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Disability and Poverty: A Review on Social Entrepreneurship Opportunities for Persons with Disabilities in Malaysia

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ABSTRACT

Disability is a phenomenon, which naturally occurs in societies. Just as the able-bodied people, disabled people are part of the society and they form a valuable group, work and participate in economic activities. However, issues on employment among people with disabilities (PWDs), which are viewed as social issues, are still not adequately dealt with even though these issues have long been debated, and are widely discussed. Multiple solutions have been proposed to address these issues but still, members of this group face various obstacles or difficulties in joining the job market. One of the solutions that are seen viable in helping this segment of the community is through social entrepreneurship (SE), which could possibly provide an opportunity to create employment for them. It is anticipated that SE will change the landscape of people with disabilities, and at the same time encourages entrepreneurs with disabilities to participate in economic activities. The urgent call for the implementation of SE is due to the fact that the number of individuals and the unemployment rate among PWDs are now increasing in Malaysia. Thus, this paper elaborates on how SE can be treated as a mechanism in overcoming issues related to PWDs employability in the Malaysian context. This is consistent with the Malaysian Plan of Action for People with Disabilities 2016-2022, which describes the equal rights of PWDs to education, employment, and cultural life; the rights to own and inherit property, not to be discriminated against in marriage, children, and not involving them as unwilling subjects in a medical experiment. The paper provides an opportunity for knowledge sharing on how Malaysia should move forward towards implementing SE program for PWDs.

Keywords: *Critical disability theory, Malaysian social enterprise blueprint 2015, person with disabilities, social entrepreneurship, social model of disability*

1.0 INTRODUCTION

Historically, people with disabilities (PWDs) have been viewed by the society through the lens of the medical model, which labels people with disabilities as ill and dysfunctional, suggesting they need medical treatment (Peña et al., 2016). This has led higher education literatures to frame disability from the medical perspective over the last two decades. These studies have examined the characteristics and experiences of students with disabilities, and are predominantly quantitative in nature. This, in itself, is problematic as it does not offer significant examinations of discriminations and challenges faced by people/students with disabilities within instructions and institutions of education (Peña et al., 2016). Peña et al. (2016) also posit that "such an approach perpetuates an ablest worldview, suggesting that people with disabilities should strive toward an able-bodied norm" (p. 86). This

explains why educators' prejudicial and discriminatory behaviors toward individuals/students with disabilities go unquestioned (Smith, Foley, & Chaney, 2008).

In September 2015, the General Assembly of the United Nations introduced the 2030 Agenda for Sustainable Development with 17 Sustainable Development Goals (SDGs). Building on the principle of "leaving no one behind", the new agenda emphasizes a holistic approach in achieving a sustainable development for everyone including the disabled, of which the implementation of ideas laid across touch five out of the 17 goals: 1) quality education; 2) decent work and economic growth; 3) reduced inequalities 4) sustainable cities and communities and; 5) partnership for the goals.

Although literature has acknowledged the issues and challenges faced by PWDs, the employment issues among PWDs are still not adequately dealt with even though these issues have long been debated (Ang, Ramayah, & Amin, 2015; Cocks, Thoresen, & Lee, 2013; Jing, 2019). Participations of PWDs in the labor market are still limited, mostly marginalized, at the disadvantaged, involved a complex process and showed a significant gap (Hoque, Bacon, & Parr, 2014; Ndzwayiba & Ned, 2017; Pettinicchio & Maroto, 2017; Manaf et. al, 2018) in term of competency as compared to normal people. Unequal access to education and training, inaccessible buildings and transportations, lack of accessible information, lack of assistive devices and support services and other related insufficient facilities are among the obstacles that would discourage PWDs from joining the work force (Manaf et. al, 2018). The negative perceptions and stereotypes towards PWDs would hinder the public and employers in particular, to comprehend the ability and capability of PWDs (Jing, 2019). This has also been the reason why PWDs are mostly given menial types of job or low skills of work even though they have good educational background or better skills qualification. The unemployment scenario among the disabled people is viewed as social issues that are still in conversation although multiple solutions have been proposed to address the issue. There are various obstacles that prevent PWDs to participate in the job market although the government has introduced proactive steps to encourage them to start their own entrepreneurship activity or what is referred to as SE.

As pointed out by Caldwell, Harris and Renko (2019) there is a critical need for further research to develop policy and evidence-based of best practices in entrepreneurship and social entrepreneurship for people with intellectual disabilities, particularly with regard to addressing extant barriers. The scholars suggest that funding opportunities need to be available to meet these social and economic barriers, and barriers to developing assets and savings must also be addressed. This includes providing business-related financial literacy for people with intellectual disabilities and their supports. The researchers also suggest that there should be a focus on educating service providers and schools about social entrepreneurship for people with intellectual disabilities, as these stakeholders influence entrepreneurial decisions and may be responsible for providing resources that social entrepreneurs with intellectual disabilities rely upon.

Statistics have shown that the population of the disabled people and elderly in Asia and the Pacific region are reported to be increasing rapidly with an estimation of 40 per cent of the total world population (Asiah, Samad & Rahim, 2015). Malaysia's Persons with Disabilities Act of 2008 (Act 685), define PWDs as "individuals 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". PWD in physical category recorded the highest number which was 35.2 per cent, followed by Learning disability category (34.8 per cent) and visually impaired category (8.9%) as showed in Figure 1.

As compared to the total population of Malaysia, which is at an estimate of 31.7 million (Department of Statistics, Malaysia, 2018), PWDs make up an approximately 1.53 per cent of the total population, where the numbers might be higher due to the low reachability to the rural population in

Malaysia. Although the number seems to be low, just at 1.53 per cent of the population, PWDs still make up a major part of the Malaysian society. These figures however, are not reflecting real numbers of PWDs as the registration of PWDs in Malaysia is not compulsory. Many of the disabled individuals are 'hidden' at home or are placed in particular organizations due to social disgrace, prejudice and environmental obstacles that disallow them from participating effectively in the society.

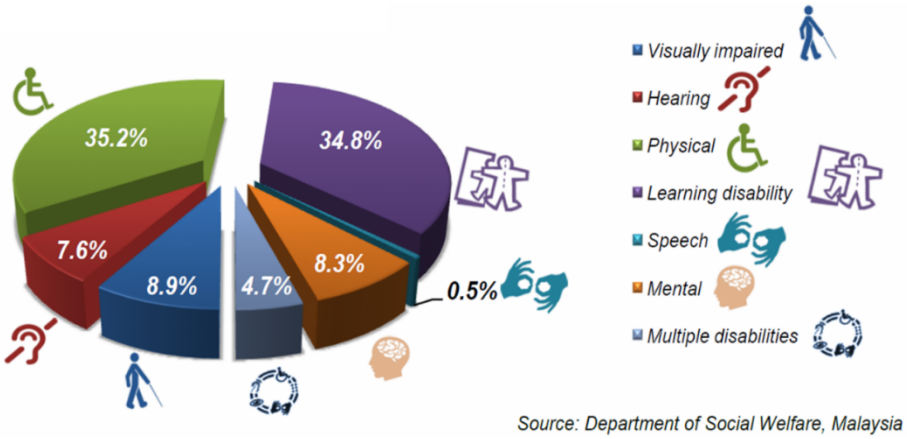

FIGURE 1
Percentage of registration of Persons with Disabilities (PWD) by category of disabilities, Malaysia, 2017

Given the above, our aim for this conceptual paper is to discuss and reiterate the issues faced by PWDs in Malaysia and how SE is able to help solve the unemployment problem among PWDs. We will elaborate on how these challenges can create opportunities for institutions, organizations, and communities and add social value by enabling PWDs to address these societal concerns in the Malaysian context through the implementation of SE.

2.0 PWDs AND SE

SE is an approach by individuals, groups, start-up companies or entrepreneurs, in which they develop, fund and implement solutions to social, cultural, or environmental issues. SE is also described as a business for social purpose through additional motivation to benefit from the disadvantage, which can create social added value. The main goal of a social enterprise is to make a significant social impact on the standard of living of PWDs by providing them with employment and moral support. The approach creates suitable conditions for the professional development and social inclusion of individuals with disabilities.

Despite the varying definitions and lacking of unified meaning of SE, it is commonly agreed among scholars that the 'problem-solving nature' of SE is prominent (Johnson, 2000). This 'problem-solving' initiative is insignificant unless instigated by idealistic, forward-looking people who are innovative, opportunity-oriented, resourceful, and value-creating change agents (Dees, 2001). The term also covers a range of societal trends, organizational forms and structures, and individual initiatives (Corner & Ho, 2010), and can be applicable to a wide range of organizations, regardless of sizes, aims and beliefs, which includes PWDs. Within this context, SE can be characterized as a continuous realization of opportunities to pursue social innovations and create social value. In this case, social value can be regarded as the creation of benefits or reductions of costs for society, which can be achieved through efforts to address societal needs and problems in ways that transcend beyond the private gains and general benefits of market activity (Phills, Deiglmeier, & Miller, 2008). Some of the examples of social value creation include improving poor and marginalized communities or improving care for the elderly.

Abdul Kadir and Sarif (2015) and Martin and Osberg (2007) in unfolding the character of social entrepreneurs highlighted that inspiration, creativity and courage followed by the ability to identify new opportunities and follow through with commitment and drive in the face of potential failure are essential for social entrepreneurs to succeed. Whilst social entrepreneurs are more focused on transforming the approaches of modern society for the good of the community and the environment, business entrepreneurs concentrate a lot more on the income and wealth-building aspect of things. In addition to those characteristics, a social entrepreneur must also be capable to comprehend social needs and has the ability to fulfill those needs through creative business principles (Certo & Miller, 2008) to ensure success.

With regard to this, we believe that the involvement of entrepreneurs with disabilities in SE will produce social entrepreneurs who will contribute to the society through a variety of approaches and channels. This is due to the current perspective that social entrepreneurship is more effective than commercial entrepreneurship based on the ability to add value through creative efforts in solving social problems either through non-profit or profitable approach. It is predicted that SE will change the landscape of PWDs, and at the same time encourages entrepreneurs with disabilities to participate in the society and contribute towards achieving the SE goal. The urgent need for the implementation of SE program is due to the fact that the unemployment rate among PWDs is increasing. This is viewed as social issues that is still in conversation even though multiple solutions have been developed to address this issue. The opportunity to participate in SE will enable them to create value, both in terms of social and economic. It is believed that the entrepreneurship program designed for PWDs can help turn the social challenges and societal ills into opportunities for them (Yunus, 2011). This can further highlight work done, or not done, when it comes to the challenges in employing PWDs through the means of inclusion in the field of self-employment (entrepreneurship). Further, according to Yunus (2011), enabling people with disabilities to start and grow their entrepreneurial ventures is an act of social value creation.

On the same note, Caldwell, Parker, and Renko (2016) posit that entrepreneurship has been gaining ground in the PWD's community especially SE. As a sub-field of entrepreneurship, SE adds focus to a social mission, and not simply aiming for profit like conventional entrepreneurship. For example, a disabled social entrepreneur may focus more on the growth of the disabled community, through the business of which he or she chooses (Caldwell, et al., 2016). This is evident in a case of an individual with disabilities who is quite popular in the United States (US). This individual owns a restaurant in Albuquerque, New Mexico, and goes by the name of Tim. Tim has Down Syndrome but through his business, Tim spreads the idea and understanding that Down Syndrome is not a reason for one not to participate in entrepreneurship. By giving out hugs, as well as motivational talks through his business, Tim manages to bring social benefit towards his peers with Down Syndrome, enabling a better understanding of those with Down Syndrome and hence, adding social value to his business.

Another field where SE is seen to benefit PWDs is hospitality businesses. Kalargyrou, Kalagiros and Kutz (2018) examine hospitality businesses that engage in social entrepreneurial activities which hire a significant percentage of people with disabilities in frontline positions. Their study suggests that hospitality can make a significant social impact by questioning preexisting stereotypes toward people with disabilities and provide significant knowledge to startup hospitality social entrepreneurs. They found that social enterprises provide employment for individuals with disabilities, raise awareness among the public, and create a disability-friendly environment by offering a unique experience to the guests. The study was among the first to examine hospitality social enterprises with an intentional focus on providing employment opportunities to people with disabilities to serve guests.

Meanwhile, Sefotho (2015) proposes a different idea of entrepreneurship for PWDs.

He came up with the term 'hephapreneurship', to further specify SE. He views hepapreneurship as a "process of fostering positive and meaningful existence anchored on subsistence entrepreneurship of differently abled persons and underprivileged persons, which is founded on the ethos of career choice/construction, towards transformative social justice and change" (Sefotho, 2015:2). The term is characterized by a transformative social justice, which can generally be conceived as 'giving everyone their due.' Sethofo (2015) concludes that entrepreneurial careers could be used as a platform for the inclusion of differently-abled hephapreneurs into the mainstream of development. This is so as PWDs, including veterans with disabilities encounter various challenges when it comes to accessing and obtaining resources needed for exploring and starting a small business (Haynie & Shaheen, 2011).

From the theoretical perspective, the Critical Disability Theory argues that the Human Capital Theory ignores disability. Pavey (2006) asserts that PWDs, including those with learning disabilities and who have difficulty to improve their human capital, are not acknowledged by the theory. It is obvious that there are people who do not fit the conceptual models but are nevertheless developing their own businesses and other aspects of entrepreneurship. The author calls for a revision of the concepts of human capital, social capital, and entrepreneurship and to take into account the disability.

On the other hand, the Social Model of Disability emphasizes that individuals with disabilities have struggled to live full and productive lives as independently as possible in a society laden with stigma, discrimination, attitudinal and environmental barriers (Corker, 2000). Reviews of literature have also shown that most theories seem to assume that entrepreneurs are abled people, thereby excluding the disabled. In light of that, the disabled who have strong intention of becoming entrepreneurs always hope for inclusion that will enable them to take risk, be resilient and have autonomy. Hence, a number of PWDs have disproved the wrong assumptions about them by demonstrating to the world that there are abilities in disabilities through the offering of their full productive capacities, particularly in performing their job.

Although numerous studies have suggested that entrepreneurship program is best for PWDs, recent research raises the importance of acknowledging that entrepreneurship is an employment option for PWDs (Harris, Renko, & Caldwell, 2013; Renko, Harris, & Caldwell, 2016; Shaheen, 2016; Tihic, 2019) since not every individual with a disability is interested in becoming an entrepreneur. Research suggest that those individuals who wish to pursue any form of entrepreneurship should have equal opportunity in doing so, including access to the information, services, and resources (Harris et al., 2013; Renko et al., 2016) that would provide them just as much opportunity to succeed or fail in their entrepreneurial purist on their own merits as that of individuals without disability.

This is consistent with Atanasova, Krastev, Parnov and Todorov's (2019) research which argued that business creation and self-employment are not suitable for all people with disabilities, and they proposed a number of ways that policymakers can improve support for entrepreneurship for people with disabilities. The first is to examine proposals to support start-ups to ensure that they are available in accessible formats and educate business advisors on the potential risks that create start-ups and self-employment for people with disabilities. The second area of action is for the governments to support the development and adoption of assistive technologies. Third, the development of targeted training and support tailored to the needs and problems of entrepreneurs and potential entrepreneurs with various disabilities.

3.0 PWDs IN MALAYSIA

In Malaysia, the number of disability cases increases each year. In 2018, there were 453,258 registered persons with disabilities (Social Welfare Department, 2019). The increasing rate shows that more people are recognized as disabled and they need to be

assisted in order to live in a more meaningful and productive manner. Section 29 of the Disabled Persons Act 2008, Malaysia targets at least 1 per cent of disabled people employment in public sectors. Until 2018, 3,782 PWDs were reportedly employed by government agencies where the target was to reach 12,811 employment count. In recognizing the various employment challenges faced by PWDs, the Malaysian government has initiated and implemented various policies, strategies and programs to increase the participation of PWDS in the work force.

Among the efforts being carried out involve job-coaching services, sheltered employment program, strategic planning for PWDs 2016-2022, disability equality training, and rehabilitation program as well as incentives for employed PWDS and hiring organizations. Employment is critical for PWDs, since through employment, these individuals can earn a better living condition, well- being and self-esteem. Unfortunately, even though a number of studies have indicated that PWDs are productive, reliable, hardworking loyal and have positive characters (Waxman, 2017; Annuar, Isa, & Manaf, 2017), reality shows that this group of people is not getting equal employment opportunities.

Considering the issue of unequal employment for this segment of the society, we propose that the parties involved in dealing with PWDs to consider entrepreneurship involvement for PWDs. Participation in such activities is crucial as through entrepreneurship, the inclusion of PWDs in the community can be clearly identified and the feeling of belongingness within their community increased (Hashmat, Rehbichler & Fähnders, 2016). Research have shown (Norhasyikin et al. (2017); Che Asniza et al. (2014; Norafandi and Mohamad Diah (2017) that entrepreneurship is a pivotal means to empower PWDs. The participation in entrepreneurship activity has increased their self-power and self-reliance. They are also able to lead a life of dignity in accordance with their values. Additionally, the participation in entrepreneurship for PWDs is not merely a source of income, but at the same time, it helps them to satisfy their psychological and social needs.

Norafandi and Mohamad Diah (2017) argue that psychologically, participation in entrepreneurship strengthens PWDs self-esteem, independence and reduces the feeling that disabilities are manifestations of their deficiency. Entrepreneurship enables them to be socially inclusive and contributes towards the development of the society through charity and donations. This way, PWDs may contribute to the well-being of the community of which they are a part of despite their disabilities. Bascom (2017) posits that the increased number of disabled people in the social networks may give a negative impact on their social life. The existence of social interaction with the PWDs is in fact, an opportunity for social sustainability and life enhancing conditions in the community.

Norhasyikin et al. (2017) report that only 44 per cent of employees are PWDs, as compared to 75 per cent of able-bodied persons; showing a gap of unemployment for PWDs in Malaysia. They suggest entrepreneurship as a viable solution for PWDs to overcome unemployment. A study by Che Asniza et al. (2014) also confirmed that providing PWDs with entrepreneurial values will make them feel empowered in carrying out their daily activities and hence, motivate them to be more independent.

Within the context of Malaysia, the research of people with disabilities participating in entrepreneurship is scarce, and information regarding their participation, as well as their accessibility to the resources which can help them participate in entrepreneurship activity, is not readily available. Looking through an infrastructural view even, Malaysia still needs further improvement in order to accommodate those with disabilities. Based on the reviewed literature, we discovered that more understanding is required of the issues concerning PWDs and there is an urgent need for further research to be conducted on this matter. We also found that there is also a gap within the Malaysian context of research concerning PWDs participation in entrepreneurship, where little, or even none,

has ventured into the sociocultural determinants of disabled persons in entrepreneurship participation (Norafandi & Mohamad Diah, 2017).

3.1 Challenges in the Implementation of SE in the Malaysian Context

The idea of social enterprise is at the base of social enterprise policies in countries such as South Korea, the US, and United Kingdom (Malaysian Social Enterprise Blueprint Report, 2015). In the case of Malaysia, a key policy document related to social enterprise is the Malaysian Social Enterprise Blueprint 2015 - 2018 (MSEB), released in 2015. The MSEB 2015 outlined a three-year plan to develop a social enterprise sector with the hope that it will transform the nation's economy to one that is more equitable and sustainable. MSEB 2015 also describes the strategic thrusts needed to accelerate the development of SE sector in Malaysia. For example, Amanah Ikhtiar Malaysia (AIM), Tabung Ekonomi Kumpulan Usaha Niaga (TEKUN) and fee-for-service private Islamic schools were among the efforts that combined the concept of entrepreneurship and social development, and were established years before the emergence of the term SE in Malaysia (Abdul Kadir & Sarif, 2015).

As discussed earlier, SEs are driven by social motivation than by profit making. In Malaysia, SE is a growing sector that has the potential to contribute to the socio-economy of the nation. The Malaysian government via a newly set-up Malaysian Global Innovation and Creativity Centre (MaGIC) allocated RM20 million to set up a Social Entrepreneur Unit to spearhead the development of social enterprise sector in the country. Since then, there has been an increasing number of supporting intermediaries such as myHarapan, iM4U, Impact Hub, Tandemic, Social Enterprise Alliance and local universities which are actively creating awareness on social enterprise and supporting the community with various SE activities. Nevertheless, only 0.02 per cent of Malaysians are working in social enterprises in comparison to 1.5 per cent of China's working population who are involved in social enterprises (Global Entrepreneurship Monitor, 2013). Therefore, integrated efforts from various agencies are needed to educate the public and the community on the importance and potential of social enterprise sector in promoting national sustainable socio-economic development and serving as a mechanism to help PWDs to overcome employment issues.

Although SE is a relatively new field in Malaysia, with a range of existing local research being conducted on defining social enterprise, and highly-specific case studies of individual enterprises, surveys found that a majority of Malaysian youth are inspired to be social entrepreneurs (Digital News Asia, 2015; Punadi & Rizzal, 2017; Omorede, 2014). These studies suggest that a motivational factor drives people to engage in SE but often overlooked and requires new research to gain more insights as to why some social entrepreneurs strives on despite facing challenges. A review of social innovation initiatives in Malaysia by Subari and Nasir Subari (2017) suggests that the drive towards social enterprise was influenced by the New Economic Policy of the 1970s, which sought to provide solutions to systemic poverty and income inequality.

The first nationwide survey that sought to offer a broad picture of social enterprise in Malaysia was the State of Social Enterprise in Malaysia 2014/2015. The survey had identified several key features of the social enterprise sector. These include findings that: 1) social enterprises are not yet fully developed and struggled to achieve financial stability; 2) the sector is more vibrant and diverse than other sectors as it offers more leadership pathways for women and younger professionals; and 3) the biggest challenges for social entrepreneurs are the lack of legal legitimacy, and public and government recognition. A study conducted by the British Council (Malaysia) found that many social enterprises in Malaysia state that their primary objectives are to create employment opportunities within their communities, support vulnerable groups, or improve the well-being of an existing community (British Council, 2019).

While there are varieties of social enterprises that have delivered significant impact to the community and the environment through the implementation of SE, there are still many challenges and barriers in the quest of increasing the impact of SE in helping to empower PWDs in Malaysia. One of the biggest hurdles that the social enterprise encounters is the lack of a legal definition and recognition of SE as a business entity in Malaysia. This issue has led to many social entrepreneurs operating under a variety of legal forms, which are governed by different acts and regulations. A solid foundation for the creation of social enterprises lies in the provision of an appropriate legal framework, adapted to capture their specificities and needs. Appropriate legal frameworks at national level will bring clarity to the definition of SEs, their mission and activities.

With the lack of institutional and community support available, this sector faces difficulty in attracting and retaining quality talents. Significant support and resources must be given to train and develop knowledge, capability, and skills of quality talent in SEs. This will enable SEs to advance their businesses and increase their impact on helping the PWDs. This will also help to materialize social entrepreneurs' function to alter the "status quo" of the marginalized, disadvantaged and hard-core poor citizens. In this case, PWDs can be viewed as a solution, and not passive beneficiaries. Social entrepreneurs perceive social competence and unleash resources in the communities as key elements that can be exploited. In their effort to do so, they also seek to persuade the entire community and their neighbours to join in a SE project.

Another challenge faced by SEs in Malaysia is the lack of access to funding. Many SEs are still funded mainly through charity, foundation work, and corporate responsibility programs. Therefore, a conducive financing ecosystem is needed for social enterprises to accelerate their growth. A clear set of rules can be useful for many reasons, including reopening opportunities for fiscal relief (which is intended to reward the social utility of social enterprises), governing access to public procurement, and defining the beneficiaries of other forms of public support toward social enterprises, according to their organizational form, target group and activity.

At the same time, provisions may be made for SEs to fulfil other requirements, such as reporting on social impact. Issues surrounding profit distribution and asset locks may be incorporated into the legal framework. In countries where no specific legal framework is in place, SEs may struggle to have their dual social and economic activities recognized and find themselves subject to legal and regulatory frameworks that are inappropriate. Tax incentives for example, are an important element of the regulatory environment for social enterprises. Such incentives take many forms across Europe where they usually reward the social utility mission of the enterprises. In some cases they are aimed towards compensating for the loss of productivity entailed by the choice of hiring less productive individuals who are in a reintegration process inside the enterprise. Given Malaysia's robust Islamic financing system, policy makers could look into adopting a similar framework for funding enterprises driven by social-good.

Despite its challenges, the social entrepreneurship sector has the potential to play a pivotal role in the larger transformation program of Malaysia, as outlined in the federal government's transformation program. The development of social entrepreneurship has potential to drive long-term benefits for society and the environment in solving social problems including unemployment, poverty, and education of PEDs. The impact of the expansion of social entrepreneurship globally, has enabled stakeholders to adopt several approaches in introducing and hence, promoting social entrepreneurship among Malaysians.

4.0 CONCLUSION

Although PWDs are the largest minority group in the world, they can still contribute to the society. Delivering an inclusive education system would be a great start to promote better well-being for them. Therefore, the responsibility to cater to their unique needs

should be viewed as an instrument that can provide a better life for the country's most deserving underprivileged group. In relation, Malaysia is currently attempting many efforts and strategies to create impact in order to realize all of its Sustainable Development Goals (SDGs). By scrutinizing and making impacts on values, mental, emotional, behavioural supports to PWDs to be part of the inclusive environment and diversified work force in the labour market, it is a challenging task ahead for every individual in the society. With this idea in mind, various efforts should be continuously carried out to ensure inclusivity of PWDs in the community at large and in employment opportunity in particular.

In short, our paper argues that SE is a very viable and a strong option for PWDs to pursue. Within the Malaysian context, research on PWDs participating in entrepreneurship is scarce, and information regarding their participation, as well as their accessibility to the resources which can help them to enter entrepreneurship, is not readily available. Since the number of PWDs in Malaysia in now on the rise, there is a critical need for further research to look deeper into the problems faced by PWDs and come up with evidence that could potentially lead to new policy being introduced to support best practices in entrepreneurship and social entrepreneurship for people with intellectual disabilities, particularly with regard to addressing extant barriers. Looking through an infrastructural view even, Malaysia still needs further improvement in order to accommodate those with disabilities.

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