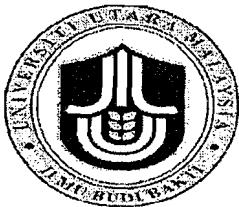


**ATTITUDE, SUBJECTIVE NORMS AND PERCEIVED
BEHAVIOR CONTROL IN PREDICTING RETURN TO
WORK AMONG SOCSO'S INSURED PERSON**

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**MASTER OF SCIENCE
UNIVERSITI UTARA MALAYSIA
2012**



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WORK AMONG SOCSO'S INSURED PERSON**

By

ANNIS FADILLA BINTI MOHD SUKERY

**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
in Fulfillment of the Requirement for the Degree of Master of Science**

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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 di kalangan 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.

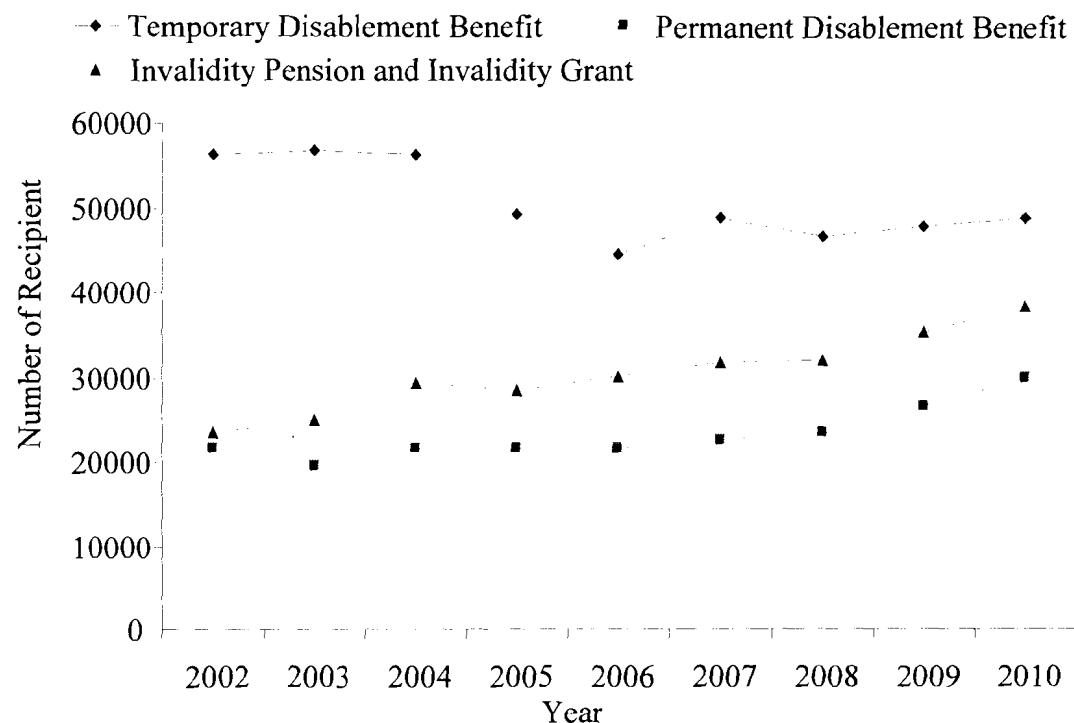


Figure 1.1

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 be 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 launched 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

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