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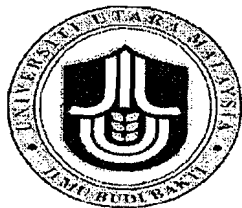
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ATTITUDE, SUBJECTIVE NORMS AND PERCEIVED BEHAVIOR CONTROL IN PREDICTING RETURN TO WORK AMONG SOCSO'S INSURED PERSON

By

ANNIS FADILLA BINTI MOHD SUKERY

Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
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ABSTRAK

Niat untuk kembali bekerja adalah berdasarkan kemahuan pekerja untuk kembali bekerja semula setelah cuti sakit yang berpanjangan disebabkan oleh kecederaan sewaktu bekerja, kemalangan atau penyakit. Objektif kajian ini ialah i) mengkaji hubungan di antara sikap, norma subjektif, persepsi kawalan tingkah laku serta tahap niat untuk kembali bekerja dan ii) mengenalpasti faktor penentu tingkah laku yang paling signifikan (sikap, norma subjektif dan persepsi kawalan tingkah laku) yang mempengaruhi niat untuk kembali bekerja. Kajian keratan rentas ini telah dijalankan dikalangan 160 Orang Berinsurans PERKESO yang telah dikenalpasti oleh 35 pengurus kes untuk penyertaan program *Return To Work* di seluruh Malaysia. Teknik persampelan yang digunakan ialah sampel rawak berstrata secara perkadaran. Satu borang kaji selidik digunakan untuk mengukur sikap, norma subjektif, persepsi kawalan tingkah laku serta niat untuk kembali bekerja. Borang kaji selidik telah diagihkan kepada responden oleh pengurus kes. Analisis deskriptif digunakan untuk mengenalpasti tahap sikap, norma subjektif, persepsi kawalan tingkah laku serta niat untuk kembali bekerja. Analisis regresi digunakan untuk mengenalpasti penentu tingkah laku yang paling signifikan dalam mempengaruhi niat untuk kembali bekerja. Hasil kajian mendapati sikap dan norma subjektif telah mempengaruhi niat untuk kembali bekerja secara signifikan. Sikap juga merupakan faktor yang paling kuat dalam mempengaruhi niat untuk kembali bekerja. Penemuan kajian ini telah menyumbang ke arah penambahan pengetahuan kepada pembuat dasar serta penyelidikan pada masa hadapan dalam menambahbaik pengurusan kes di Malaysia.

ABSTRACT

Intention to return to work is based on the determinations of employees to go back to work after prolongs sickness absence due to work injury, accident or illnesses. The aims of this study are i) to examine the relationship between attitude, subjective norms and perceived behavior control with the intention to return to work and ii) to identify the most significant factor of behavioral determinants (attitude, subjective norms and perceived behavioral control) that influences the intention to return to work. This cross-sectional study was done among 160 SOCSO's Insured Persons who have been attended by 35 case managers for participation in Return To Work Program in all over Malaysia. The sampling technique used in this study was proportionate stratified random sampling. A questionnaire was distributed to the respondent by the case managers. Descriptive analysis was used to determine the level of attitude, subjective norms, perceived behavior control and the intention to return to work. Regression analysis was used to identify which behavioral determinant would significantly influence the intention to return to work. The result showed that attitude and subjective norms have significantly influence the respondents' intention in performing return to work. Attitude has been found as the strongest factor in influencing the intention to return to work. The findings have contributed to add the body of knowledge for the policy makers and future research to improve the case management in Malaysia.

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LIST OF ABBREVIATION

ATT	Attitude
INT	Intention
PBC	Perceived Behavior Control
RTW	Return to Work
SN	Subjective Norm
SOCSO	Social Security Organization
TPB	Theory Planned Behavior

CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF STUDY

The most significant problem among the employees is sickness absence due to work injury, accidents or illnesses. Based on Social Security Organization (2010), there are increasing numbers of accident, occupational injuries and disease from year 2002 to 2010, based on the increasing number of claim for Temporary Disablement Benefit, Permanent Disablement Benefit, Invalidity Pension and Invalidity Grant as shown in Figure 1.1.
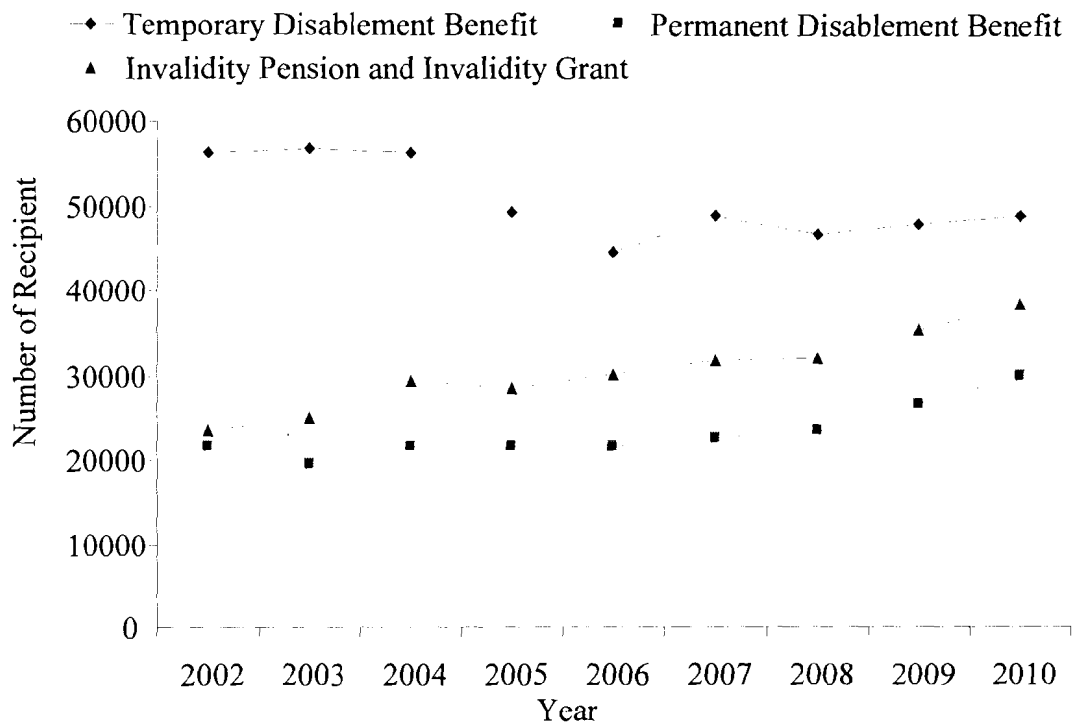
Figure 1.1

The Number of SOCSO's Insured Person Receiving Compensation from 2002 to 2010

This phenomenon has proved that there was more employees to be on prolong sick leaves and disable if no prevention measures took in action. Therefore, disability management has primarily concerned with return to work post-injury or illness. Prolong duration of sickness absence may affect the work efficiency and diminish the work skills. Increasing length of sick leaves may change the strength and the nature in predicting the characteristic for return to work (Giezen, Bouter & Nijhuis, 2000). The implementation of return to work measures might being affected because the injured workers may fail to return to work as expected. MacEachen *et al.* (2010) revealed the systemic and process-related problems of this issue through a qualitative study. The study shows that there were some problems in the workplace (i.e. not fit the requirement of early RTW policy and financial orientation of workplace), health care (i.e. lack of fit between time, resources and decision-making latitude available), and vocational retraining (i.e. to obtain employment in market) which appear to affect the workers in the form of a 'toxic dose' after recovered from injury. The study reaffirm about the worker's problem in experiencing return to work and bond them under framework of the 'toxic dose'.

In Malaysia, Return To Work Program has been launch by SOCSO in 2007 to assist the employee and the employer in holistic and comprehensive concept of disability management to prevent re-occurrence of turnover, fostering an early and safe return to employment, allowing the employees to maintain their benefits and income level, as well as their contact with co-workers. Return To Work Program is managed by the case managers, who have the responsibility to create individual rehabilitation plan to each SOCSO's Insured Person who is motivated to participate in the program and assisting them towards a goal of successful treatment, rehabilitation

and employment. Based on the statistic by Return To Work Department, SOCSO (2012) from 2007 till 2011 as shown in Figure 1.2, the number of Insured Person who are successfully being helped to return to work via this program is increasing. Noted that there were 5 case managers from year 2007 to 2009 and the number of case managers is increase to 35 in 2010.

This shows that through the effective treatment, rehabilitation and specific case management, the SOCSO's Insured Person is able to return to work successfully although has being suffered from injury and illness before.
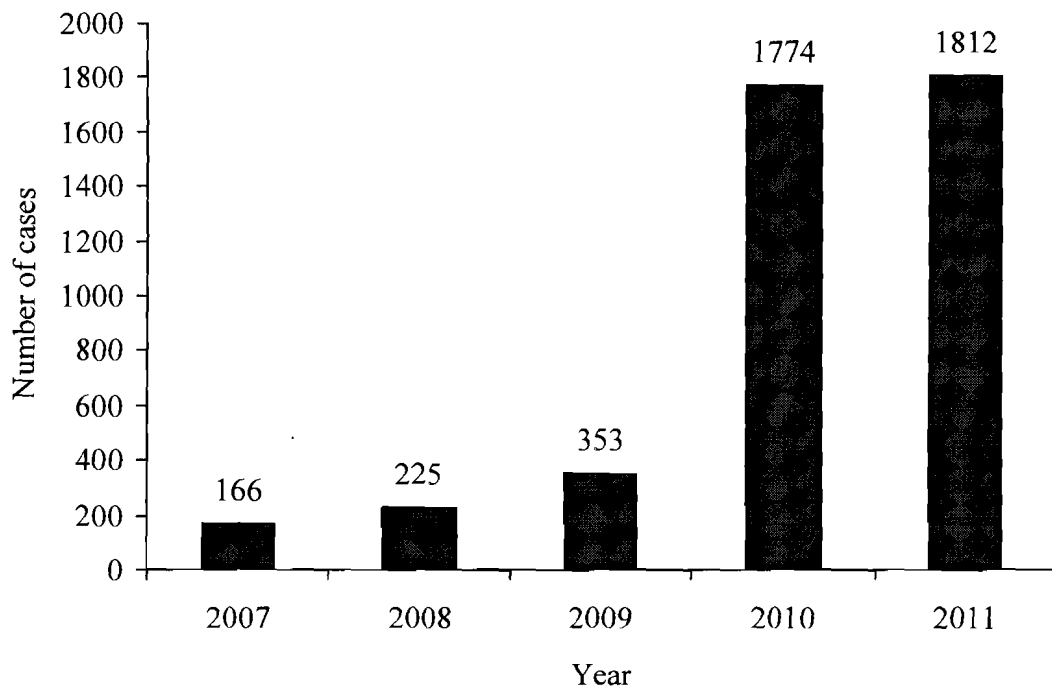
Figure 1.2

Number of successful return to work cases after undergo Return To Work Program

Therefore, it is important for the case managers to predict the RTW participants' intention to return to work to understand which factors will promote or inhibit their aim and target to return to work after being absent from work for some

participants are unmotivated to return to work although continuous motivation and support has been given to encourage them to go back to work after long term of work absence.

1.2 PROBLEM STATEMENT

Predicting injured or ill employees to return to work after prolong sickness absence can be determined by measuring their intention towards the behavior. Without intention, it is difficult to expect the possibility of the behavior to being performed Theory Planned Behavior (TPB) is use widely to identify the individual's intention to perform a given behavior. Some research used TPB to predict internet tax filing intentions (Ramayah, Yusof, Jamaluddin, & Ibrahim, 2009), occupational intentions (Arnold, Loan-Clarke, Coombs, Wilkinson, Park, & Preston, 2006), predicting job seeking for temporary employment (Van Hooft & De Jong, 2009) and to predict gambling behavior (Martin, Nelson, LaPlante, Usdan, Umstadd & Perko, 2010), business decision (Southey, 2011). Therefore, the TPB model also can be used to predict the intention of the injured workers to return to work. Intention to return to work is very important to ensure that the injured person has the continous motivation to perform their job at the workplace. There are several factors that may influence their intention to return to work, such as their own attitude towards performing the behavior, their perception about how people reflect about their behavior and the individual perception about their capability to accomplish a behavior; which are the gist of the TPB model (attitude, subjective norms and perceived behavioral control).

Most of the cases who apply for SOCSO's scheme suffered from serious injury and diseases such as fracture, amputation, cancer and other types of illnesses. Because of the injury and disease, they has to take prolong medical leave to seek for medical treatment. However, after prolong sickness leave, the possibility of them to return back to work is unpredictable. This can caused by many factors, such as motivational level, the social pressure, perception of the employee towards their injury and illnesses, the hope from the family members and so on. Based on the study done by Du Bois, Szpalski and Donceel (2009) in Belgium, 47% of the 346 respondent suffered from low back pain had not resumed work 3 months after the start of the sick leave period, which were classified as a bad outcomes. According to Organisation for Economic Co-operation and Development in 2009, the probability of returning to work after getting the disability benefit is below 2% across the member countries anually. This facts also supported by the findings by Florida Partnership for Safety and Health (2012) in their safety manual which stated that an injured employee's chances of returning to work will decrease significantly with each month the employee is out of work due to an injury.

In order to promote return to work program among the injured workers, a research need to be conducted to identify their intention in returning to work, based on the application of theory planned behavior. Since there is lack of study has been done in Malaysia to discover this issue, this research is important and value for the addition to the body of knowledge.

1.3 RESEARCH QUESTIONS

i. Does attitude, subjective norms and perceived behavior control has a relationship with the intention to return to work?

ii. Which is the most significant factor of behavior determinants of TPB (attitude, subjective norms and perceived behavioral control) that influence the intention to return to work?

1.4 RESEARCH OBJECTIVES

i. To examine the relationship between attitude, subjective norms and perceived behavior control with the intention to return to work.

ii. To identify the most significant factor of behavioral determinants on TPB (attitude, subjective norms and perceived behavioral control) that influences the intention to return to work.

1.5 SIGNIFICANCE OF THE STUDY

Physical injuries and disease may be the causal factors that barricade the chances and possibility of the employee in returning to work as fast as possible. These factors may lead to prolonged use of sick leaves which can contribute to the reduction of work productivity and functional capacity. By knowing the injured workers' determinant in returning to work, all parties involved with the employees such as physicians,

physical and occupational therapist, social workers, employers, union and non-government organization (NGO) will able to cooperate together in helping the injured workers to return to work by applying the bio-psychosocial intervention, continuous motivation and support to prevent the economic and social pressure, avoid the increase of overtime cost, promote job retention, reduce the impact of increase cost of living and the loss of the workforce. Therefore, it is important to conduct a study to find out the behavioral determinants of the sick employees in returning to work so that the community was able to discover new intervention in supporting the employee to get back to work.

In addition, the study intends to contribute to the literature concerning the intention of the employee to return to work by: (a) providing the key determinants that create intention among injured employee to take up the RTW program and (b) explaining the relationship between behavioral determinant with the intention to return to work. Besides, the study can results in facilitating the policy making decision and should help the promotional activities to encourage the more injured and ill employee to take RTW programs. The employees should emphasis and focus on how to rehabilitate themselves to return to work after getting an injury or disease instead of aiming the compensation for their disabilities. Continous motivation and support are important to ensure the employee with disabilities is still able to contribute to the country and gain a good quality of life. This also will shape the injured or ill employee's attitude towards the employement and will change the norm of accepting the injured or ill workers to return to work. Therefore, by predicting the behavior intention of employee in getting back to work, all parties will understand the

causes and predictor of return to work which is crucial for the development of effective disability strategies.

1.6 SCOPE OF THE STUDY

This research was conducted among the SOCSO's Insured Persons in all over Malaysia who being attended by Case Managers for Return To Work Program. All case managers from 14 SOCSO's office in all over Malaysia will help the researcher in conducting the research instrument to the respondent. The theoretical scope of this study will focus on the application of behavioral determinant of Theory Planned Behavior in predicting intention to return to work after prolong sickness absence.

1.7 DEFINITION OF KEY TERMS

The key terms used in this research context are defined in Table 1.1.

Table 1.1.

Definition of key terms

Construct	Definition
Intention to return to work	Determinations of SOCSO's Insured Person to go back to work after prolong sickness absence due to work injury, accident or illnesses (De Rijk *et al.*, 2009)
Attitude	The individual's positive or negative feelings about going back to work after prolong sick absence (Ajzen, 1991).
Subjective norms	Individual's perception of whether people important to the individual think that return to work after prolong sick absence should be performed (Ajzen, 1991).

Continue

Perceived behavior control	Individual's perceptions of their ability to return to work after getting injury or illnesses (Ajzen, 1991).
Return To Work Program	Facilitate the SOCSO's Insured Person for the safe and earliest possible return to work from absence due to injury, illnesses or medical condition (SOCSO, 2012)

1.8 ORGANIZATION OF THE REMAINING CHAPTERS

This thesis consisted of five chapters including this Chapter 1. Chapter 2 contains the literature review discussing the key research in how attention, subjective norms and perceived behavior control are correlated with intention to return to work. Chapter 2 includes conceptual framework, underlying theories and the hypotheses intended to test in this study. Chapter 3 describes the methodology that is used to conduct the research, which comprises of design of study, population and sample, data collection procedures, questionnaire design, measurements and the statistical method used to examine the data. Chapter 4 discusses the data analysis and findings from this quantitative research. Finally, Chapter 5 discusses the results from the research that comprised with objectives of the study, contribution of the study, limitation of the research, recommendations for future studies and conclusion of the study.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

Predicting the employee's return to work after long-term sickness is difficult and complex due to the changes of human behavior. There is lots of factor that influence the motivation of the employees to get back to work as fast as possible. Personal attitude, environment factor and social support may drive the employees to take the final decision to return to work. However, it is still a challenge to expect who returns to work after prolong work absence. Behavioral model has been used widely in previous research to predict the human behavior specifically it also can be used to understand the behavioral change and investigate the determinants of return to work-related behavior among the employees who are sick-listed. In this chapter, behavioral determinants of theory planned behavior and intention of injured workers to return to work would be explained in detail.

2.2 INTENTION TO RETURN TO WORK

Walker, Courneya and Deng (2006) studied that behavioral intention has been use widely in predicting the actual action, mostly in behavioral and social domains including social and cognitive psychology, advertising, marketing, healthcare and communication. Committee on Communication for Behavior Change (2002) has defined behavioral intention as a persons's perceived likelihood or the probability an

individual will engage with behavior. Motivational factors that effect a behavior are assumed to be the intention of the individu, which indicate to what extend the person is willing to try and to what extend they are prepare to apply in order to perform the behavior. The basic understanding of intention is the stronger the intention to engage with the behavior, the more probability of the behavior to be performed. However, it is important to note that the behavioral intention can be expressed in the behavior itself if the person's behavioral is under volitional control and they has the ability to decide to perform or not to perform the behavior (Ajzen, 1991).

According to Brouwer et al. (2009), behavioral intention act as a mediating factor in the relationship between the attitude, subjective norm and perceived behavior control with the behavior itself. De Rijk et al. (2009) found that intention to return to work can be conceptualized as return to work motivation which can impacted by some issues, such as attitudes towards return to work, work commitment, expressed interest, the illness, the meaning of disabilities and an individual abilities to return to work i.e. changeability and self-efficacy. Therefore, higher intention will lead the individual to be prepared in performing a behavior. It supports the study by Li-Tsang et al. (2007) who found that people have a better attentiveness and have higher intention to continue employment prepared them to be more organized in job seeking. Franche, Corbiere, Lee, Breslin and Hepburn (2007) have also proposed to apply The Readiness for Change model to return to work in their study. This evidenced-based model is able to identify the individual and social factors in affecting the behavior of return to work after suffered an injury and illnesses. This model proposed that people can change from the intention not to engage in the certain behavior, shift to engage with that behavior in maintainable way in future.

2.3   ATTITUDE

Ajzen (1999) has defined the attitude towards behavior as to what extent which a person has a judgment and positive or negative assessment towards the behavior. The intention to perform the behavior is depends on the perceived attitude. People tend to have belief in their memories when new issues which need an evaluative response arise and attitude is automatically formed because each of those beliefs carries evaluative implications (Fayolle, 2007). This means that the attitude towards the behavior can be reflected by the evaluation of the behavior together with its outcome (Ajzen & Fishbein, 1980). In addition, individual's attitude has been known as an important component in facilitating human perception and affect the behavior based on the cognitive psychology. Besides, one's concious judgement to accomplish a behavior is the best predictor of human behavior (Delafrooz, Paim & Khatibi, 2011). This is related with a study done by Chen and Tang (2006) which identify that one of a good prediter of propensity in resource abusement, not whistle blowing, theft, corruption and deception was the attitude.

Change in views and thoughts, feelings and attitudes involved in the experiential process of change, as well as the interaction with others about the desire or intention to change also is very important. According to Franche and Krause (2002), before an individual took part in behavior changes, his attitude, thoughts and feelings must be in the direction towards return to work. Positive or negative attitude towards return to work may results in different way in performing the behavior. It is because it has been shown that the employees' attitude, motivation and feelings of shame has become as barriers to return to work by the employers or stakeholders (Li-

Tsang, Chan, Lam, Lo-Hui & Chan, 2007). In work disability, attitude has been defined in three groups, which are (i) prediction of the individual about the continues disability, which lengthen the period of work disability (ii) perception about incapability to change the job, which also lengthen the period of work disability, and (iii) comprehending of health status, which reduce the period of work disability (Brouwer, Krol, Reneman, Bultmann & Franche, 2009).

2.4   SUBJECTIVE NORMS

Subjective norms have been defined as individual's perceived social pressure towards the behavior either to be performed or not to be performed (Ajzen, 1991). It also can be clarified as the individual's perception towards other people's views and thoughts on the suggested behavior. Those perception can contribute to pressure to the person and has an influential role in performing certain behavior. In addition, this perception of social pressure will reflects the belief about normative expectation of other people (Ajzen & Fishbein, 1980). For example, in United States, they saw several failures as a challenges and willing to take new attempt however in France, a failure of a company is usually perceived negatively (Fayolle, 2007).

Ajzen and Fishbein (1972) stated that normative belief is presenting the subjective norms even though it is not equal to the broader construct of the social norms. In the same study, subjective norm also can be measured as normative belief which not necessary to include motivation to comply since the finding of the measures is unsatisfactory (Ajzen & Fishbein, 1972). This is supported by study done by Ajzen and Driver (1992) which include the motivation to comply will even lessen

the colleration between the subjective norm and behavioral intention. In their research, Ajzen and Fishbein (1972) clarified that:

"while a social norm is usually meant to refer to a rather broad range of permissible, but not necessarily required behaviors, normative belief refers to a specific behavioral act the performance of which is expected or desired under the given circumstances".

Jing, Tang, Serido and Shim (2011) represent subjective norms using two factors, which are parental norm and friends' norm. According to Moore *et al.* (2002), the most constant socialization agent in various group of age is the parental influence which have influenced in long term of period. However, it is reported in study by Armitage and Conner (2001) that subjective norms is the weakest factor in the TPB. It is also related to research by Wilson (2008) who find subjective norms was weakly predict the intention to do unethical behavior among business students. Based on study done by Brouwer *et al.* (2009), they found most of respondent claimed that if there is any pressure to return to work was perceived, it was mostly from their supervisors and not from the family members, friends, caregivers and community.

2.5 PERCEIVED BEHAVIOR CONTROL

Ajzen (1991) has introduced perceived behavior control as perceived ease or hardship in performing a behavior. The theory of planned behavior has been introduced by this concept to fulfill the non-volitional elements inherent in all behaviors (Ajzen, 2002). An increasing of perceived behavioral control also will increase the perception of opportunity (Fayolle, 2007). Based on study by Wilson (2008), perceived behavior

2.6 RELATIONSHIP BETWEEN ATTITUDE AND INTENTION TO RETURN TO WORK

Based on the study done by Armitage & Conner (2001), attitude towards the behavior will reflect the degree of positive or negative evaluation of the individual in order to performing the behavior. Attitude will influence the behavior by influencing the intention to act in particular way and also is determined by the result of experience. For example, employee who suffered an injury or illness may feel that they do not want to resume work as soon as possible since their salary still being paid even though they still in hospitalization period. However, if they are run out of money, they may think that return to work as soon as possible is important since they have to support the family. Therefore, the behavioral intention can changed based on the individual's attitude in certain conditions. Thus, the following hypothesis is formulated.

H1: There is a relationship between attitude with intentions of employees to return to work.

2.7 RELATIONSHIP BETWEEN SUBJECTIVE NORMS AND INTENTION TO RETURN TO WORK

Subjective norms of an individual is depends on their perception about the thoughts of important people to them in performing one behavior. The judgment by the important people can influence and guide an individual's motivation to comply with the wishes of the important people. People tend to act and perform the recommended behavior as

expected by their friends, family and the society. For example, an injured employee may not return to work as soon as possible since the family is there to support him financially. In other aspects, an employee who have being pressured by the employer about the security of his job in the workplace may have the motivation to return to work immediately after prolong sickness absence. Therefore, subjective norms can be one of important factors in influencing the behavior intention among the people. So, the following hypothesis is proposed:

H2: There is a relationship between subjective norms with the intention to return to work.

2.8 RELATIONSHIP BETWEEN PERCEIVED BEHAVIOR CONTROL AND INTENTION TO RETURN TO WORK

Perceived behavioral control and intention has a well correlation with the behavioral performance (Ajzen, 1991). This is because perceived behavioral control is concerned with the decision of how well an individual able to perform the required action in dealing with the specific situations. Behavior of the people also is strongly influenced by their self-confidence in their capability to perform them. With this confidence and beliefs, it can may either facilitate or inhibit the performance of the behavior. For example, if the employee feels that he is still weak to resume his work, he might continue his medical leaves and stay away from work. However, if the employee is confident to return to work even though he still suffered with pain, he may be able to perform his job with high spirit and courage. Therefore, the next hypothesis is proposed:

H3:   There is a relationship between perceived behavior control with the intention to

      return to work.

2.9   UNDERLYING THEORY

This research will apply Theory Planned Behavior to predict the intention of return to work after prolong sickness absence. Theory of Planned Behavior (TPB) has been proposed by Ajzen (1991) as an extension of the Theory of Reason Action with additional construct of behavior control. Theory of Planned Behavior suggested that concept of intention is the main element in performing a behavior (Hayden, 2009). Intention can be defined as the degree to which individual is prepared to involve in specific behavior, or the probability that the individual will participate in certain behavior (Ajzen & Fishbein, 1980). Intention is also take up as the motivation factor that can influence a behavior and how much their determination in performing the behavior. Level of performance depends on the level of intention to involve in the behavior; stronger intention leads to more likely the performance to happen (Ajzen, 1991). Intention in the TPB is influenced by the following factors; attitude, subjective norms and behavioral control.

A study has been done by Brouwer, Krol, Reneman, Bultmann and Franche (2009) to evaluate the link between three behavioral determinants in TPB model with the time of employees on long-term sick leave to return to work (RTW). This longitudinal cohort study has total number of 927 respondents from occupational health service in three large regions in Netherlands who on sickness absence for maximum duration of 12 weeks during 10 months follow-up. 3 types of questionnaire

have been used to identify the TPB-behavioral determinant and must be filled up by the respondent at study entry; work involvement scale to measure the work attitude, self-constructed standardized scale for subjective norms which measuring social support and social pressure, and general self-efficacy scale to assess their own beliefs towards their capacities. Median time for the group to RTW was calculated and the prognostic factor for time to RTW was analyzed by using univariate and multivariate analysis. The study shows that median time to RTW was 160 days and high work attitude, social support and self-efficacy were significantly associated with shorter time to RTW. By those findings, TPB model can be one of the approaches in understanding the duration of sickness absence and time to RTW. In a related study, Krause, Frank, Dasinger, Sullivan and Sinclair (2001) also examined the factors that affect time loss from work, RTW, subsequent unemployment and changes in occupation after met an injury or illness. The three behavioral determinant of TPB has been discussed individually with the result of shorten disability endurance among the employees who has higher levels of attitudes, beliefs and perceived social support of supervisor and colleagues.

Additional behavior determinant in TPB, self-efficacy has been study in details by Labriola *et al.* (2007) as the predictors for RTW after long sickness absence. The objectives of the this prospective cohort study are: a) to compare the level of self-efficacy between the general working population and the employees with long-term sick leave; and b) to identify whether the measurement of general self-efficacy before occurrence of sickness leave can predict the following onset of sickness leave and RTW. Based on the cox regression analysis, there result of general self-efficacy among the employee with sickness absence was significantly lower than compared to general working population. However, based on the study also there was

no statistically proved that self-efficacy was associated with later onset of sickness absence or with return to work.

2.10   RESEARCH FRAMEWORK

Figure 2.1 indicates that attitudes, subjective norms, and perceived behavioral control are direct determinants of the behavioral intention. Therefore, The Theory Planned Behavior Model is applied to determine the factors that may influence the employees' intention to return to work. The stronger the intention, the more likely the individual will perform the behavior. This study will analyze the association between the three behavioral determinants of the TPB model – work attitude, subjective norm and perceived behavior control with the intention of employees who on long-term sickness absence to return to work.

*Independent Variables (IV)   *Dependent Variable (IV)

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┌─────────────────┐
│ Attitude towards │ ╲
│  the behavior    │  ╲
└─────────────────┘    ╲
                        ╲
┌─────────────────┐      ┌──────────────────┐
│   Subjective    │ ───> │ Intention to RTW │
│     Norms       │      └──────────────────┘
└─────────────────┘      ╱
                        ╱
┌─────────────────┐    ╱
│   Perceived     │  ╱
│ Behavior Control │ ╱
└─────────────────┘
```
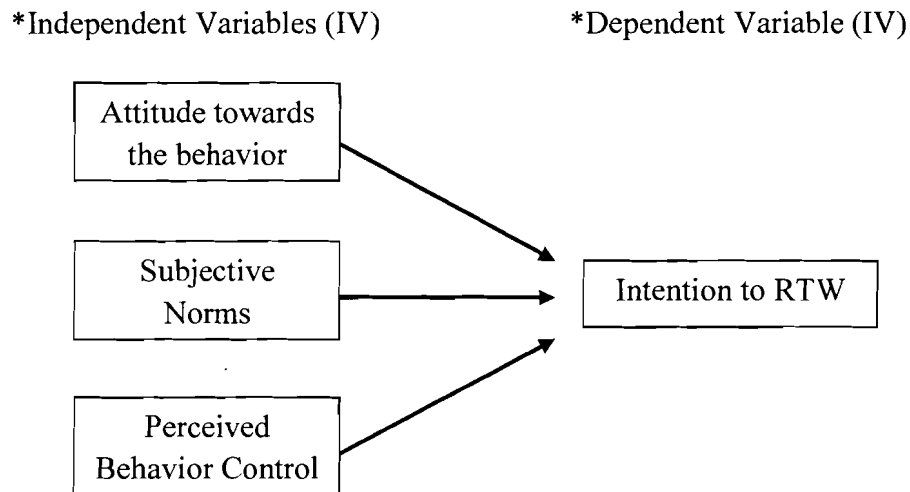
Figure 2.1

Research framework supported by Theory Planned Behavior

2.11 CONCLUSION

TPB has an important role in predicting return to work among the injured and ill workers and with the knowledge, all parties involves in the disability management; physicians, psychologist, case managers, rehabilitation service providers and employers will able to understand the their conditions very well and able to assist them in the right way for early return to work. By maximize the medical treatment and rehabilitation, job and workplace modification, continuous support and motivation, the injured or ill workers will able to return to work as early as possible with high encouragement and confidently which resulting in minimizing the time, human and financial cost to the employee, their family, the employer and the society.

CHAPTER 3

METHODOLOGY

3.1 INTRODUCTION

This chapter will explain the methodology that used in conducting the research. In addition, this chapter consists of several sections which explain about the design of the study, population and sample, data collection, measurements, questionnaire development, pilot study and data analysis. This study used a survey approach to predict the individual's intention to return to work after prolong sick leave.

3.2 DESIGN OF THE STUDY

This is a quantitative study which analyzes the relationship of attitude, subjective norms and perceived behavioral control towards the intention of SOCSO's Insured Person to return to work after prolong sickness absence. The research model is adapted from several studies conducted in the past (Ajzen, 1991; Arnold, Loan-Clarke, Coombs, Wilkinson, Park & Preston, 2006; Martin *et al.* 2010; Van Hooft & Jong, 2009; Brouwer, Krol, Reneman, Bultmann & Franche, 2009). The variables in TPB model is used to determine how those factors can influence the intention of return to work among SOCSO's Insured Person. In the study, the research process such as explaining the problem, conducting a literature review, constructing the research design, searching for sample, accomplishing data collection, performing data analysis and conclude the research findings and preparing the research report.

Therefore, every stage of the research is important to ensure the study is reliable and completed.

Leedy and Ormrod (2005) have proposed quantitative research to gather the information about the relationship between all measured variables with the intention of explaining, predicting and controling the phenomena. Therefore, design of quantitative research suits the aim of this study. The variables of the questionnaire also are based on the research model. The primary data is collected by answering the questionnaire to attain the objective of the research and cross-sectional survey is used to gather all the information. The study is conducted to the target group which responding to the questionnaire from their own point of view and thoughts.

3.3   POPULATION AND SAMPLE

This study is based on the sample of SOCSO's Insured Person who is motivated in participating Return To Work program which claimed for either Employment Injury Scheme or Invalidity Pension Scheme and suffered with injuries or disease that have undergo minimum of 4 weeks of sickness absence. There are 35 SOCSO's case managers in all states who are required to intervene 10 cases per month. The distribution of case managers in the SOCSO's branch in Malaysia for now is shown in Table 3.1. Therefore, the chosen sampling design for this study is proportionate stratified random sampling.

Table 3.1

Number of case managers in the SOCSO's branch

SOCSO's Branch	Number of case managers
Headquarters (HQ)	5
Kuala Lumpur	3
Selangor	6
Melaka	1
Negeri Sembilan	1
Perak	4
Johor	4
Pahang	1
Kedah	2
Pulau Pinang	2
Kelantan	1
Terengganu	1
Sabah	2
Sarawak	2

350 cases are estimated to be taken and are considered as the total population for this study. According to Krejcie and Morgan (1970), the suitable sample size for population of 350 cases is 186 cases. One case is equal to one sample. To equally distribute the number of respondent for all case managers, the calculation is made as follows:

$$\frac{186 \text{ sample}}{35 \text{ case managers}} = 5.31 \text{ sample per case manager}$$

To equally distribute the sample size among case managers, the researcher has decided to set 6 samples for each case manager. This means that the total number of sample size for this study is equivalent to 210 samples.

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3.4 DATA COLLECTION

The research was involved with SOCSO's Insured Person who is motivated to participate in Return To Work Program at all SOCSO's branch in Malaysia. Six booklet of questionnaire are sent to all case managers by mail. All case managers are being taught by the researcher in how to guide the respondent in filling all questionnaires. A set of questionnaire was distributed to the RTW Program participant during the first appointment with the case manager. The questionnaire was filled after the RTW participant has undergone the initial assessment with their case manager. Initial assessment which consists of interview and formulation of rehabilitation plan is the first procedure for the case manager in order to take over and handle the case in Return To Work program in SOCSO. The RTW participant was being explained about the purpose of the research, the procedure to fill in the questionnaire and consent to be the respondents. The questionnaire was consists of profile data (gender, age, monthly income, marital status, education level, job status, location of injury and the number of dependent). The items are chosen to identify the demographic factor that may influence the behavior determinant in returning to work after prolong illness.

The respondents were being introduced about the questionnaires in the booklet and being asked to read and mark the questionnaire according to their respective options. There is no timeframe to fill all questionnaires and the respondent can take the time needed to complete the questionnaire form. After all the questionnaire was completely filled up, the case manager collected the questionnaire on the spot. The case manager has to check and make sure that all the questions have been answered. After getting six respondents in the set of timeframe, each case manager has to send the completed questionnaire to the researcher by post, email or fax. All completed questionnaire must be submitted to the researcher before mid of March 2012.

3.5   QUESTIONNAIRE DESIGN

The questionnaire consists of fifteen items which measures; (1) intention, (2) attitude, (3) subjective norms and (4) perceived behavior control. All variables are measured by a scale which is adapted from existing scales in the study by Jalalian *et al.* (2010). Tables 3.2 summarized all items used in the questionnaire. The questionaire is written in English and has been translated to Bahasa Malaysia by certified translator. Both language is being put together in the same questionnaire for easier reference. The questionnaire is consists of two section which are section A and section B. Section A describe about the profile   data   while   section   B   consists   of   four   parts   of   variables.

Table 3.2

Items in the questionnaire of the study

Variable name	Statement	Source
Intention	1. I expect to return to work after medical leave ends.	Jalalian, Latiff, Hassan,
	2. I want to return to work after medical leave ends.	Hanachi & Othman (2010)
	3. I intend to return to work after medical leave ends.	$\alpha = 0.94$
Attitude	1. Overall, I think return to work as soon as possible is pleasant.	Jalalian, Latiff, Hassan,
	2. Overall, I think return to work as soon as possible is the wrong thing to do [®].	Hanachi & Othman (2010)
	3. Overall, I think return to work as soon as possible is a good idea.	$\alpha = 0.65$
	4. Overall, I think return to work as soon as possible is unnecessary [®].	
Subjective norms	1. People who are important to me think that I should not return to work [®].	Jalalian, Latiff, Hassan,
	2. I feel under social pressure to return to work [®].	Hanachi & Othman (2010)
	3. I am expected to return to work.	$\alpha = 0.62$
	4. People who are important to me want me to return to work.	
Perceived behavior control	1. I am confident I could return to work if I am asked to do so.	Jalalian, Latiff, Hassan,
	2. I think I am too weak to return to work [®].	Hanachi & Othman (2010)
	3. For me, it is easy to return to work.	$\alpha = 0.87$
	4. I think do not fit enough to return to work [®].	

[®]: Reverse statement

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In Section A, profile data such as gender, age, montly income, marital status, educational level, claim status in SOCSO, job status, location of injury and number of dependents is being asked. In Section B, there are four parts of variables to assess the behavioral determinant based on TPB and the intention to return to work. Part I desribe about the intention of SOCSO's Insured Person to return to work after medical leave ends, such as "I expect to return to work after medical leave ends". Part II describes the attitude of the respondent towards return to work when medical leave ends, such as "Overall, I think return to work as soon as possible is pleasant". Next, Part III provides the statement of subjective norms and the example of the statement is "People who are important to me think that I should not return to work". Finally, Part IV asked about the perceived behavioral control of the respondent towards return to work after prolonged sickness leave. The respondent may indicate their response for the statement such as "I am confident I could return to work if I am asked to do so".

3.6   MEASUREMENTS

This study used a seven-point Likert scale for measuring all variables; (1) strongly disagree, (2) disagree, (3) somewhat disagree, (4) undecided, (5) somewhat agree, (6) agree, and (7) strongly agree. As recommended by Ajzen (1991), seven-point rating scales were used to measure the components of the TPB. A respondent is required to tick the preferred answer based on their thoughts towards early return to work. A respondent who indicates the lower score for certain variables such as intention, attitude, subjective norms or perceived behavioral control will show low interest for that part towards return

to work while higher score will indicate high tendency for the respondent to return to work based on the tested variables. For example, lower score of intention will indicate that the respondent has low intention towards return to work after long sick leave.

Intention in this scope of study is the determination of ill or injured workers to return to work after prolong work absence due to medical leaves. It was measured by three items was adapted from the study by Jalalian *et al.* (2010) with the alpha coefficient of 0.94. attitude was measured by four item adapted from the study by Jalalian *et al.* (2010) with the alpha coefficient of 0.65. Another behavioral determinant used in this study was subjective norms consists of four items are also adapted by the same study by Jalalian *et al.* (2010) with alpha coefficient of 0.62. In addition, the behavioral determinant of perceived behavioral control with alpha coefficient of 0.87 are consists of four items which adapted from the study by Jalalian *et al.* (2010). The details of the adapted questionnaire and the source are summarized in Table 3.2.

3.7   PILOT STUDY

Pilot study is important to be conducted to ensure the research instrument used is valid and reliable. Based on study done by Van Teijlingen, Rennie, Hundley and Graham (2001), the researcher is required to conduct a pilot study for; (1) developing and testing adequacy of research instrument, (2) recognizing the problems which may present in the stage of data collection, (3) approximating the variability to define the sample size, (4) determining either the technique and the sampling frame are effective and (5) gathering the preliminary data.

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The questionnaire was distributed to a sample of respondent who closely similar to the target population of this study. Systemic random sampling was used to select the respondent from the case managers. The researcher will distribute about thirty questionnaires as the sample size for the pilot study. The SOCSO's Insured Person was asked to fill the questionnaire and they are also being requested to leave comments about the questionnaire. The sample of the pilot study was validated and trial analysis was performed. The purpose of pilot study is to determine the reliability, validity of the research instrument and calculate the time needed to finish the questionnaire. Internal consistency of the scale was determined using Cronbach's alpha reliability coefficient. In addition, based on the result of the pilot study, the researcher was able to improve the statement of questionnaire to form the final questionnaire for this research. The result of the reliability test and the value of Cronbach's alpha is stated in the Table 3.3.

Table 3.3

Cronbach's alpha values for variables during pilot study

Variables	Number of items	Cronbach's alpha values
Intention	3	0.97
Attitude	4	0.72
Subjective norms	4	0.85
Perceived behavioral control	4	0.81

3.8   DATA ANALYSIS

SPSS for Windows 16.0 program is used to analyze the data obtained by the questionnaire survey. For data analysis, Cronbach's alpha coefficient is used to test the inter-item consistency and reliability. Data are collected by using the questionnaire. To measure the prevalence of RTW participant, descriptive analysis was conducted. To analyze the level of intention, attitude, subjective norms and perceived behavioral control towards RTW participant to return to work, descriptive data also may be used. To identify the relationship between all behavioral determinants (attitude, subjective norms and perceived behavioral control) and to find the effects of work attitudes, subjective norms and perceived behavior control towards the intention of SOCSO's Insured Person in returning to work, regression analysis was used.

3.9   CONCLUSION

In this chapter, the methodology of the research is explained in detail about the design of the study, the population and sample for this research, the procedure of data collection, the questionnaire design, the measurement for the instrument used and the method of data analysis in this study. The result of pilot study has shown that the questionnaire used was reliable and valid to assess the attitude, subjective norms, perceived behavior control and the intention to return to work among the SOCSO's Insured Person. Descriptive analysis and statistical analysis were used to analyze this study to identify the significant factor of TPB towards the intention to return to work.

CHAPTER 4

FINDINGS

4.1 INTRODUCTION

This chapter discusses the result which is generated and analyzed from this study. There are four sections in this chapter. The first section focuses on the descriptive statistic of the respondents' profile. The second section describes the analysis of the level of intention among the employees in returning to work after prolong sickness absence. The third section presents the correlation analysis between the behavioral determinant in TPB towards the intention in return to work, and the forth section will show how behavioral determinant in TPB influence the intention to return to work through regression analysis.

4.2 FINDINGS

4.2.1 Descriptive analysis

Total of 210 questionnaires were distributed to 35 case managers to be given to all respondent. Out of 210 questionnaires, 160 questionnaires were returned, which gives a response rate of 76%. Descriptive analysis was used to analyze the respondents' profile. Respondents' profile is consists of gender, age, monthly income, marital status, education level, claim status, job status, location of injury and number of

dependent. Table 4.1 summarized the data for respondents' profile. The respondent is consists of 121 male (75.6%) and 39 female (24.4%). Most of respondent aged between 31-40 years old (35%) followed by respondent aged 20-30 years old (33.1%). Before met accident or getting illness, majority of the respondent received income between between RM 501 – RM 1000 RM 1000 (29.4%) followed by respondent who received income between RM 1001 – RM 1500 (20.6%). Most of the respondent are married (60.6%) and have SPM education level (50.0%). The respondent who interested to return to work after prolong sickness absence is getting Temporary Disablement Benefit from SOCSO (54.4%) and still on MC (42.5%). Most of the respondent has lower limb injury (35.0%) and has 0 – 2 dependents (58.8%).

Table 4.1

Respondents' Profile

Items	Frequency (N=160)	Percentage (%)
Gender		
Male	121	75.6
Female	39	24.4
Age		
Below 20 years old	1	0.6
20 – 30 years old	53	33.1
31 – 40 years old	56	35.0
41 – 50 years old	42	26.2
51 years old and above	8	5.0
Monthly income		
RM 0 – RM 500	31	19.4
RM 501 – RM 1000	47	29.4
RM 1001 – RM 1500	33	20.6
RM 1501 – RM 2000	24	15.0
RM 2001 – RM 2500	11	6.9
RM 2501 – RM 3000	7	4.4
RM 3000 and above	7	4.4
Marital status		
Single	59	36.9
Married	97	60.6

Continue

Widow or widower	4	2.5
Education level		
PhD	0	0.0
Master Degree	1	0.6
Bachelor Degree	3	1.9
Diploma	11	6.9
STPM	5	3.1
SPM	80	50.0
Others	60	37.5
Claim status		
Temporary Disablement Benefit	87	54.4
Permanent Disablement Benefit	28	17.5
Invalidity Pension	9	5.6
Certified Not Invalid	36	22.5
Job status		
Still on MC	68	42.5
On treatment or rehabilitation	42	26.2
Seeking for a Job	17	10.6
Returned to Work	31	19.4
Location of injury		
Head	2	2.5
Neck	2	1.2
Back	15	9.4
Upper limb	31	19.4
Lower limb	56	35.0
Multiple locations	28	17.5
General injuries	2	1.2
Unspecified injury	0	0.0
Psychology	0	0.0
Disease	22	13.8
Number of dependents		
0 - 2	94	58.8
3 - 5	58	26.2
6 and above	8	5.0

Descriptive analysis also being used to analyzed the level of intention, attitude, subjective norms and perceived behavior control towards return to work after prolong sickness absence. Mean score and standard deviation for each item are shown in Table 4.2. For intention, the mean score is 5.63 with standard deviation of 1.37.

The mean score for attitude is 5.30 with standard deviation of 1.19.Subjective norms has mean score of 5.05 with standard deviation of 1.21. Finally for perceived behavior control, it has mean score of 4.48 with standard deviation of 1.33.

Table 4.2

Level of intention and behavioral determinants of respondent to return to work after prolong sickness absence

Variable name	Mean	SD
Intention	5.63	1.37
Attitude	5.30	1.19
Subjective norms	5.05	1.21
Perceived behavior control	4.48	1.33

4.2.2   Reliability analysis

Reliability test has been done to analyze the reliability and consistency of every item in the research instrument. According to Sekaran (1992), the reliability of a measure shows a consistency and stability of an instrument used in the research. Based on findings by George and Mallery (2003), the consistency and stability of the instrument is according to value of Cronbach's alpha: i) more than 0.9 is excellent; ii) more than 0.8 is good; iii) more than 0.7 is acceptable; iv) more than 0.6 is questionable; and v) more than 0.5 is poor. In this research, reliability test has been done for all independent and dependent variables. The Cronbach's alpha values are shown in Table 4.3. All Cronbach's alpha values are more than 0.6, which mean that the instrument used is consistent and stable. Based on the feedback from the respondent, all questions are clear.

Table 4.3

Cronbach's alpha values for items in Intention, Attitude, Subjective norms and Perceived Behavior Control

Variables	Number of items	Cronbach's alpha values
Intention	3	0.94
Attitude	4	0.77
Subjective norms	4	0.71
Perceived behavioral control	4	0.77

4.2.3 Correlation analysis

Correlation analysis has been done for all variables to indicate the strength and direction of the relationship between the behavioral determinants in TPB towards intention to return to work. Based on the analysis, all variables in TPB have positive correlation towards intention to return to work after prolong sickness absence. The result of correlation analysis is displayed in Table 4.4.

Table 4.4

Relationship between the behavioral determinants towards the intention to return to work after prolongs sickness absence.

	ATT	SN	PBC	INT
ATT	1.000			
SN	0.574**	1.000		
PBC	0.602**	0.592**	1.000	
INT	0.676**	0.580**	0.463**	1.000

$**p<0.001$; ATT = Attention; SN = Subjective norms; PBC = Perceived behavior control; INT = Intention.

4.2.4 Regression analysis

Regression analysis was applied to test the hypothesis of the research. The result of analysis is shown in Table 4.5. Based on the analysis, R square (R^2) was 0.512 and F value was 54.61 for the TPB behavioral determinants (attitude, subjective norms and perceived behavior control) towards intention to return to work after prolong sickness absence. This means all three behavioral determinant of TPB able to explain 51.2% of the variance in intention to return to work after long term sickness absence.

The result shows there is significant relationship between attitude and intention to return to work (β = 0.521, $p < 0.001$). There is also significant relationship between subjective norms and the intention to return to work (β = 0.296, $p < 0.001$). In contrast, there is no significant relationship between perceived behavioral control and intention to return to work (β = -.026, $p > 0.05$). Attitude scored a highest Beta value at 0.521, which indicate that attitude is the most important factor in influencing intention of SOCSO's Insured Person to return to work after long term sickness absence. Hence, H1 and H2 are supported whereas H3 is not supported. This result shows that the theory planned behavior model was applicable to explain the intention of SOCSO's Insured Person to return to work. The result is shown in Table 4.5.

Table 4.5

Regression of behavioral determinants towards the intention to return to work after prolongs sickness absence.

	Unstandardized Coefficient		Standardized Coefficient		
	B	Std. Error	β	t	Sig
Constant	0.885	0.380		2.329	0.021
Attitude	0.599	0.086	0.521	7.009	0.000**
Subjective norms	0.333	0.083	0.296	4.020	0.000**
Perceived behavioral control	-0.027	0.077	-0.026	-0.345	0.730

Note: **$p < 0.001$, $R^2 = 0.512$; $F -$ Statistic $= 54.61$ ($p < 0.001$); Dependent variable = Intention to return to work.

4.3 SUMMARY OF HYPOTHESIS TESTING

The hypothesis testing for this research can be summarized in Table 4.6 as below:

Table 4.6

The summary of hypothesis testing

Hypothesis	Statement	Results
H1	There is a relationship between attitude with intentions of employees to return to work.	Accepted
H2	There is a relationship between subjective norms with the intention to return to work.	Accepted
H3	There is a relationship between perceived behavior control with the intention to return to work.	Rejected

4.4   CONCLUSION

This chapter shows the results of the analysis for this research. The research analysis that has been done was descriptive analysis, reliability analysis, correlation analysis and regression analysis. Based on the results, all three behavior determinants of TPB and intention to return to work were correlated to each other. Besides, there are two behavioral determinant of TPB which is attitude and subjective norms are significantly influence the intention of SOCSO's Insured Person to return to work. The findings of this study were further discussed in the next chapter.

CHAPTER 5

DISCUSSION AND CONCLUSION

5.1 INTRODUCTION

This chapter discussed further on the findings of this research, which highlight the influenced of attitude, subjective norms and perceived behavioral control towards the intention of SOCSO's Insured Person to return to work after prolong sickness absence. The discussion focused on the research objectives. This chapter also provides an overview of related literature and suggests some recommendations for future research and practice.

5.2 DISCUSSION

This study aims to identify which behavioral determinant of TPB that significantly influences the intention to return to work among SOCSO's Insured Person. TPB model was used to explain the relationship between attitude, subjective norms and perceived behavior control towards the intention in performing specific behavior. In this study, the researcher found that within three behavioral determinant of TPB, only two variables which significantly influence the respondents' intention in performing return to work, which are attitude and subjective norms (refer Table 4.5). Perceived behavior control is not the factor which significantly influences the respondent to return to work. Result has showed that all three behavioral determinant of TPB was able to explain 51.2% of the variance in intention to return to work after prolongs

sickness absence. This result shows that attitude, subjective norms and perceived behavior control are power to predict the intention to return to work. However, 48.8% variance in intention to return to work after prolongs sickness absence may be determined of other factors. This result shows that attitude, subjective norms and perceived behavior control are power to predict the intention to return to work. However, 48.8% variance of intention of return to work can be explained by other factors such as environmental barrier. Compared to other studies, Armitage and Conner (2001) stated that attitude, subjective norms and perceived behavior control only describe about 39% of variance in attention across 154 application in research.

In this research, attitude is found to be the most important factor engaged with the intention to return to work after prolong sickness absence. This is suggested that the employees are influenced by a belief that they were still able to return to work after medical leave ends. This positive attitude will able to promote and encourage the employees to put an effort to return to work after ended their medical leave. If the person is pleasant to return to work, the tendency for them to perform that behavior is higher. This finding is congruent with the study by Delafrooz, Paim and Khatibi (2011) about the attitude towards the online shopping to the intention to purhase online. They found that the consumer's intention to purchase online is influenced by the attitude towards online shopping. This also supports the TPB that attitude is a reliable predictor of intention and behavior (Beck & Ajzen, 1991).

Besides the attitude, subjective norms also can predict the intention to return to work after long term sickness absence. In this research, the injured or ill employee also took into account about the social influence from their family, friends and

employer in returning to work. Most of people are very concern about what important person surrounding them think about their actions. Therefore, they tends to perform what important person around them expect them to do. The findings showed that the encouragement from the important person was successfully affect the intention to return to work. This finding was consistent with previous study by Van Hooft *et al.* (2004) who found that instrumental job search attitude, affective job search attitude and subjective norms can predict job search intention among employed and unemployed people.

This research has found that perceived behavior control has no effect on the intention to return to work. Even though among the respondent, attitude and subjective norms has significantly influenced the intention to return work, however their perceived behavior control is not strong enough to influence their intention to return to work. Based on the result, it was suggested that most of the respondens perceived that they still unable to return to work. Therefore, if someone does not believe himself to perform the behavior, the behavior is unlikely to be performed. As been mentioned in Chapter 2, perceived behavior control has strongly related with self-efficacy. It is similar by study by Brouwer *et al.* (2009) who stated that there is no statistically significant association between the self-efficacy to return to work. Other research also found that there was no or imited effect of perceived behavior control on the intention. Smith, Terry, Manstead, Louis, Kotteman and Wolfs (2008) has found that there is no effect of perceived behavior control in consumer behavior.

Continuous motivation and support from the family members, colleagues and society are important in promoting the attitude, subjective norms and perceived

behavior control among employees to return to work after suffered injury and illness. Vermeulen *et al.* (2011) reported that employees who sick-listed due to musculoskeletal disorders experienced more social influence to return to work after 3 months of follow-up. In the same study also, the number of days to return to work for the injured employee was shortened from 299 days to 161 days after joined return to work program, which guide and assist them to be positive to going back to work besides helping them with comprehensive rehabilitation plan. This shows that the attitude, subjective norms and perceived behavior control can be positively build up and engage with the intention to return to work even though the employee has suffered from employment injury or illness. It also been shown that higher attitude, belief and perceived social support will result in shortening the disability survivals (Brouwer *et al.*, 2009).

5.3   CONTRIBUTION OF THE STUDY

The findings of this study have important implication in the case management by the case managers. Case managers only have to emphasize on two factors in determining the intention to return to work, which are attitude and subjective norms. By identifying the intention of SOCSO's Insured Person to return to work, the doctor, therapist, and service provider would easily cooperate with them to achieve the goal of treatment and reach the target of rehabilitation plan. Besides, the employer also able to make a decision on either maintaining the motivated injured or ill employee in the workforce or terminate the employee who is already have no intention to return to work. A case management needs a comprehensive rehabilitation plan and strong coordination between the employee, employers, stakeholders, hospitals, service

providers and also the organization. Therefore, it is important to ensure that only participant with high attitude and have social support to enter Return to Work Program because it involves with cost, time allocation, manpower and the authorities. It is also to make sure that Return To Work Program is able to facilitate and assist the target group to be productive after suffered an injury or illnesses. In addition, with those findings, there was an exploration in body of knowledge in Malaysia's disability management in searching the right approaches to address the behavioral determinants and develop varieties of interventions which focusing on return to work among the employees with long-term sick leave.

5.4   LIMITATION OF STUDY

This research only focus on analyzing the quantitative data based on the feedback of respondent towards the questionnaire. In future, the researcher may take in consideration in collecting the qualitative data to precisely identify the real situation and the reaction of the respondent towards this issue. Besides, this study was cross-sectional, therefore the researcher was unable to identify their attitude, subjective norms and perceived behavior control towards intention to return to work before and after they participate in Return To Work Program. Longitudinal study is better in evaluating the respondents' behavior determinant to return to work. Because of time constraints, it was impossible to assess and analyze additional independent variable in this study. In future, more independent variables should be considered to identify another factor that may influenced the SOCSO's Insured Person to return to work after prolong medical leaves as studied by Rijk, Janssen, Lierop, Alexanderson and Nijhuis (2009). Rijk *et al.* (2009) has develop an instrument to measure the

motivational determinants of RTW (attitudes, social norms and social efficacy), motivation, barriers and the attitudes of key factors and tested the developed instrument to ensure the practicability. This instrument may be used for future research in determining other factors which may affect the return to work of injured or ill employees. Future research and development of new study also may focus on the type of disability as the moderator on the association between the behavioral determinants and the period of intervention needed to return to work.

5.5   CONCLUSION

In this study, Theory Planned Behavior is used to carry out an investigation about the behavioral determinant that influence the SOCSO's Insured Person to return to work after prolong sickness absence. The results show that SOCSO's Insured Person has high level of attitude and subjective norms, which are the significant factors that affect the intention to return to work after long-term sickness leave. The findings also shows that between this two factors, attitude is the most important factor in influencing intention of SOCSO's Insured Person to return to work after long term sickness absence. Perceived behavior control did not predict the intention of sick or injured Insured Persons to return to work. Based on this research, case managers are able to identify the potential workers who are still motivated to work after getting an injury or illness in assisting them to return to work via SOCSO's Return to Work Program, besides shaping the right attitude to them and promoting activities which may encourage the injured or ill workers to be productive and competitive.

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MASTER OF SCIENCE

OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT

OTHMAN YEOP ABDULLAH GRADUATE SCHOOL OF BUSINESS

UNIVERSITI UTARA MALAYSIA

Dear respondent,

I am currently a master's student from Othman Yeop Abdullah Graduate School of Business, Universiti Utara Malaysia. As part of the mandatory fulfillment criteria towards the completion of my postgraduate study, I am currently working on a project paper entitled "Attitude, Subjective Norms and Perceived Behavior Control in predicting return to work among SOCSO's Insured Person"

I would greatly appreciate it if you would spare some time (approximately 10 minutes) to complete this questionnaire.

This questionnaire consists of two parts; Section 1 and Section 2. Section 1 is consists of demographic data and Section 2 is consist of 4 parts which are the intention, attitude, subjective norms and perceived behavior control to return to work after long term sick leave. Your response was treated as confidential and was used for research purposes only. There is no right or wrong answer.

Thank you for your willingness to participate in this study.

Yours sincerely,

Annis Fadilla binti Mohd Sukery
Master of Science (Occupational Safety and Health Management)
Universiti Utara Malaysia

Section A : Profile Data

Bahagian A : Maklumat Profil

Please tick (√) the appropriate response.

Sila tandakan (√) di dalam kotak yang disediakan.

1. Gender / *Jantina*
( ) Male / *Lelaki*
( ) Female / *Perempuan*

2. Age / *Umur*
( ) 20 – 30 years / *tahun*
( ) 31 – 40 years / *tahun*
( ) 41 – 50 years / *tahun*
( ) 51 years and above / *tahun ke atas*

3. Monthly income / *Pendapatan bulanan*
( ) RM 0 – RM 500
( ) RM 501 – RM 1000
( ) RM 1001 – RM 1500
( ) RM 1501 – RM 2000
( ) RM 2001 – RM 2500
( ) RM 2501 – RM 3000
( ) RM 3000 and above / *dan ke atas*

4. Marital status / *Status perkahwinan*
( ) Single / *Bujang*
( ) Married / *Berkahwin*
( ) Widow or Widower / *Janda atau Duda*

5. Education level / *Tahap pendidikan*
( ) PHD / *Doktor Falsafah*
( ) Master Degree / *Sarjana*
( ) Bachelor Degree / *Sarjana Muda*
( ) Diploma / *Diploma*
( ) STPM / *STPM*
( ) SPM / *SPM*
( ) Others / *Lain-lain* : _____

6. Claim status / *Status tuntutan*
( ) Temporary Disablement Benefit / *Faedah Hilang Upaya Sementara*
( ) Permanent Disablement Benefit / *Faedah Hilang Upaya Kekal*
( ) Invalidity Pension / *Pencen Ilat*
( ) Certified Not Invalid / *Disahkan tidak ilat*

7. Job status / *Status Pekerjaan*
( ) Still on MC / *Masih dalam cuti sakit*
( ) On treatment or rehabilitation / *Menjalani rawatan perubatan atau pemulihan*
( ) Seeking for a Job / *Mencari pekerjaan*
( ) Returned to Work / *Telah kembali bekerja*

8. Location of injury / *Lokasi kecederaan*
( ) Head / *Kepala*
( ) Neck / *Leher*
( ) Back / *Tulang belakang*
( ) Upper limb / *Anggota badan atas*
( ) Lower limb / *Anggota badan bawah*
( ) Multiple locations / *Kecederaan di pelbagai lokasi*
( ) General injuries / *Kecederaan am*
( ) Unspecified injury / *Kecederaan yang tidak dinyatakan*
( ) Psychology / *Psikologi*
( ) Disease / *Penyakit*

9. Number of dependents / *Bilangan tanggungan*
( ) 0 - 2
( ) 3 - 5
( ) 6 and above / *ke atas*

Section B : Questionnaire
Bahagian B : Borang Kaji selidik

Based on the scale given, please circle the number that you think appropriate for each statement below.
Sila bulatkan skala nombor yang difikirkan sesuai menurut pandangan anda terhadap perkara di bawah.

1 Strongly disagree / *Sangat tidak setuju*	2 Disagree / *Tidak Setuju*	3 Somewhat disagree / *Agak tidak setuju*	4 Undecided / *Tidak pasti*	5 Somewhat agree / *Agak setuju*	6 Agree / *Setuju*	7 Strongly agree / *Sangat setuju*

(I) Intention / *Niat*

1	I expect to return to work after my medical leave ends. *Saya jangka akan kembali bekerja selepas tamat cuti sakit.*	1	2	3	4	5	6	7
2	I want to return to work after medical leave ends. *Saya ingin kembali bekerja selepas tamat cuti sakit.*	1	2	3	4	5	6	7
3	I intend to return to work after medical leave ends. *Saya berhasrat untuk kembali bekerja selepas tamat cuti sakit.*	1	2	3	4	5	6	7

(II) Attitude / *Sikap*

1	Overall, I think to return to work as soon as possible is pleasant. *Secara keseluruhan, saya berfikir untuk kembali bekerja secepat mungkin adalah menyeronokkan.*	1	2	3	4	5	6	7
2	Overall, I think to return to work as soon as possible is the wrong thing to do. *Secara keseluruhan, saya berfikir kembali bekerja secepat mungkin adalah perkara salah untuk saya lakukan.*	1	2	3	4	5	6	7
3	Overall, I think to return to work as soon as possible is a good idea. *Secara keseluruhan, saya berfikir kembali bekerja secepat mungkin adalah idea yang baik.*	1	2	3	4	5	6	7
4	Overall, I think to return to work as soon as possible is not necessary. *Secara keseluruhan, saya berfikir tidak perlu untuk kembali bekerja secepat mungkin.*	1	2	3	4	5	6	7

Based on the scale given, please circle the number that you think appropriate for each statement below.
Sila bulatkan skala nombor yang difikirkan sesuai menurut pandangan anda terhadap perkara di bawah.

1 Strongly disagree / *Sangat tidak setuju*	2 Disagree / *Tidak Setuju*	3 Somewhat disagree / *Agak tidak setuju*	4 Undecided / *Tidak pasti*	5 Somewhat agree / *Agak setuju*	6 Agree / *Setuju*	7 Strongly agree / *Sangat setuju*

(III) Subjective Norms / *Norma Subjektif*

1	People who are important to me think that I should not return to work. *Orang yang penting dalam hidup saya berfikir bahawa saya tidak patut kembali bekerja*	1	2	3	4	5	6	7
2	I feel under social pressure to return to work. *Saya mengalami tekanan persekitaran sosial untuk kembali bekerja*	1	2	3	4	5	6	7
3	I am expected to return to work. *Saya dijangka akan kembali bekerja semula.*	1	2	3	4	5	6	7
4	People who are important to me want me to return to work. *Orang yang penting dalam hidup saya mahu saya kembali bekerja.*	1	2	3	4	5	6	7

(IV) Perceived Behavior Control / *Persepsi Kawalan Tingkah Laku*

1	I am confident I could return to work if I am asked to do so. *Saya yakin saya boleh kembali bekerja jika saya diminta untuk berbuat demikian.*	1	2	3	4	5	6	7
2	I think I am too weak to return to work. *Saya fikir saya terlalu lemah untuk kembali bekerja.*	1	2	3	4	5	6	7
3	For me, it is easy to return to work. *Bagi saya, ia adalah mudah untuk kembali bekerja.*	1	2	3	4	5	6	7
4	I think do not fit enough to return to work. *Saya fikir saya belum cukup cergas untuk kembali bekerja.*	1	2	3	4	5	6	7

Thank you for your cooperation
Terima kasih atas kerjasama anda