# SELF-EFFICACY, PERCEIVED SOCIAL SUPPORT AND PSYCHOLOGICAL ADJUSTMENT IN INTERNATIONAL STUDENTS OF UNIVERSITI UTARA MALAYSIA



Theses Submitted to the Centre for Graduate Studies,

Universiti Utara Malaysia In Fulfillment of the Requirement for the Master of

Science (International Business)

### **PERMISSION TO USE**

In presenting this in partial requirement for a post graduate degree from Universiti Utara Malaysia, I agree that the University Library may make it freely available for inspection. I further agree that permission for copying of this thesis in any manner, in whole or in part, for scholarly purposes may be granted by my supervisor of, in their absence, by the Dean of College of Law, Government and International Studies. It is understood that any copying or publication or use of this thesis or parts thereof for financial gain shall not be allowed without my written permission. It is also understood that due to recognition shall be given to me and Universiti Utara Malaysia for any scholarly use that may be made of any material from my the Request for permission to copy or make use of materials in this thesis, in whole or part should be addressed to:



Dean of Centre for Graduate Studies

College of Law, Government and International Studies

Universiti Utara Malaysia

06010 Sintok

Kedah Darul Aman

### **ABSTRACT**

Due to the globalization of the economy, political and society give an impact on Malaysian higher education institutions, especially public universities. The Ministry of Higher Education Malaysia had a strategy on globalizing local education through increasing the number of international students in Malaysia. While adjusting to a new culture, many of international students struggle to do so. The role of self-efficacy, perceived social support and psychological adjustment is crucial because of the differences in academic and cultural challenges when they are in Malaysia. Furthermore, the current study analysed the relationship between self-efficacy, perceived social support and psychological adjustment. A total of 150 international students from various country and nation in Universiti Utara Malaysia (UUM) completed the questionnaire survey. As hypothesized, independent variables of the study; self-efficacy and perceived social support significantly related with psychological adjustment. Implication on the findings and future research on international students are discussed.

Universiti Utara Malaysia

### **ACKNOWLEDGEMENT**

Bismillahirrahmanirrahim.

Alhamdullilah. Thanks to Allah SWT, with His willing, give me an opportunity to complete this master research paper.

First and most important, I would like to express my deep gratitude to my supervisor, Dr. Marlin Marissa Malek Abdul Malek. Not forgotten, Dr. Mohd Haniff Jedin, Dr. Basir Saud, Dr. Nik Ab Halim and all lecturers, doctors and professors at Ghazali Shafie Gradate School of Government. Thanks to Dr. Marlin for the continuous strong support and guidance. Besides, she has always been available when I needed help, and giving useful feedback as well as valuable suggestions. The lecturers; their guidance, insight and encouragement made writing this study an incredibly enriching learning experience.

Hence, I would like to thanks Associate Professor Dr. Samihah Khalil @ Halim, the Dean because she also contributes helps for me whenever I needed it as well as Madam Yus Asma Yusuff, Senior Assistant Registrar and all staffs at GSGSG.

Next, my gratitude goes to Associate Professor Dr. Hazry Desa, Dean, School of Business Innovation and Technopreneurship, Universiti Malaysia Perlis, for trust that he gives to me until I completed my master degree studies.

For my beloved family; my mom Puan Timah Seman and my sister Aini Suhaila Abdullah; thanks again for the support!

Besides, I also want to thank my classmates and friends which contributing their ideas, necessary information and sharing their experience and times along the process of doing this research. I'll miss you guys!

Muhammad Fazlee Sham Abdullah January 2013

## TABLE OF CONTENT

PERMISSION TO USE	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
LIST OF TABLES.	Х
LIST OF FIGURES	xi
LIST OF ABBREVIATION	xiii



### **CHAPTER ONE**

# INTRODUCTION

1.0 INTRODUCTION	•••••	1
1.1 BACKGROUND OF STUDY	•••••	1
1.2 PROBLEM STATEMENT	•••••	10
1.3 RESEARCH QUESTION	•••••	11
1.4 RESEARCH OBJECTIVES		12
1.5 MOTIVATION OF THE STUDY		12
1.6 SIGNIFICANCE OF THE STUDY		13
1.7 SCOPE OF THE STUDY	•••••	13
1.8 ORGANIZATION OF THE STUDY	••••••	14
1.9 CONCLUSION		15
Universiti Utara	Malaysia	

### **CHAPTER TWO**

### LITERATURE REVIEW

2.0 INTRODUCTION	16
2.1 THEORIES	17
2.1.1 SELF-EFFICACY THEORY	17
2.1.2 MODEL OF INTERNATIONAL ADJUSTMENT	20
2.2 PRIOR STUDY OF EACH VARIABLE	22
2.2.1 SELF-EFFICACY	22
2.2.2 PERCEIVED SOCIAL SUPPORT	28
2.2.3 PSYCHOLOGICAL ADJUSTMENT	33
2.3 RESEARCH FRAMEWORK	36
2.4 CONCLUSION	37
Universiti Utara Malaysia	

# **CHAPTER THREE**

# RESEARCH METHODOLOGY

3.0 INTRODUCTION	•••••	38
3.1 RESEARCH DESIGN	•••••	38
3.2 QUESTIONNAIRE DESIGN	•••••	39
3.3 SAMPLING DESIGN		42
3.3.1 SAMPLE SIZE		43
3.4 DATA COLLECTION METHOD	•••••	44
3.5 HYPOTHESIS TESTING	•••••	45
3.6 DATA ANALYSIS TECHNIQUE	•••••	46
3.6.1 RELIABILITY TEST ANALYSIS	•••••	46
3.6.2 PEARSON CORRELATION		48
3.6.3 <i>t</i> -TEST		49
3.6.4 MULTIPLE REGESSION ANALYSIS		50
3.6.5 CROSS-TABULATION	ara Malaysia	51
3.6.6 DESCRIPTIVE STUDIES		
3.7 CONCLUSION		52

# **CHAPTER FOUR**

# DATA ANALYSIS & FINDINGS

4.0 INTRODUCTION	53
4.1 DEMOGRAPHIC DATA	53
4.1.1 MAJOR STUDY & COLLEGE	56
4.1.2 GENDER & MARITAL STATUS	57
4.1.3 AGE	59
4.1.4 COUNTRY OF ORIGIN & NATIONALITY	59
4.1.5 NATIVE LANGUAGE & LENGTH OF TIME IN MALAYSIA	61
4.2 DESCRIPTIVE STATISTICS	62
4.2.1 SELF-EFFICACY	63
4.2.2 PERCEIVED SOCIAL SUPPORT	
4.2.3 PSYCHOLOGICAL ADJUSTMENT	67
4.3 TEST OF HYPOTHESIS & DATA	68
4.3.1 CROSS-TABULATION	68
4.3.1.1 SELF-EFFICACY	69
4.3.1.2 PERCEIVED SOCIAL SUPPORT	70
4.3.1.3 PSYCHOLOGICAL ADJUSTMENT	72
4.4 INDEPENDENT SAMPLE t-TEST	73
4.4.1 t-TEST BETWEEN SELF-EFFICACY & MAJOR STUDY	74
4.4.2 t-TEST BETWEEN PERCEIVED SOCIAL SUPPORT & GENDI	ER76
4.4.1 <i>t</i> -TEST BETWEEN PSYCHOLOGICAL ADJUSTMENT &	
MAJOR STUDY	77
4.5 CORRELATION RESULT	79
4.6 CONCLUSION	84

# **CHAPTER FIVE**

# **DISCUSSION**

5.0 INTRODUCTION	85
5.1 OVERVIEW OF FINDINGS	85
5.1.1 RELATIONSHIP BETWEEN SELF-EFFICACY &	
PSYCHOLOGICAL ADJUSTMENT	86
5.1.2 RELATIONSHIP BETWEEN PERCEIVED SOCIAL SUPPORT	
& PSYCHOLOGICAL ADJUSTMENT	87
5.2 LIMITATION OF THE STUDY	88
5.3 RECOMMENDATIONS	89
5.4 FUTURE RESEARCH	
5.5 CONCLUSION	92
Universiti Utara Malaysia	0.2
REFERENCES	
APPENDICES	
APPENDIX 1-PERMISSION LETTER	
APPENDIX 2- QUESTIONNAIRE	
APPENDIX 3-FREQUENCY ANALYSIS	
APPENDIX 4-DESCRIPTIVE STATISTICS	
APPENDIX 5-CROSS TAB ANALYSIS	
APPENDIX 6-t-TEST ANALYSIS	.117
APPENDIX 7-CORRELATION ANALYSIS	120

## LIST OF TABLES

Table 1.1: The Source Country of International Student	4
Table.12: Enrolment of International Students in Malaysia	5
Table 3.1: Summary of questionnaire design	42
Table 3.2: Rules of Thumb (George & Mallery, 2006)	47
Table 3.3: Strength of Relationship for Coefficient & Correlation	48
Table 4.1: Response Rate.	54
Table 4.2: Proportion on Frequency Analysis	54
Table 4.3: Major Study	56
Table 4.4: College	57
Table 4.5: Gender	58
Table 4.6: Marital Status	
Table 4.7: Age Universiti Utara Malaysia	59
Table: 4.8 Country of Origin / Nationality	60
Table 4.9: Native Language	61
Table 4.10: Length of Stay in Malaysia	62
Table 4.11: Mean & Standard Deviation of Self Efficacy	63
Table 4.12: Mean & Standard Deviation of Perceived Social Support	64
Table 4.13: Mean & Standard Deviation of Psychological Adjustment	67
Table 4.14: Cross-Tabulation Analysis	69
Table 4.15: Cross-Tab between Self-Efficacy & Marital Status	70

Table 4.16: Cross-Tab between Perceived Social Support & Gender71
Table 4.17: Cross-Tab between Psychological Adjustment & Gender73
Table 4.18: <i>t-Test between Self-Efficacy &amp; Major Study</i>
Table 4.19: <i>t-Test between Perceived Social Support &amp; Gender</i> 76
Table 4.20: t-Test between Psychological Adjustment & Major Study77
Table 4.21: Significant of Hypothesis
Table 4.22: <i>Hypothesis Measurement</i> 79
Table 4.23: Respondents Opinion on Psychological Adjustment81
Table 4.24: Summary of Null Hypothesis
Table 4.25: Mean Deviation for Independent Variables

## LIST OF FIGURES

Figure 1:	International Students in Malaysian Public Universities	3
Figure 2:	International Undergraduate Students in UUM	8
Figure 3:	International Postgraduate Students in UUM	9
Figure 4:	Self-Efficacy Theory	.19
Figure 5:	Model of International Adjustment	21
Figure 6:	Research Framework	.37



### LIST OF ABBREVIATION

UUM: UNIVERSITI UTARA MALAYSIA



### **CHAPTER ONE**

### **INTRODUCTION**

### 1.0 Introduction

This chapter forms an introduction part of the research and it provides general viewing of the study, including the explanation about this research all about. This research is mainly focused on self-efficacy and perceived social support towards psychological adjustment. This chapter mainly discussed about the background of the study, problem statement, research objectives, research questions, significant of the study, scope of the study, and summary of this chapter. This research goes in-depth into self-efficacy, perceived social support and psychological adjustment aspect of international students.

Universiti Utara Malavsia

### 1.1 Background of the study

As of today, with an ease of travelling and the business globalization, there are lot of opportunities for people to move, study, work, and doing business across countries around the world. As the advantage, it creates a cross cultural contact and opportunity among people with different background of culture. Eruption of technology, which leads to the advancement and development of the technology, caused many people involved in trading, travelling and studying across borders.

# The contents of the thesis is for internal user only

### **REFERENCES**

- Ang, S. and Van Dyne, L. (2008), "Conceptualization of cultural intelligence: definition, distinctiveness, and nomological network", in Ang, S. and Van Dyne, L. (Eds), Handbookof Cultural Intelligence: Theory, Measurement and Applications, M.E. Sharpe, Inc., Armonk, NY, pp. 3-15.
- Bandura, A. (1997), Self-efficacy: The Exercise of Control, W.H. Freeman, New York, NY.
- Bandura, A. (1995), Exercise of personal and collective efficacy in changing societies. In A. Bandura (Ed.), *Self-efficacy in changing societies* (pp. 1-45). New York, NY: Cambridge University Press.
- Beach, S. R. H., & Gupta, M. (2006). Directive and nondirective spousal support: Differential effects? *Journal of Marital and Family Therapy*, *32*, 465-478.
- Black, J. S. (1988). Work role transitions: A study of American expatriate managers in Japan. *Journal of International Business Studies*, 19, 277-294.
- Brisset, C., Safdar, S., Lewis, J. R., & Sabatier, C. (2010). Psychological and sociocultural adaptation of university students in France: The case of Vietnamese international students. *International Journal of Intercultural Relations*, 34, 413-426.
- Carlson, D.S. and Perrewe', P.L. (1999), "The role of social support in the stressor-strain relationship: an examination of work-family conflict", *Journal of Management*, *Vol.* 25,pp. 513-40.
- Cohen, S. and Wills, T. (1985), "Stress, social support and the buffering hypothesis", *Psychological Bulletin*, Vol. 98, pp. 310-357.
- Christin Moeller, Greg A. Chung-Yan (2013), Effects of social support on professors' work stress. International Journal of Educational Management, Vol. 27 Issue: 3
- Church, A. (1982). Sojourner adjustment. Psychological Bulletin, 91, 540-572.
- Draguns, W. J. Lonner., & J. E. Trimble (Eds.), *Counseling across cultures* (3rd ed., pp. 205-241). Honolulu, HI: University of Hawaii Press.

- Eden, D. and Aviram, A. (1993), "Self-efficacy training to speed reemployment: helping people to help themselves", *Journal of Applied Psychology, Vol. 78 No. 3, pp. 352-60.*
- Freeman.Basol G. (2008), Validity and reliability of the Multidimensional Scale of Perceived Social Support—Revised, with a Turkish sample. *Social Behavior and Personality*, *36*, 1303-1314.
- Isabelle Fort, Flora Jacquet and Nais Leroy (2011), Self-Efficacy, goals and job search behaviors. *Journal in Career Development International Vol.16*, No. 5, 2011
- Johnson, J.P., Lenartowicz, T. and Apud, S. (2006), "Cross-cultural competence in international business: toward a definition and a model", *Journal of International Business Studies*, Vol. 37 No. 4, pp. 525-43.
- Kealey, D.J. and Protheroe, D.R. (1996), "The effectiveness of cross-cultural training for expatriates: an assessment of the literature on the issue", *International Journal of Intercultural Relations, Vol. 20 No. 2, pp. 141-65*
- Michael T. Rehg, Michael J. Gundlach and Reza A. Grigorian (2012), Examining the influenceof cross-cultural training on cultural intelligence and specific self-efficacy. Cross Cultural Management Vol. 19 No. 2, 2012 pp. 215-232
- Osman M. Karatepe (2010), The effect of positive and negative work-family interaction on exhaustion Does work social support make a difference? *International Journal of Contemporary Hospitality Management Vol.* 22 No. 6, 2010 pp. 836-85
- Pan, J. Y., Wong, D. F. K., Joubert, L., & Chan, C. L. W. (2008), The protective function of meaning of life on life satisfaction among Chinese students in Australia and Hong Kong: A cross-cultural comparative study. *Journal of American College Health*, 57, 221-231.
- Poyrazli, S., McPherson, R., Arbona, C., Pisecco, S., & Nora, A. (2002). Relation between assertiveness, academic self-efficacy, and Psychosocial adjustment among international graduate students. *Journal of College Student Development*, 43, 632-642.

- Polek, E., van Oudenhoven, J. P., & ten Berge, J. M. F. (2008). Attachment styles and demographic factors as predictors of sociocultural and psychological adjustment of Eastern European immigrants in the Netherlands. *International Journal of Psychology*, 43, 919-928.
- Racheli Shmueli Gabel, Shimon L. Dolan & Jean Luc Cerdin (2005), Emotional intelligence as predictor of cultural adjustment for success in global assignments. *Career Development International Vol. 10 No. 5, 200 pp. 375-395*
- Rachel Gabel-Shemueli, Simon Dolan, (2011), "Do emotions matter? The role of emotional intelligence competences in cross-cultural adjustment for international assignment", Management Research: The Journal of the Iberoamerican Academy of Management, Vol. 9 Iss: 3 pp. 207 229
- Sean B. Eom (2012), Effects of LMS, self-efficacy, and self-regulated learning on LMS effectiveness in business education. *Journal of International Education in Business Vol. 5 No. 2, 2012 pp. 129-144*
- Satoshi Sugahara, Kazumi Suzuki, Gregory Boland (2010), Student's major choice in accounting and its reflect on their self-efficacy towards generic skills: An Australian Study. *Asian Review on Accounting Vol. 18, No.2, 2010.*
- Scott, A.B. and Mallinckrodt, B. (2005), "Parental emotional support, science self-efficacy, and choice of science major in undergraduate women". *Career Development Quarterly, Vol. 53No. 3, pp. 263-73*.
- Schaubroeck, J. and Fink, L. S. (1998), "Facilitating and inhibiting effects of job control and social support on stress outcomes and role behavior: A contingency model", *Journal of Organizational Behavior*, Vol. 19, pp. 167-195.
- Sumer, S., Poyrazli, S., & Grahame, K. (2008). Predictors of depression and anxiety among international students. *Journal of Counselling and Development*, 86, 429-437
- Schwarzer, R., & Jerusalem, M. (1995). Generalized Self-Efficacy Scale. In J. Weinman, S.Wright, & M. Johnston. *Measures in health psychology: Auser's portfolio. Causal and controlbeliefs* (pp. 35-37). Windsor, UK: Nfer-Nelson.

- T. Alexandra Beauregard (2012), Perfectionism, self-efficacy and OCB: the moderating role of gender, *Personnel Review Vol. 41 No. 5, 2012 pp. 590-608*
- Tochkov, K., Levine, L., & Sanaka, A. (2010). Variation in the prediction of cross-cultural adjustment by Asian-Indian students in the United States. *College Student Journal*, 44, 677-690.
- Torbiorn, I. (1982). Living abroad: Personal adjustment, and personnel policy in the overseas setting. Singapore: John Wiley.
- Velotti, P. (2008). Family resources: Perceived social support and parents adjustment. *Journal of Special Education and Rehabilitation*, *9*(3/4), 51-62.
- Viswesvaran, C., Sanchez, J.I. and Fisher, J. (1999), "The role of social support in the process ofwork stress: a meta-analysis", *Journal of Vocational Behavior, Vol.* 54 No. 2, pp. 314-34
- Ward, C. (1996). Acculturation. In D. Landis & R. Bhagat (Ed.), *Handbook of intercultural training* (pp. 124-147). Thousand Oaks, CA: Sage.
- Ward, C., & Kennedy, A. (1999). The measurement of sociocultural adaptation. *International Journal of Intercultural Relations*, 23, 659-677.
- Ward, C., & Rana-Deuba, A. (2000). Home and host culture influences on sojourner adjustment. *International Journal of Intercultural Relations*, 24, 291-306.
- Wilton, L. & Constantine, G. (2003). Length of residence, cultural adjustment difficulties, and psychological distress symptoms in Asian and Latin American international college students. *Journal of College Counseling*, 6, 177-186.
- Yan, K., & Berliner, D. C. (2009). Chinese international students' academic stressors in the United States. *College Student Journal*, 43, 939-960.
- Ye, J. (2006). Traditional and online support networks in the cross-cultural adaptation of Chinese international students in the United States. *Journal of Compute-Mediated Communication*, 11, 863-8
- Yusliza M.Y (2012). Self-Efficacy, Perceived Social Support and Psychological Adjustment in International Undergraduate Students in a Public Higher Education Institution in Malaysia. *Journal of Studies in International Education*.

Yusliza, M. Y. (2010). Demographic differences among international undergraduate students at a Malaysian public university. *Global Journal of Management and Business Research*, 10(2), 36-41.

