

ASSESSING ACCEPTANCE OF SERVICE STAFF TOWARDS EMPLOYEE WITH DISABILITY IN HOTEL INDUSTRY

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ABSTRACT

An issue of employment of disability people in a hotel industry is a prolong issue that discussing on discrimination towards the disability people in the world of employment. This study focuses on the acceptance of service staff toward employee with disability using economic model and social model (Sajid, 2009). The sample for this study was the service staff of hotel in Seberang Perai, Penang that hired disability people. The service staffs consist of male and female aged from 18 to 60 years old from four departments which are food and beverages, front office, housekeeping and kitchen. Questionnaire has been distributed to 86 respondents using Likert scale. The findings of this study identified the service staff accept the people with disability by giving more job opportunity and equal treat among employees (economic model) and able to communicate, work as a team, give cooperation and sharing information each other (social model). However, the service staffs are neither agreeing nor disagree in suggesting the different working area for the disability employee. The results can be used by the Hotel employers in understanding the acceptance of non-disable employees towards disable employees and the relationship between them for better working environment.

Keywords: Disability Employees, Hotel, Employees Acceptance, Social Model, Economic Model

INTRODUCTION

Disability can be defined as an impairment in terms of physical, mental and sensory ability in a person (Metts, 2000). According to Disability and Health (2017), "Disability is any condition of the body or mind (impairment) that makes it more difficult for the person with the condition to do certain activities (activity limitation) and interact with the world around them

(participation restrictions)”. Other than that, people with disability may have a long-term effect of mental, intellectual, physical or sensory aspect which prevent them from socialize with community (Malaysian Disability Act, 2008).

There are several types of disability in term of movement, hearing, vision, communication, memorizing, mental health, learning, thinking, and social relationship (Disability and Health, 2017). The degree of impairment is differing among people and depending on the type of the disability. It can affect a person capability to manage himself or herself in daily life. Moreover, it may cause difficulty for the person to meet, communicate and interact with other people as well as family members, friends, neighbors, colleagues and society. In some cases, disabled people may need assistance from non-disabled community to move around, communicate, and manage themselves.

Generally, people with disability are considered as unable to participate in working environment as the non-disabled people. They often experience discrimination in term of employment opportunities. It is hard for them to compete against the non-disabled people who have no limitation as compared to them. The disability has become an obstacle and disadvantage for them. These people always been treated with typical stereotype and stigma in their daily life especially in working sector. However, there are still some opportunities for the disabled people to be employed by certain organization or institution.

In Malaysia, about 2.4 million people are employed over a decade. However, only 3,523 out of 2.4 million are disabled employees that work mainly in a private sector (Hooi, 2001). It means that about 3,523 people with disability work around year 1991. Ms Norani Hashim, the Director of Disability Development Department of Malaysia said that since 2008 about 581 people with disability have been employed in a public sector. It shows that majority of these people are being accepted to be employed in the private sector rather than public sector.

Every workplace has different kinds of people, culture and environment. The differences are varying for every organization due to employee behaviour which shaping the workplace culture. The differences on itself lead to a rise of discrimination among employees. According to Ahmad (2016), discrimination in the workplace occurs in different forms based on characteristics, such as age, gender, race, marital status or ethnic background. It is a bias manner to a person by an individual or group of people. As an example, people with disability nowadays still been discriminated by non-disabled people especially in working environment. Malaysia's only special law on equality and anti-discrimination is the Persons with Disabilities Act 2008 (Ahmad, 2016). This act is a positive step towards protecting the rights of disabled people. The right of employee with disability keeps them away from prejudice, dangerous working conditions, wrongful dismissal and a fair treatment which protects them against harassment and discrimination in the workplace as well as in daily life.

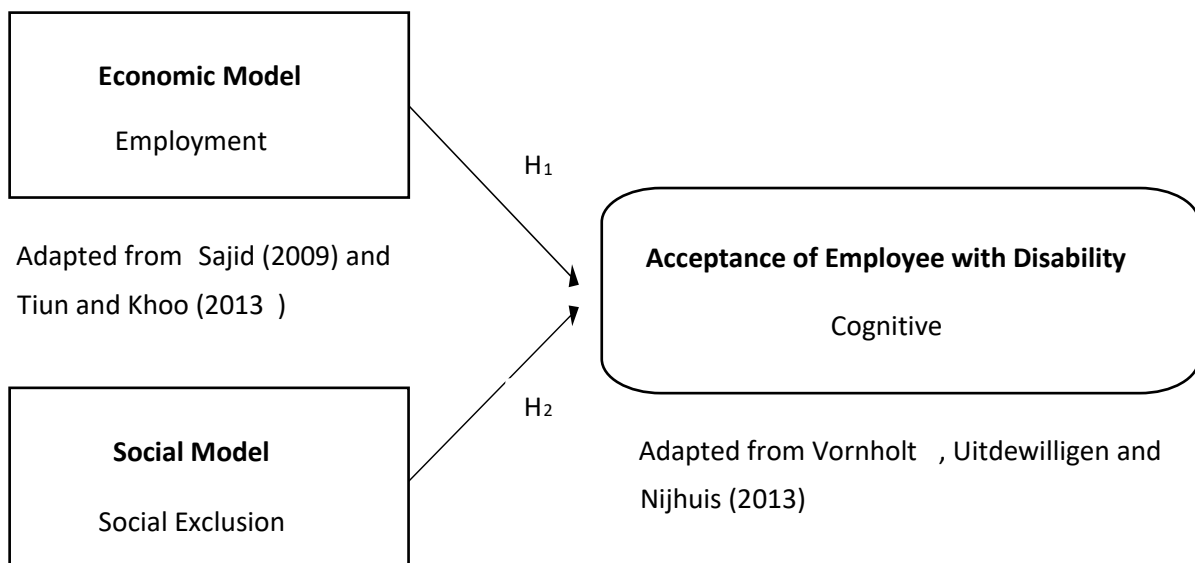
It is a matter of developing a caring attitude among human being. Usually, society will have a stigma or prejudice which lead in giving bad response when dealing with the disabled people (Nelson & Kleiner, 2001). Due to lack of interaction, most of non-disabled employee become unaware on contribution that disabled worker can make. It is because of a belief that worker with disability cannot perform as good as non-disabled employee. Thus, they will suffer exclusion from working environment. A study by Tiun and Khoo (2013), the right for social inclusiveness in workplace as well as equality in employment for worker with disability should be preserved by any organisations.

A research done by Tiun and Khoo (2013) covers on Malaysian setting with a title “Challenges Faced by Malaysians with Disabilities in the World of Employment” done a survey on Malaysian people with disabilities and the employer. The key challenges faced are discrimination and exploitation at work. There is no specific research found about service staff perception towards employee with disability in a hotel neither international nor in Malaysia. Thus, this research is carried out to study and look at the acceptance of employee with disability in a hotel industry using economic model and social model (Sajid, 2009).

Proposed framework for the study of “Assessing Acceptance of Service Staff towards Employee with Disability in Hotel: A Case Study at Ixora Hotel in Penang”.

Independent Variable

Dependent Variable



Adapted from Sajid (2009) and Islam (2015)

Research Hypothesis

H₁: There is a relationship between economic model and the acceptance of employee with disability in a hotel industry.

H₂: There is a relationship between social model and the acceptance of employee with disability in a hotel industry.

LITERATURE REVIEW

Acceptance of Employee with Disability

An acceptance of people with disability in a working environment is still lacking as compared to non-disabled people. It is hard for them to be accepted by community especially by any organization or institution. The organization or institution prefers to hire people without any disability as they believe that these people can do well in their jobs. Vornholt et al. (2013), stated that a lot of people have their own personal bias perceptions toward capabilities of the employee with disability. It is unfair to keep the stigma that disabled employee cannot perform

well in work as non-disabled employee. This kind of situation will lead to social isolation for the people with disability. However, if they are accepted in working environment, it can bring them out from the isolation. They may have similar social experience as normal people do.

There is no specific definition found on the keyword acceptance in terms of toleration with disabled employee in a hotel. According to Dembo, Leviton and Wright (1956) as cited in Kaur, Leong, Yusof and Singh (2015), acceptance is characterized as the desire to experience feelings and thoughts without allowing them to determine their actions. The United Nations Convention on the Rights of Persons with Disabilities (2006) as cited in Vornholt et al. (2013) talks that people with disabilities have the power to be employed as like others. These people should have an equal and fair opportunity to work as normal people in society. In contrast, The Developmental Disabilities Assistance and Bill of Rights Act (2000) as cited in Vornholt et al. (2013) gives more in-depth explanation which is an involvement and support for disabled people by normal society in their daily life include in community, study and labor which provide them a chance to build relationship with companion, relatives as well as to stay close to community, involve with any activity and labor task, utilize any resources and live life together with non-disabled individuals.

According to McLaughlin, Bell and Stringer (2004), they define the concept of acceptance from the view of employees' attitudes toward disabled co-worker, the perspective on consideration of facility provided for worker with disability and employment decision in terms of recruitment, promotion and sustainability of disabled employee in an organization. In general, the term acceptance may be implied as a result of attitudes which consist of cognitive dimension that also known as component of attitudes (Vornholt et al., 2013). The cognitive dimension of acceptance forms the concept of social acceptance. The employee with disability is said to be accepted in working environment when regarded as a member of an organization, co-workers understand on the ability and limitation in performing any task and also receives reward for any excellent work performance.

Cognitive

One of the aspects that lead to justify attitude is cognitive. Cognitive dimension of attitude refers to mind and way of thinking towards others, however in this situation it refers to employee with disability. It is about how non-disabled employee think and believe when dealing or working together with these people. For example, employee may perceive disabled colleagues when communicates in a meeting or group work. In relation to the concept of acceptance in employment aspect, cognitive acceptance can be defined as the opinion and line of thinking of colleagues towards employee with disability in a working sector. Similar to a research done by Eagly and Chaiken (1993) as cited in Vornholt et al. (2013), they relate thoughts and beliefs of people towards a person, object or surrounding as the cognitive dimension. According to Vornholt et al. (2013), high rates of cognitive acceptance mean that colleagues and superiors interpret the worker with disability as a full member of the organization, recognize the form of disability and value the abilities but also accept the impairments of the individual with a disability.

Economic Model

A research done by Albrecht (1976) as cited in Sajid (2009) describes a model as a hypothetical explanation of a complex process or things in detail. It is not like something actual but it does help people in understanding our life system in a structured manner. He also stated that

'Tanazur' is a word in Urdu which is an ideal for model or viewpoint. As for model of disability, it is an instrument in describing impairment as well as introducing a basis for authorities and public to create plan of action in providing any requirement for people with disability (Sajid, 2009). It provides an understanding on disability matter and perception of people who made and use the model. It supplies vision into the attitudes, conceptions, and prejudices of the previous research and its effect for the future. From this, it exposes the method in which our community presents or limits admission to labour, products, services, financial impact and political control for disabled people (Albrecht, 1976 as cited in Sajid, 2009).

An economic model is a complicated model of disability. People need to have an in-depth understanding regarding its concept. About this model, it describes on people incapacity to involve in working environment. Meaning that, it measures the level to which disability affects a person's productiveness and financial significances for people, institution and national. An example of its impact is loss of income of any people with disability around the world. Retief and Letsosa (2018) said that the economic model of incapacity approaches disability from the standpoint of monetary analysis, focusing on the various disabling outcomes of impairment on a person's capabilities, and in distinctive on labour and employment capabilities. It is mainly applied to policy maker which responsible to investigate dissemination of advantages to the people who are unable to take part entirely in labour sector (Sajid, 2009). The encounter dealing with this model is how to rationalize and backing a social policy to increase involvement in employment in sense of economic terms. In order to have a stable financial state, authority needs to figure out on ways retaining a good employment level for employee with disability. The authority also needs to comprehend any barriers that people with disability deal in working sector in order to come out with efficient and effective policies and ways which may help them to fight for their rights in the society. Implementing inclusion policies for people with incapacity would lead to a higher presentation and creativeness among personnel at work.

A research done by Kaur et al. (2015) found that a wide variety of people with incapacity registered in Malaysia has expanded from 305.640 in 2010 to 359.203 in 2011. It shows an increasing number of people with disability from day to day in our country. However, percentage of these people in the working environment is much lesser than that of people without any disability. A statistic obtained from the Department of Social Welfare Malaysia exposes that only 581 disabled people that been hired in the government sector around year 2008 (Tiun & Khoo, 2013). About a decade ago, the Malaysian Government had decided that the civil services need to assign 1% of the vacant jobs to people with disabilities. With this 1% quota policy, it is anticipated that about 14,000 job chances in the government area would be opened for people with disabilities in Malaysia (Abdullah & Arnidawati, 2013). Though, employees with disabilities are constantly the ultimate to be hired and the first to be fired even many kinds of regulations are applied in all over the world (Roose, 2010).

Employment

Employment and earnings are basic requirements which decide the standard living of society. It can furnish an individual with self-confidence and guarantee to live with self-esteem and independence especially for people with disabilities. Based on the study by Tiun and Khoo (2013), from a sample size of 478 people with disabilities, about 74.9% (358) of the sample are employed, 18.4% (88) are unemployed and 6.7% (32) are unsure of their employment status as they only perform seasonal jobs that are available. It shows that majority of the sample are capable to work as others. Previous research believes that people with incapacity who are given equal job chances are capable to function nicely and make contributions toward the efficiency

of organizations. An alike employment opportunity for people with disability will eventually develop their quality of life which allow them to participate with community thus enhance the sense of self-assurance and self-possession. In addition, the state of being able to work gives benefit for themselves as well as their families such as source of financial, value from society and discipline for living.

The incidence of unemployment amongst people with disability is a universal concern. Discrimination in opposition to disabled people has contributed to the high unemployment rates. A few studies have proven that prejudice or discrimination in hiring people with disability are still widespread all around the world. These disabled people are considered as the most at risk and least lucky. Community tends to be biased against the disabled people due to their prejudgment and misunderstanding in terms of capability to do work. In working environment, superior usually will prioritize non-disabled employee and left the disabled worker behind. It is because the disabled worker has been stereotyped as needs for assistance, depends on others and cannot manage themselves. They are assumed as unreliable in performing important task for organization. Examples of discrimination include work safety, raise chances, compensation and involvement in making any decision. Many researchers suggest that the limitations and conflict faced by employee with disability are due to poor expectations, beliefs and stereotypes from community about their functional capability which make them as targets of discrimination at workplace. Salleh, Abdullah and Buang (2001) said that appropriate training, employment and work development for disabled people are often neglected by management. As these people have limitation in education and schooling, thus during working state they will receive slight or no training at all depending on job aspect and the management decision. The Malaysian authority is dedicated to ensuring that people with disability are given their rights in getting formal education (Lee et al., 2011). At the end of the formal training system, they are predicted to start living independently, be a part of the workforce, and contribute to society and country.

Social Model

Green and Vice (2017) state that social model of disability views incapacity as a social concept in which social and economic obstacles, as a substitute than character bodily variations or functional restrictions, are the most important sources of downside confronted by disabled people. As for Islam (2015), he said that the introduction of the social model of incapacity turned into a try and readdress the power balance where disability was to be described in the context of a disabling environment and disabled people have been empowered as citizens with rights. At beginning, the social version became a political rather than an academic technique which constructed on a fundamental rejection of the people or scientific technique that places the destiny of disabled people solely under control of expert specialists such as doctors, rehabilitation and social care workforce.

In contrast, Sajid (2009) defines the social model as systemic obstacles, terrible attitudes and exclusion by way of society (purposely or unintentionally) which are the elements defining who is incapacitated and who is not in a specific community. It is a belief that people with disability have a right of entry, fit to, contribute to, and to be valued in the society. The model concentrates on the powers, capabilities, and experiences of the people with disability. In view of the social model, the disabled people have confronted bias and discrimination from the society especially those without any disability. The point of view is that incapacity origin from the failure of the public to alter and encounter the requirements and aspirations of the disabled people as the minority group. It is not about curing the individual but attention should be paid in rearrangement of the society mind set and perceptions toward others.

The strength of this model is the statement that it is not the individual with a disability who need to adjust to the environment but the social state should be changed in making it possible for the individual to join in the community. There are benefits and negative aspects to the social model. A good element is that it focuses on the requirement to make modifications, growing accessibility, offerings and participation in society for people with disability (Zajadacz, 2015).

Social Exclusion

Nowadays, a lot of people with incapacity are being socially excluded and unacceptable in community. It includes disabled employee which is being excluded from working community especially by colleagues. It is due to many reasons; however, society is the main reason on the occurrence of social exclusion. Islam and Nath (2012) give opinion that the term social exclusion is a multidimensional incidence which consists of individual, community, financial, socio-economic for multidimensional that covering social, political, cultural and financial dimensions, also functioning at diverse social state; dynamic, impacting in dissimilar ways to opposing degrees at separate social order over time and lastly relational which focuses on exclusion as the break of relationships between people with disability and the society causing in a lack of social involvement, social defence, social integration and power, institutional and organizational, and political viewpoints.

Islam (2015) states that the people with disability find that it is hard to live in unsupported society which tend to be more biased and discriminated over them. Landman (2006) as cited in Islam (2015) perceives social exclusion as a discrimination of individuals and groups depends on one or many contributing social factors. The discrimination may occur from any formal or informal activities and tasks done by public or private organizations that may include family, friends, colleagues and society members. The discrimination arises from the process of social exclusion that prevents a person or group from involve in social, economic and politic aspects of life. It includes by not allowing them to claim any rights, participate with community activity and available in any cultural or social events. This occurrence may eventually affect quality life of people and society itself. It is because the community will be divided into groups such as majority and minority groups. As for majority group, the impact is less, whereas the minority group will feel the effect of being discriminated, biased and excluded from the social system. The exclusion will bring a breakdown of relationships among individuals and the society. As a result, this social process leads to unequal social relationship characterized by the society itself due to difference in power and perceptions (Islam &Nath, 2012).

METHODOLOGY

In this research study, a quantitative method is used that will give result based on numerical proof. It can be assumed as an experimental analysis where the variables are used to determine its causal and effect relationship. As for the unit of analysis, it is to study the service staff perceptions toward employee with disability in a hotel industry. The population of this study will be non-disabled employees who may or may not working with disabled employee in Seberang Perai Hotel, Penang. The questionnaires need to be distributed individually and the unit of analysis is individual.

The target population is service staff of Ixora Hotel, Penang which consist of male and female who are aged from 18 to 60 years old. The service staff consists of four departments which are food and beverages, front office, housekeeping and kitchen. The total population is 86 people. According to Krejcie and Morgan (1970), a suitable sample size for the population is 70

respondents in total. A table proposed by these two researchers has generalized on scientific guideline for a sample size decision. The Ixora Hotel is selected as a case study due to limitation of time and ease of data collection. The sampling method chosen is a purposive sampling because the characteristics of respondents have been specified.

Questionnaire is an instrument used to collect data for the research. The self-administered questionnaire (SAQ) is formed to answer the objectives listed in Chapter 1. It will be in a form of booklet design which is well organized for respondents to easily understand and answer. The questions are simple and straightforward. The type of scale to be used is Likert scale, which provide answer in terms of agreement. The agreement scale is from 1 to 5 which is from strongly disagree to strongly agree. Each questions consists of the 5 options and respondents need to tick on their preferred choice. The questionnaires have been adopted from several researchers such as Vornholt et al. (2013), Tiun and Khoo (2013), Lee et al. (2011), Islam (2015) and Islam and Nath (2012).

For development of questionnaire, four major sections will be developed to respond to the research objectives, research questions and research hypotheses. The sections are Section A, B, C and D. Each question from these sections will cover on the dimensions of the proposed framework. To receive a good response, a cover letter will be constructed to explain on the research and confidentiality of responses.

In Section A, it is about creating measurement of study about the dependent variable; acceptance of employee with disability (cognitive).

In Section B, it is about creating measurement of study about the independent variable; economic model (employment).

In Section C, it is about creating measurement of study about the independent variable; social model (social exclusion).

In Section D, it is about demographic profile. The questions to be asked are age, gender, marital status, ethnic group and department.

RESULT

The findings and results obtained are being analyzed using a suitable statistical analysis tool, which is Statistical Package for the Social Sciences (SPSS).

Analysis of Acceptance of Employee with Disability

Nine (9) items were analyzed and both the mean scores and standard deviation are displayed in Table 1.

Table 1: Mean Scores and Standard Deviation for Acceptance of Employee with Disability

No.	Variables	Item Indicator	Mean (M)	Std. Deviation (SD)
1.	I can work with the disabled employee in a comfortable environment	A1	4.01	0.712
2.	I will give my support to the employee with disability in the workplace	A2	4.11	0.733
3.	I am willing to help the disabled employee if any problem arise	A3	4.14	0.708
4.	I will tolerate when working with the disabled employee	A4	4.03	0.742
5.	I think the employee with disability can adapt with the working environment of hotel industry	A5	3.90	0.745
6.	I believe the disabled employee should have opportunity to work in hotel industry	A6	4.07	0.709
7.	I believe that the employee with disability capable of working in hotel industry	A7	4.07	0.709
8.	I think that the disabled employee can have a good work performance	A8	4.14	0.687
9.	I believe that the employee with disability can sustain in the working sector	A9	4.04	0.731

The table shows that the mean score has a range from 3.90 to 4.14 which indicate that majority of the service staff were agree to most of the items in the questionnaire. It means that many of them have a high acceptance level towards the employee with disability. There are two items with the highest mean score (M=4.14) which are A3 and A8. However, their standard deviation is differing which are A3 (SD=0.708) and A8 (SD=0.687). Many of the respondents are willing to give a hand when needed and have a positive thought of the disabled employee work performance. They also willing to provide any support for the disabled employee during working (A2, M=4.11, SD=0.733). It is then supported by items A6 and A7 (M=4.07, SD=0.709) which are they believe that the employee with disability should be given a chance to be employed at hotel as they are capable to do works. The value (M=4.04, SD=0.731) signify that the respondents perceive that the disabled employee can withstand well in working environment. They also agree that toleration with each other leads to working happily together for items A4 (M=4.03, SD=0.742) and A1 (M=4.01, SD=0.712). It ensures that the employee with disability can get along well with working environment at hotel (A5, M=3.90, SD=0.745).

Analysis of Economic Model

This analysis is conducted to elaborate on the first research objective and question. There are eight (8) items related to economic model that were evaluate by using descriptive analysis to find both mean score and standard deviation.

Table 2: Mean Scores and Standard Deviation for Economic Model

No.	Variables	Item Indicator	Mean (M)	Std. Deviation (SD)
1.	The organization should employ people with disability to help their financial status	B1	3.99	0.732
2.	The organization should provide more job opportunity for the people with disability	B2	3.99	0.691

3.	Skills and traits are contributing factors in employing the disabled employee	B3	3.91	0.676
4.	Mobility and transportation are important aspects in employing the employee with disability	B4	3.70	0.874
5.	The organization should treat the disabled employee with fair and square in working environment	B5	3.97	0.761
6.	More training and work development should be provided for the employee with disability	B6	4.10	0.640
7.	An accessible building for the employee with disability should be provided for the employee with disability	B7	4.11	0.753
8.	The organization should provide special accommodation and facility for the disabled employee in the workplace	B8	4.13	0.779

Based on the Table 2, the overall mean score is ranging from 3.70 to 4.13. It shows that most of the respondent is somewhat agree to all the items in the questionnaire for Part B. Item B8 has the highest mean score with (M=4.13, SD=0.779) which indicate that accommodation and facility such as parking and toilet for people with disability is a necessary at a workplace. It is supported with the value (M=4.11, SD=0.753) of item B7 which state that accessible building that provides lift with Braille and wheelchair ramp should be provided for those in needs. Majority of the service staff agrees that the disabled employee needs more training of the work than others (M=4.10, SD=0.640). Both items B1 and B2 have a same value of mean score (M=3.99) but different value of standard deviation with SD=0.732 and SD=0.691 respectively. They also agree that there should not be an unfair treatment between employees at workplace (B5) by referring to the value (M=3.97, SD=0.761). It is then followed by item B3 (M=3.91, SD=0.676) about skills and traits as well as item B4 (M=3.70, SD=0.874) that focuses on mobility and transportation factors that affect the employment of employee with disability.

Analysis of Social Model

The analysis is conducted to explain on the second research objective and question. There are seven (7) items related to social model that were evaluate by using descriptive analysis to find both mean score and standard deviation.

Table 3: Mean Scores and Standard Deviation for Social Model

No.	Variables	Item Indicator	Mean (M)	Std. Deviation (SD)
1.	I can interact and communicate with the disabled employee	C1	3.96	0.690
2.	I can work with the disabled employee as a team or group	C2	3.93	0.767
3.	I can give cooperation when working together with the disabled employee	C3	3.99	0.732
4.	I am able to share any information with the disabled employee	C4	3.99	0.732
5.	The organization should organize an event for all employee to socialize together	C5	4.01	0.789
6.	The employee with disability should be given an opportunity to give any opinion, idea or feedback in workplace	C6	4.00	0.799
7.	The organization should provide different working area for the employee with disability	C7	3.47	0.863

Data from the above table presents the mean score within a range of 3.47 to 4.01 which imply that many of the service staff quite agrees on the questionnaire related to social model. The item with uppermost value (M=4.01, SD=0.789) is C5 which talk about organization of social event by management such as orientation day, team building and family day for employees. A slightly different in value is the item C6 with (M=4.00, SD=0.799) that respondents agree to hear any voice out from the employee with disability regarding work or anything. It is then followed with items C3 and C4 that both have the same agreement (M=3.99, SD=0.732) about giving cooperation and sharing information in the workplace. The statement is strengthening with item C1 (M=3.96, SD=0.690), respondents find that they are able to talk and understand the disabled employee that lead to working together as a team for item C2 (M=3.93, SD=0.767). The least value of mean score is item C7 with (M=3.47, SD=0.863) which suggest on providing different working area for the employee with disability within an organization.

DISCUSSION AND CONCLUSION

From the practical view, the study can give a better understanding to people about employee with disability in a hotel industry. It may provide awareness to society in terms of public acceptance towards those people with impairment in Malaysia. It can be done through the research on employee perceptions that may effect on employment opportunity for people with disability. The information and survey result on this study can be used by any party which gain benefit through it especially government or non-government organization. It is not only beneficial to community with disability but also to employer in hiring these people. It is hoped that with this study, society is more knowledgeable in accepting people with disability as equal as non-disabled people especially in working area. This research may change people perspective that disabled employee can be much better than what they thought.

The study focused on employee perception towards employee with disability in a hotel industry. As a result, it was found that the service staff can accept the disabled employee in working sector from both economic model and social model perspective. This statement exhibits that people with disability are still relevant in the working sector especially in hotel industry. The economic and social models have clearly showing effects toward the acceptance of employee with disability in a hotel industry as people shows a positive attitude from the results of research. The findings indicate that most of them do not have any problems with the involvement of disabled people in the world of employment. All people have the rights to be employed regardless of their deficiency. The acceptance of service staff towards employee with disability in this study has proven that there are still caring people in this world. The caring people still have the sense of humanity in themselves which care and concern about others. This people accept human beings for what they are and do not discriminate others due to any inadequacy. It justifies that discrimination is not allowed in working sector and all people have the rights to be treated well.

RECOMMENDATION

There are several limitations that have been recognized by the researcher during the research process. The first possible limitation is sample of the study. It is about who are selected to be the respondents for data collection process. Regarding the sample, service staff is selected as the respondents as they have more experiences in meeting various kinds of guests including people with disability. For a future research, it is suggested to choose a wide population from similar star-rate hotels all around Malaysia and pick all the hotels' employee as respondents

for the study. It will cover broad perceptions of hotel employees toward employee with disability in Malaysia.

This research is designed to figure out the service staff perceptions towards employee with disability in a hotel industry through quantitative measure. With this measure, researcher applies a self-administered questionnaire with fix questions that required respondents to tick on the Likert scale provided for their agreement. Although the items are clear and easy to understand, however it does not provide option for the respondents to give their own opinion based on the questionnaire. Their understanding towards the questionnaire may be differing from one another. This measure ensures an easy and effortless data collection process but on the other hand researcher may not get a deeper understanding and reasoning behind every ticks given by the respondents. In order to be well understood, it is recommended to apply a qualitative approach for the research improvement. By using this method, the respondents are given an opportunity to write up or speak out their own opinions, perceptions and knowledge based on the questions given. For an optimal result, any future research may implement a mixed method which is a combination of both quantitative and qualitative measures.

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