help continue work and improve the quality of services, such as by making adjustments to the work environment and workspace, as well as taking into account the abilities of PWDs.

In 2016, there were 485 people with disabilities registered with the Malaysian Department of Social Welfare (DSW) under the Job Coach Programme (see Table 1.0). In 2014, the highest number registered was 260 people, while the lowest number was 7 people when Job Coach was first introduced in 2012. This number increased steadily until 2016, totaling 485 people. The cooperation between Japan International Cooperation Agency (JICA) and DSW from 2005 to 2015 contributed to the development of Job Coach.

Table 1.0

Registration of Disabled Persons by Disability Category under Job Coach

Year	Disability Category							Amount
	Learning	Vision	Physical	Hearing	Speech	Mentally	Various	
2012	5	0	0	0	0	2	0	7
2013	61	29	3	1	0	0	0	94
2014	156	51	28	12	2	10	1	260

2015	38	22	2	4	0	4	0	70
2016	45	1	2	4	0	2	0	54
Amount	305	103	35	21	2	18	1	485

Source: DSW, 2018.

For this reason, the government has implemented a job coach training programme to train people with disabilities in preparing for employment (job evaluation and adaptation) and in providing support after employment through on-the-job training. The goal of the job coach training is specifically one-on-one training. The job coach was established to prepare people with disabilities to work in the community or in an open job and to find permanent employment. Currently, job coaches who assist people with disabilities in employment are paid RM15 per hour. The maximum amount that can be claimed by any assisted person with disabilities is RM900.00. More than 600 job coaches have been hired to assist disabled persons, but most of them provide this service on a part-time basis. The Job Coach Centre's role is to provide training and awareness activities and to monitor the funds provided by the government. During the programme, training packages and implementation plans in the area of employment support for the disabled were developed in collaboration between DSW, JICA and the Malaysian government. As a result of the collaborative project, a total of 2,396 participants attended 4-day job coach training in 2019 (see Table 2.0).

Table 2.0

Job Coach Training Participants from August 2010 to March 2019

Organization/ Agency	Dec 2014 Participants	March 2019 participants
Community Based Rehabilitation Center	453	999
Department of Social Welfare	188	378
Private companies	300	342
NGOs	174	308
Department of Education	72	134
Human resources department	58	110
health Ministry	54	67
Students and Researchers	34	36
Social Security Organization	17	17
Islamic Religious Organization	0	3
Department of Youth and Sports	0	1
GLC	0	1
Amount	1,350	2,396

Source: Department of Social Welfare Statistics Report (2019).

The seven steps of the job creation process are taught through role-playing and hands-on exercises to facilitate active participation and effective learning. On the first day of each training session, a 14-minute video is shown that demonstrates how the job coach proceeds to complete the job placement process. The importance of these seven steps is emphasized in the Job Coach PowerPoint training, case studies, role plays, and videos. Table 3.0 shows the job coach process.

Table 3.0

Job Coach Process

Steps	Job Coach Process	Description
1.	PWDs assessment	Understand the background of the disabled, choices, abilities and challenges.
2.	Workplace Assessment	Assessing physical and occupational stress.
3.	Job Matching	Matching the tasks and jobs of disabled people, abilities and environments that allow disabled people to work effectively.
4.	Consultation	Consultation with employers to ensure that the disabled are given appropriate benefits and support.

5.	Intensive support at work using systematic instructions	Apply the concepts and skills of systematic instruction such as task analysis, job analysis, appropriate level instruction, and guiding the disabled.
6.	Natural support	Ensure the retention of disabled workers.
7.	Ongoing support	Continuous and periodic support.

Source: Department of Social Welfare Statistics Report (2019)

Employment is one of the most important factors for the social and economic development of a country and even becomes one of the criteria for a developed country to obtain the status of a high-income country. The success of the job coach service programme is measured by the continuous employment of working people with disabilities. It is recommended that a study of the retention rate of PWDs in employment be conducted to monitor the success of the Job Coach Service Programme. Therefore, this study is very important to investigate the perspective of implementing the Job Coach in Malaysia to help disabled people to find a job.

Research Problem

People with disabilities are often excluded from various aspects of normal life, including the economy and the world of work. Therefore, inclusive programs at the national and global levels are important to address the problems faced by people with disabilities. In this context, one of the best solutions for the government, the disabled, and society as a whole in achieving these goals is the acceptance and participation of the disabled in the workforce on a larger scale. However, there are still many people with disabilities who are unaware of government-run programs, including the Job Coach Program, which helps people with disabilities find jobs. In addition, the non-participation of people with disabilities in the labor market leads to a loss of talent in the labor force, which in turn affects the country's GDP (Turcotte, M., 2014). People with disabilities may not have information about companies that offer jobs and whether or not the work environment and work area they are applying for is disability friendly. Therefore, this study was conducted to examine the implementation of Job Coach from the perspective of people with disabilities.

2. Objectives

Several study objectives were formulated as guidelines for the study. This step is essential to fully realise the objectives of the proposed study. The outlined objectives are:

- I. To examine the knowledge of people with disabilities about job coach
- II. To determine the satisfaction of people with disabilities who work with Job Coach.
- III. To investigate the views of people with disabilities about Job Coach

Knowledge Of People With Disabilities About Job Coach

Employment opportunities for people with disabilities have not yet expanded and are limited to a few jobs. This may be due to the fact that they do not have basic training in certain fields and therefore are unable to perform a job. It is also very difficult for graduates with disabilities to find a job, even if they have qualifications. Information about job vacancies is usually published on the Internet, and it can be difficult for PWD who are not familiar with the cyber world to access this information.

The implementation of Job Coach in Malaysia is still in its early stages. As shown in Table 4.0, as of December 2018, a total of 956 PWDs participated in the Job Coach Service Programme in 2012. A total of 329 job coaches were involved in assisting people with disabilities. This number continues to increase even though the joint project ended in August 2015. Of the total number of disabled people who received employment support, people with learning disabilities benefited the most, 625 people, 65.4% of the total number of disabled people (DSW, 2018).

Table 4.0

Job Coach Training Programme from 2012 to 2018

Year	Amount	Company	Job Coach	Problem Defender	Vision	Physical	Various	Hearing	Speech	Mentally
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	Disabl ed		h							
2012	7	5	4	5	0	0	2	0	0	0
2013	94	41	17	61	29	3	0	1	0	0
2014	260	142	64	156	51	28	10	12	2	1
2015	70	53	24	38	22	2	4	4	0	0
2016	145	97	76	107	4	14	3	13	3	1
2017	222	102	88	154	6	24	16	14	1	7
2018	158	103	56	104	4	15	7	23	0	5
Amount	956	543	329	625	116	86	42	67	6	14

Source: DSW (2018).

The job coach training program that has been implemented has had a very positive impact, as many people with disabilities who have been trained by the job coach have obtained jobs. However, there is a need to increase the knowledge of people with disabilities on how to use the job coach. Career choice is an important issue for people with disabilities. Choosing the right job can determine their lifestyle and standard of living. Therefore, people with disabilities who can work must not be excluded. They must be given the opportunity to compete in the modern world of work.

Study On Job Satisfaction Of PWDs

Studies by McShane and Von Glinow (2005), Udechukwu (2007), and Weiss (2002), which focus on the attitudes and behaviors of people in organizations, confirm that job satisfaction is an important issue. Job satisfaction can be studied from two main aspects, namely internal job satisfaction and external job satisfaction (Golembiewski, 1993; Herzberg, 1968; Hulin & Smith 1965; Wernimont, 1966). Internal job satisfaction refers to how employees feel about the internal aspects of their jobs, such as the nature of work, performance, appreciation, development, and individual growth (Herzberg, 1968; Linz, 2003; McShane & Von Glinow, 2005; Tang et al., 2000, 2002). External job satisfaction refers to the employee's perception of external aspects of the job, such as organizational policies, supervisory style, pay or salary, relationships with colleagues, work environment, status, guarantees, and job security (Herzberg, 1968; Kendall et al. 1963; Locke et al. 1964; Mobley, 1977, 1982; Spector, 1977). Previous studies have found that workers who are dissatisfied with their jobs, changes in their attitudes and behaviors, such as the desire to quit work (Ajzen & Fishbein, 1977; Golembiewski, 1993; Mobley, 1977, 1982; Scott, 1993), can affect workers' work ability and well-being (DeConinck & Stilwell, 2004; Ilmarinen et al, 2005; Gould et al, 2008; Rutherford et al, 2009; Keller & Semmer, 2013). Low job satisfaction among disabled workers is related to working conditions and job characteristics.

The results of several studies on job satisfaction among people with disabilities show low levels of job satisfaction (McAfee & McNaughton, 1997a, 1997b; Burke, 1999; Uppal, 2005). Balser and Harris (2008) found in their study that poor working conditions and low job satisfaction are associated with disabled workers and stated that poor or inadequate workplace accommodations have a great impact on their job satisfaction. Burke (1999) and Uppal (2005) also found in their study that health problems can reduce workers' job satisfaction, i.e., there is a strong relationship between health status and job satisfaction (Drydakis, 2012). Job satisfaction can affect work behaviors such as laziness, diligence, productivity, or related behaviors such as laziness, diligence, or productivity. Therefore, there is a need to study the job satisfaction of people with disabilities who are served by a job coach. This study is based on factors that have been shown to contribute to job satisfaction, namely communication, task, and supervision.

PWDs and Job Coach

Previous studies have found that PWDs are three times more likely to be unemployed than normal people and also have a longer duration of unemployment (Barnes, 2005). They change jobs frequently and are often not employed for a long period of time in order to achieve career development and an increase in living standards (Zigmond N., 2006). PWDs are also not paid adequately for the work they do, meaning their skills do not match the work they do. They are offered low-skilled jobs, including routine clerical work, general labor, and sweeping, and it is estimated that 50 percent of PWDs earn incomes below the poverty line (Barnes, 2005).

They are also rarely offered challenging work tasks or vocational training that would enable them to pursue well-paying careers (Evans J. et. al, & Wilson- Kovacs D. et. al., 2008). They may also lack access to experienced mentors who can provide important opportunities and support for their professional development (Jones GE et.al, 1997), Rousso H., (2008) & Lauren Lindstrom (2013). A study by Barnes (2005) also found that people with disabilities have the potential to be unemployed again within a year compared to 1/5 of normal people.

Therefore, the job coach's role is to help people with disabilities so that they can perform the work agreed upon by the employer. The job coach also makes sure that the assisted disabled person stays in his job. However, the issue of the disabled and employment is still a hot potato that needs to be studied even though the government has introduced various programs such as the job coach to help the disabled find jobs. Therefore, this study is very important to investigate the view of disabled people towards job coaches.

3. Methods

A qualitative method in the form of a case study is used to investigate the atmosphere and process, which are difficult to measure. A qualitative approach is more suitable to be used in parallel for observation (Sabitha 2006; Strauss & Corbin, 1998). In this study, there is no hypothesis to be tested. However, some basic concepts of the study are developed based on some objectives outlined as a result of the questions raised in this study. A qualitative approach was chosen because it is able to create a conducive atmosphere and help the study to be conducted more naturally. This statement is illustrated by Merriam (1998);

"Qualitative design allows the researcher to focus on insight, discovery, and interpretation rather than testing hypotheses"

Therefore, this study utilizes an in-depth research approach in the form of investigating the research problems by interviewing respondents in relation to the research objectives.

Population and sample

The selection of respondents for this study took the form of purposive sampling, as qualitative research is highly dependent on this type of sample (Patton 1990). Five individuals were interviewed for this study. They are all unmarried and between the ages of 21 and 33. Four of the respondents live in a group home provided by DSW at Sungai Petani Community Rehabilitation Center (PPDK), while one respondent lives with his family. Three of them work as operators in their respective factories, one in the office area and the other as a salesman. They travel to work by car and motorcycle, and some of them ride their bicycles or walk since it takes only three minutes to get from home to work.

Four of the five interviewees were workers and residents of Bengkel Daya Petani (BDSP) before their current jobs and had completed a special training program. At BDSP, they receive vocational training based on their skills and abilities. Respondents who received training while learning at a government organization were entitled to Rm600 per month and an Employment Disability Allowance (EPC) of Rm400 per month. Before that, they also never worked and were only trained at BDSP. At BDSP, skills training is provided in sewing, laundry, cooking, mushroom education, area cleaning contracts, agriculture, and fish farming. Figure 5.0 shows the background of the respondents.

Table 5.0
Respondents Background

Respondent	1	2	3	4	5
Gender	Male	Male	Male	Male	Male
Age	22	33	21	24	22
Types of Disability	Learning Disability	Learning Disability	Learning Disability	Physical Disability	Hearing Disability
Education Background	Special Education	Special Education	Special Education	Diploma	Special Education
Marriage Status	Single	Single	Single	Single	Single

4. Results

STUDY QUESTIONS 1

Based on the question about disabled people's knowledge about the job coach, the respondents only knew about the existence of the job coach after visiting a local service center (PKS) that aims to provide services to disabled people through a local or one-stop approach. PKS also plays a role in providing rehabilitation and early intervention services to disabled people at the local community level and in providing services for the full participation and social integration of disabled people in the family and community. Through this interview, PKS Bedong has played an important role in promoting employment for the disabled. The respondents who have jobs now know about the job coach program through the Local Service Center (PKS) managed by PWD as cited below:

Before this, I only attended secondary school. After that, I went to PPDK. After PPDK, I went to a Bengkel Daya. The head of PKS told me that there was a vacancy there. I got training before going to work. Every month a job coach comes to see how I am working. Before I got my current job, I attended the Disability Carnival at PKS. A few days later, HR called and asked me to come in for an interview. On my first day of work, my supervisor showed me how to stack plastic. I like my supervisor. He is alright and very good. He always gives me advice.

(PWD 2/ (2)/ October 7, 2018/ 9.30/ DSW)

I went to PKMD to ask for work. PKMD staff said there is a job coach at PKS. In the Daya workshop I make candles. For a long time there was not enough pocket money in a year. I would like to find a job. I asked if there is another job. The counselor said.

(PWD 5/ (5)/ October 7, 2018/ 9.30/ DSW)

PWD's knowledge about the job coach is rated as moderate. This is shown by the fact that the respondents do not know about the program and the role of the Job Coach. They only know about Job Coach when they visit PKS and PKMD. Through this center, the existence of Job Coach can be known and that is where the search and job matching starts

(PWD 3/ (3)/ October 7, 2018/ 9.30/ DSW)

STUDY QUESTIONS 2

Previous studies have found that high job satisfaction has a positive impact on employees and also improves organizational performance. The results of the study found that employees with high job satisfaction are very loyal to the organization, are highly engaged in performing tasks, strive to improve organizational performance and productivity, and contribute to achieving the vision and mission of the organization (Majid Ali, Muhammad Asif Khan, Fakhra Mushtaq, Muhammad Atif Khan, and Syed Mubasher Hussain Naqvi, 2013; Agusramadani and Lia Amalia, 2018).

In terms of job satisfaction under job coach, the three aspects that are seen are related to communication, task and supervision. In terms of communication, the respondents gave positive feedback on the instructions given by the job coach during the work. Communication is an important aspect and an important element for the functioning of an organization. The effectiveness of communication and the effectiveness of the organization are closely related and influence each other. Respondents indicated that two-way communication between the job coach and PWDs in the organization is very important because they have clear information about their tasks. Effective communication in the organization also affects job satisfaction. Respondents stated:

The job coach helped me a lot to do my job because the instructions were very clear and understandable. The job coach will teach me how to do a task until I am really good at it.

(PWD 1/ (1)/ October 7, 2018/ 9.30/ DSW)

The Job Coach's approach to giving instructions while working is clearer. I was treated the same with other workers but more friendly. I feel comfortable in my current job under Job Coach.

(PWD 2/ (2)/ October 7, 2018/ 9.30/ DSW)

Satisfaction with communication should be considered as an important issue because communication has its own effect in an organization. The implementation of the job coach's tasks in the organization is facilitated by a good communication flow. The variety of problems in the organization, such as the problem of dissatisfaction of the disabled, will affect the productivity of the organization.

Regarding the tasks, the respondents in the interviews stated that the tasks given were quite difficult, but after the guidance from the job coach and colleagues, the tasks became easier. Respondents also thanked the job coach for helping them find a suitable job. Respondents also said they would not change jobs because if they changed jobs they would have to relearn the tasks set. They said:

As a disabled person, I am very satisfied with my current job because the Job Coach and my employer provide me with a job that matches my skills.

(PWD 1/ (1)/ October 7, 2018/ 9.30/ DSW)

Working here was a bit difficult for me at the beginning. But after I was guided by the supervisor, I felt better.

(PWD 2/ (2)/ October 7, 2018/ 9.30/ DSW)

My task was just sorting plastic. I want to work here even if I do the same job.

(PWD 3/ (3)/ October 7, 2018/ 9.30/ DSW)

It's hard to get a job out there. Because I use a wheelchair. Thank you to the job coach for helping me find a job and to DSW for giving me a wheelchair so I can work easier.

(PWD 4/ (4)/ October 7, 2018/ 9.30/ DSW)

At the beginning, I found it difficult to work. But now I am happy. I like it here. Supervisor is ok with me. He always praises me for my work. My family told me to work here and nowhere else. The salary here is higher. Last time I only got RM50 (part time). Now I get RM1000.

(PWD 5/ (5)/ Oct 7, 2018/ 9.30/ DSW)

In the interviews conducted, all respondents were satisfied with the support provided by the employer and the job coach. Respondent (1 and 5) stated that he was guided from the first day of work until he was really good at the job he was assigned. Respondent (2) stated that although he had disagreements with foreign workers at work, the supervisor played a role in solving their problems. Respondents (3 and 4) stated that their supervisors were very tolerant and patient when it came to instructing them on the job. There are also regular checks to make sure that the disabled people can perform their tasks well. The trust that the employer has in them is highly appreciated by the disabled. They stated:

As long as I have worked, my employer has been very good. He (the job coach) always gives me advice.

(PWD 1/ (1)/ October 7, 2018/ 9.30/ DSW)

I feel very happy to work in the factory under the supervision of my supervisor. Before, I had a small quarrel with the foreign workers, but my supervisor helped me to solve our problem.

(PWD 2/ (2)/October 7, 2018/ 9.30/ DSW)

My supervisor was very tolerant towards me even though I was a slow learner. But he was very patient to train me in the work.

(PWD 3/ (3)/October 7, 2018/ 9.30/ DSW)

I really appreciate the trust that my employer gives me. They still give me the opportunity to work even though I need crutches or a wheelchair to get around because my legs are not strong enough to move.

(PWD 4/ (4)/ October 7, 2018/ 9.30/ DSW)

Job coach who trained me in the beginning. Over time, I got good at doing the work, my boss just controls.

(PWD 5/ (5)/ October 7, 2018/ 9.30/ DSW)

It has been proven that people with disabilities can work well if the employer perceives them positively and provides them with appropriate work opportunities. However, if they receive a poor perception of their abilities and skills, it will destroy their self-confidence and morale. Therefore, good support from the employer and the job coach will have a positive effect on the disabled people.

STUDY QUESTIONS 3

PWD's perspective on Job Coach services

Respondents reported the experiences and changes they made as a result of the introduction of the job coach. The researcher found several codes related to the disabled person's perspective of the job coach service, including an increase in self-confidence, a better job, and an increase in salary. Respondents (2 and 3) indicated that their self-confidence increased when they found a job in an open position. Respondents (1, 4, and 5) mentioned the difference between the job (sheltered workshop) and the current job and stated that the current job is considered better. Respondents also stated that they received a higher salary than before with the help of the job coach

Table 5.4

Perspectives of disabled employees towards Job Coach services

Sub Theme	Verbatim
1. Increased self-confidence	<p>Before, I did not work and just stayed at home. So I am not sure if I will meet anyone. But now I have a job and I feel more confident.</p> <p>(PWD 5/ (5)/October 7, 2018/ 9.30/ DSW)</p> <p>For a disabled person like me, it is quite difficult to get a job. Now that I have a job, I feel more confident when I meet people.</p> <p>(PWD 3/ (3)/October 7, 2018/ 9.30/ DSW)</p>

<p>2. A better job</p>	<p>The job coach has helped me a lot. If there's a problem at work or with a friend, I tell my mom, and my mom calls the Job Coach.</p> <p>(PWD 1/ (1)/October 7, 2018/ 9.30/ DSW)</p> <p>I have problems moving my legs, so it was difficult to do this job at first. However, as time went by, I felt more and more comfortable until I could do it myself. After getting this job, I hope to be able to live independently and at the same time change the perception of people with disabilities in the society.</p> <p>(PWD 4/ (4)/October 7, 2018/ 9.30/ DSW)</p>
<p>3. Salary Increase</p>	<p>Before, I got only a small allowance. Now the salary is more like okay. But the salary isn't really important to me. It's just enough to buy things for daily use.</p> <p>(PWD 2/ (2)/ October 7, 2018/ 9.30/ DSW)</p>

However, Respondent (5) has stated that he is willing to work despite the termination of the Job Coach's assistance without relying entirely on the Job Coach's assistance. The verbatim statement of the study participants who said this is as follows:

I am very grateful to the job coach for helping me find a job. Maybe in the future I can work without the Job Coach's help.

(PWD 5/ (5)/ October 7, 2018/ 9.30/ DSW)

This statement shows that respondents are more courageous to work in the open market in the future because of the Job Coach's help in finding a source of income. The knowledge about the job coach is still at an early stage. Therefore, various things should be improved to ensure that it is beneficial to disabled people and parents with disabled children. Their rights cannot be denied, so the accepted barriers must be overcome, such as aspects of convenience in the workplace, facilities and so on. Until there are access facilities and services for all people with disabilities, they will not be able to live independently. It is not possible for a disabled person to be independent if there are no support systems available in the workplace.

5. Discussion

The results of this study show that PWD's knowledge about job coach is at a moderate level. Most PWD are unaware of the existence and role of a job coach. Job satisfaction is considered from three aspects: Communication, Task, and Supervision. The identification of these aspects gives a clear picture of the job satisfaction of PWDs. From the perspective of the disabled, the job coach is very helpful in increasing self-confidence, getting a better job, and increasing salary. There are several suggestions that can be implemented, namely, each employer provides its own job coach (salary is paid by the company to help the disabled stay employed for a long time. DSW can also help employers by holding job coach workshops for private companies. In addition, the job coach programme should be strengthened by increasing the number of job coaches to address disability-related issues. The job coaches must consist of individuals who are trained in dealing with the disabled. Therefore, continuous, long-term training must be conducted to train qualified job coaches, and they must work full time. To encourage greater participation in the job coach programme, an integrated training centre should be established to register, train, and manage job coaches. This can encourage greater participation of job coaches on a full-time basis and lead to a career pathway at some level. In addition to a fixed fee, job coaches can receive a commission to encourage them to help more people with disabilities. The Fund for Strengthening the Rights of Persons with Disabilities can assist the job coach in receiving adequate

compensation for helping persons with disabilities while encouraging participation in full-time employment. In addition, the work of a job coach must also be streamlined as it is a professional job. In conclusion, people with disabilities are aware of their limitations and abilities as well as their weaknesses, especially regarding their ability to apply for jobs. For this reason, with the help of a job coach, they accept any job offered to them and strive to show a positive attitude towards employers and in the workplace. Cooperation from all parties is also needed to support the government in its efforts to introduce job coaches to encourage people with disabilities to work in open jobs to ensure a prosperous and more productive life. The government should also conduct a broad campaign about the job coach programme, as not many people with disabilities are aware of this programme.

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