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**DETERMINANTS OF PSYCHOLOGICAL WELLBEING AMONG HEALTH  
CARE PROVIDER IN HOSPITAL TENGKU AMPUAN RAHIMAH**

**By**

**AHMAD ZAKI BIN AB. HALIM**



**Thesis Submitted to  
School of Business Management,  
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(Occupational Safety & Health Management)**



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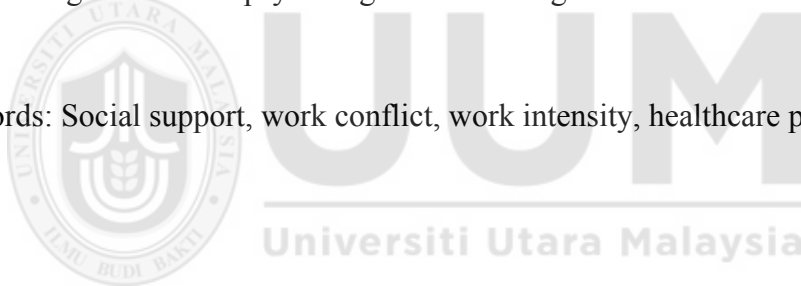
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## ABSTRACT

The purpose of this study was to determinants of psychological wellbeing among health care provider in Hospital Tengku Ampuan Rahimah. The independent variables were social support, work conflict and work intensity while the dependent variable was psychological wellbeing. A total of 152 employees participated in this study by answering survey questionnaire. Data was collected through 69 items questionnaires on a five-point Likert and another 6 items were demographic questions. Data were analyzed using descriptive statistics (mean and standard deviation) and inferential statistics (correlation and multiple regressions). The finding from this study showed that work conflict and work intensity have a significant relationship with psychological wellbeing while social support showed not significant relationship with psychological wellbeing. Meanwhile, based on multiple regression result, 39.7% of the psychological wellbeing was explained by the factors studied. The most influential factor was work conflict, followed by work intensity and least or not influencing factor was social support. This study allowed healthcare provider (HCP) in this department to balance social support, work conflict, work intensity and psychological well-being. As for the organizations, this is the way to maintain holistic care and preventing psychological issue in this department. Therefore, this study provide advantageous to HCP and hospital setting in addressing the issue of psychological well-being.

Keywords: Social support, work conflict, work intensity, healthcare provider



## ABSTRAK

Tujuan kajian ini bagi mengenalpasti kesejahteraan psikologi di kalangan petugas kesihatan di Hospital Tengku Ampuan Rahimah. Pemboleh ubah bebas terdiri daripada sokongan sosial, konflik kerja dan intensiti kerja sementara pemboleh ubah bergantung adalah kesejahteraan psikologikal. Seramai 152 petugas telah mengambil bahagian dalam kajian ini dengan menjawab soal selidik tinjauan. Data ini dikumpulkan melalui 69 item soal selidik di Likert lima mata manakala 6 item lagi adalah soalan mengenai demografi. Data dianalisis menggunakan statistik deskriptif (min dan sisihan piawai) dan statistik inferensi (korelasi dan regresi berganda). Hasil daripada kajian ini menunjukkan bahawa konflik kerja dan intensiti kerja mempunyai hubungan yang signifikan dengan kesejahteraan psikologi sementara sokongan sosial menunjukkan hubungan yang tidak signifikan dengan kesejahteraan psikologi. Sementara itu, berdasarkan hasil regresi berganda, 39.7% kesejahteraan psikologi dijelaskan oleh faktor-faktor yang dikaji. Faktor yang paling mempengaruhi adalah konflik kerja, diikuti oleh intensiti kerja dan faktor yang paling kurang mempengaruhi atau tidak mempengaruhi adalah sokongan sosial. Kajian ini membolehkan petugas kesihatan di jabatan ini dapat mengimbangi antara sokongan sosial, konflik kerja, intensiti kerja dan kesejahteraan psikologi. Bagi organisasi, ini adalah cara yang terbaik untuk menjaga perawatan holistik dan mencegah masalah psikologi di kalangan petugas di jabatan ini. Oleh itu, kajian ini dapat memberi manfaat kepada petugas kesihatan dan juga jabatan dalam menangani masalah kesejahteraan psikologi dengan merangka strategi baru bagi mengurangkan kes ini di tempat kerja.

Kata kunci: Sokongan sosial, konflik kerja, intensiti kerja, petugas kesihatan.

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# CHAPTER 1

## INTRODUCTION

### **1.1 Introduction.**

This chapter consists of the study background, problem statement, research questions of this study, research objectives of the study, significance of the study and operational definition.

### **1.2 Background of the Study.**

A state of complete mental, physical and social wellbeing and not merely the absence of disease or infirmity is the definition of health concluded by The World Health Organization (WHO) (Ministry of Health Malaysia, 2005). This definition explains that health is an individual condition that not only has no disease but also that the individual is prosperous from physical, mental and social angles. Health as defined by WHO is not only measured by function and body structure; it also includes feelings, values and thoughts. Wellbeing encompasses seven dimensions of psychological, social, intellectual, physical, spiritual, occupational and environmental wellbeing (Stuart, Biddle, Kenneth & Stephen, 2000). The Ministry of Health Malaysia (2005) defined psychological wellbeing as an individual's ability to deal with stress, conflict, increase peace, stimulate motivation and increase self-esteem in life.

Workplace culture is crucial for balancing work and psychological wellbeing among all healthcare providers (HCP) in a hospital setting. As the hospital was growing in number in Malaysia, all healthcare provider has the duty of trying to meet needs and demands related to the expansion of work roles. Numerous studies tried to explore the nature and relationship between social support, work conflict,

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## APPENDIX A: QUESTIONNAIRE SET



### Questionnaire Consent Form

#### Master of Science Occupational Safety and Health Management Research Paper ( BPMZ 69912 )

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I, \_\_\_\_\_ (participant's name), understand that I am being asked to participate in a questionnaire activity that forms part of Ahmad Zaki Bin Ab.Halim required coursework in the above University Utara Malaysia. It is my understanding that this questionnaire has been designed to gather information about the following topics:

#### DETERMINANTS OF PSYCHOLOGICAL WELLBEING AMONG HEALTH CARE PROVIDER IN HOSPITAL TENGKU AMPUAN RAHIMAH

I have been given some general information about this project and the types of questions I can expect to answer. I understand that the questionnaire will be conducted in person and that it will take approximately 30 minute of my time to complete.

I understand that my participation in this project is completely voluntary and that I am free to decline to participate, without consequence, at any time prior to or at any point during the activity. I understand that any information I provide will be used for academic purposes only.

I have read the information above. By signing below and returning this form, I am consenting to participate in this questionnaire project as designed by the below named University Utara Malaysia student.

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

Thank you for agreeing to participate in my project.

## **Part A: Respondents' Demographics**

This section is a section where the researcher wants to know the demographics of the respondents such as gender, age, race, duration of service, marital status and position / rank of respondent. This section is the part of the subject's personal information that needs to be completed before answering the next section in order for the data to be interpreted more effectively. All personal information of the respondents will be kept confidential and will only be used in this study for educational purposes only.

Demographic information can be referenced from table 3.1.



**Part A**

<b>Demographic Information</b>		<b>Items</b>
1) Gender	Answer Option	1: Male 2: Female
2) Age specify	Answer Option	.....need to
3) Race	Answer Option	1: Malay 2: Chinese 3: Indian 4: Others
4) The period of service	Answer Option	1: below 1 years 2: 1 to 3 years 3: 4 to 6 years 4: 7 to 9 years 5: above 10 years
5) Marital status	Answer Option	1: Single 2: Married 3: Others
6) Occupational Officer..... and gred Nurse.....	Answer Option	1: Medical 2: AMO..... 3: Staff

**Table 3.1 : Demographic Information Scoring**

**Part B: Ryff's Psychological Well-Being Scales (PWB).**

Please indicate your degree of agreement (using a score ranging from 1-5) to the following sentences.

	1	2	3	4	5
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<b>Bil</b>	<b>Items</b>				<b>Scale</b>
1	I am not afraid to voice my opinions, even when they are in opposition to the opinions of most people.				1 2 3 4 5
2	In general, I feel I am in charge of the situation in which I live.				1 2 3 4 5
3	I am not interested in activities that will expand my horizons.				1 2 3 4 5
4	Most people see me as loving and affectionate.				1 2 3 4 5
5	I live life one day at a time and don't really think about the future.				1 2 3 4 5
6	When I look at the story of my life, I am pleased with how things have turned out.				1 2 3 4 5
7	My decisions are not usually influenced by what everyone else is doing.				1 2 3 4 5
8	The demands of everyday life often get me down.				1 2 3 4 5
9	I think it is important to have new experiences that challenge how you think about yourself and the world.				1 2 3 4 5
10	Maintaining close relationships has been difficult and frustrating for me.				1 2 3 4 5
11	I have a sense of direction and purpose in life.				1 2 3 4 5
12	In general, I feel confident and positive about myself.				1 2 3 4 5
13	I tend to worry about what other people think of me.				1 2 3 4 5
14	I do not fit very well with the people and the community around me.				1 2 3 4 5
15	When I think about it, I haven't really improved much as a person over the years.				1 2 3 4 5
16	I often feel lonely because I have few close friends with whom to share my concerns.				1 2 3 4 5
17	My daily activities often seem trivial and unimportant to me.				1 2 3 4 5
18	I feel like many of the people I know have gotten more out of life than I have				1 2 3 4 5
19	I tend to be influenced by people with strong opinions.				1 2 3 4 5
20	I am quite good at managing the many responsibilities of my daily life.				1 2 3 4 5
21	I have the sense that I have developed a lot as a person overtime.				1 2 3 4 5
22	I enjoy personal and mutual conversations with				1 2 3 4 5

	family members or friends.				
23	I don't have a good sense of what it is I'm trying to accomplish in life.	1	2	3	4 5
24	I like most aspects of my personality	1	2	3	4 5
25	I have confidence in my opinions, even if they are contrary to the general consensus	1	2	3	4 5
26	I often feel overwhelmed by my responsibilities	1	2	3	4 5
27	I do not enjoy being in new situations that require me to change my old familiar ways of doing things	1	2	3	4 5
28	People would describe me as a giving person, willing to share my time with others	1	2	3	4 5
29	I enjoy making plans for the future and working to make them a reality.	1	2	3	4 5
30	In many ways, I feel disappointed about my achievements in life	1	2	3	4 5
31	It's difficult for me to voice my own opinions on controversial matters.	1	2	3	4 5
32	I have difficulty arranging my life in a way that is satisfying to me.	1	2	3	4 5
33	For me, life has been a continuous process of learning, changing, and growth.	1	2	3	4 5
34	I have not experienced many warm and trusting relationships with others	1	2	3	4 5
35	Some people wander aimlessly through life, but I am not one of them	1	2	3	4 5
36	My attitude about myself is probably not as positive as most people feel about themselves	1	2	3	4 5
37	I judge myself by what I think is important, not by the values of what others think is important	1	2	3	4 5
38	I have been able to build a home and a lifestyle for myself that is much to my liking.	1	2	3	4 5
39	I gave up trying to make big improvements or changes in my life a long time ago.	1	2	3	4 5
40	I know that I can trust my friends, and they know they can trust me.	1	2	3	4 5
41	I sometimes feel as if I've done all there is to do in life.	1	2	3	4 5
42	When I compare myself to friends and acquaintances, it makes me feel good about who I am.	1	2	3	4 5



### Part C: Multidimensional Scale of Perceived Social Support

Please indicate your degree of agreement (using a score ranging from 1-5) to the following sentences.

1	2	3	4	5
Strongly disagree	Disagree	Neutral	Agree	Strongly agree

Bil	Items	Scale
1	There is a special person who is around when I am in need.	1 2 3 4 5
2	There is a special person with whom I can share joys and sorrows.	1 2 3 4 5
3	My family really tries to help me.	1 2 3 4 5
4	I get the emotional help and support I need from my family.	1 2 3 4 5
5	I have a special person who is a real source of comfort to me.	1 2 3 4 5
6	My friends really try to help me.	1 2 3 4 5
7	I can count on my friends when things go wrong.	1 2 3 4 5
8	I can talk about my problems with my family.	1 2 3 4 5
9	I have friends with whom I can share my joys and sorrows.	1 2 3 4 5
10	There is a special person in my life who cares about my feelings.	1 2 3 4 5
11	My family is willing to help me make decision.	1 2 3 4 5
12	I can talk about my problems with my friends.	1 2 3 4 5

### Part D: Work Conflict Appraisal Scale (WCAS)

Please indicate your degree of agreement (using a score ranging from 1-5) to the following sentences.

1	2	3	4	5
Very low	Low	Medium	High	Very high

Bil	Task Conflict	Scale
1	How much conflict of ideas is there in your work group?	1 2 3 4 5
2	How frequently do you have disagreements within your work group about the task of the project you are working on?	1 2 3 4 5
3	How often do people in your work group have	1 2 3 4 5

conflicting opinions about the project you are working on?

	<b>Process Conflict</b>	<b>Scale</b>
4	How often are there disagreements about who should do what in your work group?	1 2 3 4 5
5	How much conflict is there in your group about task responsibilities?	1 2 3 4 5
6	How often do you disagree about resource allocation in your work group?	1 2 3 4 5

	<b>Relationship Conflict</b>	<b>Scale</b>
7	How much relationship tension is there in your work group?	1 2 3 4 5
8	How often do people get angry while working in your group?	1 2 3 4 5
9	How much emotional conflict is there in your work group?	1 2 3 4 5

### Part E : NASA Task Load Index

Please indicate your degree of agreement (using a score ranging from 1-5) to the following sentences.

1	2	3	4	5
Very low	Low	Medium	High	Very high

<b>Bil</b>	<b>Mental Demand</b>	<b>Scale</b>
1	How mentally demanding was the task?	1 2 3 4 5
	<b>Physical Demand</b>	<b>Scale</b>
2	How physically demanding was the task?	1 2 3 4 5
	<b>Temporal Demand</b>	<b>Scale</b>
3	How hurried or rushed was the pace of the task?	1 2 3 4 5
	<b>Performance</b>	<b>Scale</b>
4	How successful were you in accomplishing what you asked to do?	1 2 3 4 5
	<b>Effort</b>	<b>Scale</b>
5	How hard did you have to work to accomplish your level of performance?	1 2 3 4 5
	<b>Frustration</b>	<b>Scale</b>
6	How insecure, discouraged, irritated, stressed and annoyed were you?	1 2 3 4 5

## APPENDIX B : RELIABILITY ANALYSIS

### Reliability Analysis for

#### a) Social Support

#### Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
Social Support	152	100.0%	0	0.0%	152	100.0%

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's	
Alpha	N of Items
.798	42

#### b) Work Conflict



#### Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
Work Conflict	152	100.0%	0	0.0%	152	100.0%

a. Listwise deletion based on all variables in the procedure.

#### Reliability Statistics

Cronbach's	
Alpha	N of Items
.866	12

**c) Work Intensity**

**Case Processing Summary**

	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	Work Intensity	152	100.0%	0	0.0%	152

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.868	9

**d) Psychological Wellbeing**

**Case Processing Summary**

	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
	Psychological Wellbeing	152	100.0%	0	0.0%	152

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

Cronbach's Alpha	N of Items
.663	6

### APPENDIX C : Mean and Standard Deviation for all variables

#### Statistics

	Psychological Well-being (PWB)	Social Support (SS)	Work Conflict (WC)	Work Intensity (WI)
N	152	152	152	152
Valid	0	0	0	0
Missing	3.2142	3.9457	2.8268	3.4627
Mean	.32693	.58150	.71846	.65559
Std. Deviation				

### APPENDIX D : Correlation Analysis

**Correlations**

		PWB	SS	WC	WI
Psychological Wellbeing (PWB)	Pearson Correlation	1	.126	.405**	.350**
	Sig. (2-tailed)		.121	.000	.000
	N	152	152	152	152
Social Support (SS)	Pearson Correlation	.126	1	-.095	.228**
	Sig. (2-tailed)	.121		.246	.005
	N	152	152	152	152
Work Conflict (WC)	Pearson Correlation	.405**	-.095	1	.258**
	Sig. (2-tailed)	.000	.246		.001
	N	152	152	152	152
Work Intensity (WI)	Pearson Correlation	.350**	.228**	.258**	1
	Sig. (2-tailed)	.000	.005	.001	
	N	152	152	152	152

\*\* . Correlation is significant at the 0.01 level (2-tailed).

## APPENDIX E : Multiple Regression Analysis

### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.489 <sup>a</sup>	.239	.223	.28809

a. Predictors: (Constant), Social Support (SS), Work Conflict (WC), Work Intensity (WI)

### ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.855	3	1.285	15.484	.000 <sup>b</sup>
	Residual	12.284	148	.083		
	Total	16.139	151			

a. Dependent Variable: Psychological Wellbeing (PWB)

b. Predictors: (Constant), Social Support (SS), Work Conflict (WC), Work Intensity (WI)



### Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.118	.203		10.427	.000
	Social Support (SS)	.060	.042	.106	1.426	.156
	Work Conflict (WC)	.161	.034	.354	4.708	.000
	Work Intensity (WI)	.117	.038	.234	3.047	.003

a. Dependent Variable: Psychological Wellbeing



**OTHMAN YEOP ABDULLAH GRADUATE SCHOOL OF BUSINESS**  
 Universiti Utara Malaysia  
 06010 UUM SINTOK  
 KEDAH DARUL AMAN  
 MALAYSIA



**UUM**  
 Universiti Utara Malaysia

Tel.: 604-928 7101/7113/7130  
 Faks (Fax): 604-928 7180  
 Laman Web (Web): www.oyagab.uum.edu.my

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 29 August 2019

**Pengarah**  
**Hospital Tengku Ampuan Rahimah, Klang**

Dear Sir/Madam

**DATA COLLECTION**

**COURSE:** Research Paper  
**COURSE CODE:** BPMZ69912  
**LECTURER:** Assoc. Prof. Dr. Mohd Faizal Bln Mohd Isa

This is to certify that the following is a postgraduate student from the Othman Yeop Abdullah Graduate School of Business, Universiti Utara Malaysia. He is pursuing the above mentioned course which requires him to undertake an academic study and prepare an assignment. The details are as follows:

NO.	NAME	MATRIC NO.
1.	Ahmad Zaki Bin Ab.Halim	823723

In this regard, I hope that you could kindly provide assistance and cooperation for him to successfully complete the assignment given. All the information gathered will be strictly used for academic purposes only.

Your cooperation and assistance is very much appreciated.


Thank you.

**"BERKHIDMAT UNTUK NEGARA"**  
**"KEDAH AMAN, MAKMUR – HARAPAN BERSAMA MAKMURKAN KEDAH"**  
**"ILMU, BUDI, BAKTI"**

Yours faithfully

  
**ROZITA BINTI RAMLI**  
 Assistant Registrar  
 for Dean  
 Othman Yeop Abdullah Graduate School of Business

c.c - Student's File (823723)

orc  
 wt.  
  
 23/9

**DATIN PADUKA DR. HASNI BINTI HANAPI** D.S.I.S. NO. MMC 27853  
 .MBBS (MAL) MPH (MAL) CML (UIA) CMIA (NIOSH)  
 PENGARAH HOSPITAL  
 HOSPITAL TENGKU AMPUAN RAHIMAH, KLANG

Universiti Pengurusan Terkemuka  
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