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**THE ROLE OF SUBJECTIVE NORMS, JOB
INSECURITY AND PERCEIVED ORGANIZATIONAL
SUPPORT ON HELP-SEEKING BEHAVIOR
INTENTION AMONG ADMINISTRATIVE AND
DIPLOMATIC OFFICERS**



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Universiti Utara Malaysia

**MASTER OF HUMAN RESOURCE MANAGEMENT
UNIVERSITI UTARA MALAYSIA
APRIL 2024**

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OFFICERS**

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UUM
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**Project Paper Submitted to
School of Business Management
Universiti Utara Malaysia
in Partial Fulfilment of the Requirement for the
Master of Human Resource Management**



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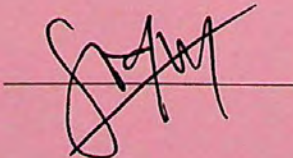
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Abstract

It is important for individual to seek help when facing with mental health problems to remain productive and functional to perform at work. By seeking help also, could decrease the cost and effect of mental health problems and allow individuals to contribute positively to society. Thus, finding ways to encourage individual to seek help is seen crucial. This study is carried out to examine the direct relationship between subjective norms, job insecurity, perceived organizational support, and help-seeking behavior intention. In this study, the unit of analysis is the individual administrative and diplomatic officers. A quantitative approach is employed by collecting data using a disproportionate stratified random sampling technique through an online survey. A cross-sectional design was used where data were collected at one point of time involving 191 administrative and diplomatic officers. Multiple regression analysis was conducted to test the proposed hypotheses. Results showed no significant relationship between subjective norms and help-seeking behavior intention. Interestingly, both job insecurity and perceived organizational support were found significant but in the opposite direction indicating that feeling insecure of losing a job influence the intention to seek help when experiencing mental health problem. The results also showed how providing with organizational support tend to lower the intention to seek help. These finding provide several contributions toward knowledge and practice where new empirical evidence on the relationship between subjective norms, job insecurity, perceived organizational support and help-seeking behavior intention have emerge from the study. These new findings also provide new insight for practitioner on how to encourage individual to seek help.

Keywords: Help-seeking behavior intention, Subjective norms, Job insecurity, Perceived organizational support, Administrative and diplomatic officers

Abstrak

Adalah penting bagi individu untuk mendapatkan pertolongan apabila berhadapan dengan masalah kesihatan mental agar mereka boleh terus produktif dan berfungsi dalam melaksanakan kerja. Dengan mendapatkan pertolongan, ia juga boleh mengurangkan kos dan kesan masalah kesihatan mental dan membolehkan individu untuk menyumbang secara positif terhadap masyarakat. Oleh yang demikian, mencari jalan bagi menggalakkan individu untuk mendapatkan pertolongan dilihat amat penting. Kajian ini dijalankan untuk mengkaji hubungan langsung antara norma subjektif, ketidakjaminan pekerjaan, persepsi terhadap sokongan organisasi dan gelagat niat mendapatkan pertolongan. Dalam kajian ini, unit analisis adalah individu pegawai tadbir diplomatik. Pendekatan kuantitatif telah digunakan bagi pengumpulan data menggunakan teknik persampelan rawak mudah kebarangkalian berstrata berkadar melalui tinjauan dalam talian. Reka bentuk keratan rentas telah digunakan di mana data dikutip sekali sahaja yang melibatkan seramai 191 pegawai tadbir diplomatik. Analisis regresi berganda telah dijalankan bagi menguji hipotesis yang dicadangkan. Dapatan menunjukkan tiada hubungan yang signifikan antara norma subjektif dan gelagat niat mendapatkan pertolongan. Menariknya, kedua-dua ketidakjaminan pekerjaan dan persepsi terhadap sokongan organisasi didapati signifikan tetapi dalam arah yang berlainan menandakan bahawa perasaan akan kehilangan pekerjaan mempengaruhi niat untuk mendapatkan pertolongan apabila mengalami masalah kesihatan mental. Dapatan juga menunjukkan bagaimana sokongan yang diberi organisasi mengurangkan niat untuk mendapatkan pertolongan. Dapatan ini telah memberikan beberapa sumbangan terhadap pengetahuan dan amalan di mana bukti empirikal baharu tentang hubungan antara norma subjektif, ketidakjaminan pekerjaan, persepsi terhadap sokongan organisasi dan gelagat niat mendapatkan pertolongan telah muncul dalam kajian ini. Dapatan baharu ini juga telah memberikan pandangan baharu kepada pengamal tentang bagaimana untuk menggalakkan individu mendapatkan pertolongan.

Kata Kunci: Gelagat niat mendapatkan pertolongan, Norma subjektif, Ketidakjaminan pekerjaan, Persepsi terhadap sokongan organisasi, Pegawai tadbir diplomatik

Acknowledgements

All gratitude goes to Allah, the Most Merciful and Compassionate, for providing me with the strength, patience, and drive to complete my study endeavor.

I would like to say a million thanks to all parties who have provided support and help in making this study a success. First of all, to the Malaysian Public Service Department for the permission and cooperation given to conduct this research among administrative and diplomatic officers. I would also like to thank the respondents who contributed their time and cooperation in filling out the research questionnaire. Without their support and participation, this study would not have been possible.

Much appreciation is also due to the supervisors, lecturers, and peers who always provide guidance, and moral support throughout the research process. Their support is greatly appreciated and valued. Thank you to family and friends who have always provided encouragement and emotional support throughout this research journey. Their presence and support gave me the strength and enthusiasm to continue working to achieve the goals of the study.

Finally, to Allah SWT who has given me all the inspiration and grace to complete this study. Hopefully, this study will provide great benefits to society and industry by increasing awareness and understanding of mental health among public officials in Malaysia.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

The issue of mental health is challenging for the employer to determine the employee's position in an organization as well as the decision to keep or to remove the employee that is not contributing to the firm. Employers are facing with a substantial cost related to mental health problems through the absenteeism, poor work performance while at work, arranging compensation for absent worker, the effect on the performance and morale of colleagues and the training and recruitment of new employee (Kessler et al., 2006). Therefore, seeking help is seen critical in the context of mental health.

Ibrahim et al (2019) argued that help-seeking for mental health problems is the initial stage for addressing them, obtaining the appropriate diagnosis, and undertaking suitable mental health management and intervention from professionals. As argued by Happy (2019), obtaining psychological help is important that could decrease the cost and effect of mental health problems and allow more individuals to flourish, prosper, and contribute positively to society.

Therefore, this study aims to uncover the issues help-seeking behavior intention among individuals in the context of mental health, particularly the administrative and diplomatic officers' intention to seek help, and identify the factors that may influence those intention.

According to JPA (2010), administrative and diplomatic officer is responsible for planning, enacting, implementing, and monitoring public policies on the management of human resources and organizations, financial, economic, administrative and development resources of the region/district/local/ land, planning and social administration, international relations, and foreign affairs (including foreign service) national security/resilience and information technology management. Therefore, administrative and diplomatic officers will carry such a huge responsibility to sustain the administration of our public services.

By understanding the dynamics and challenges faced by these officers, this study is expected to contribute to the improvement of mental well-being policies and initiatives in the workplace. The conclusions from this study can be the basis for the development of practical and effective measures to increase awareness, understanding, and support for mental health issues, leading to improved well-being and performance among these public employees.

Mohamad and Abiddin (2023) have conducted a thorough literature study to investigate the integration of spirituality and restoration in the Malaysian public sector, with a particular emphasis on emotional intelligence and its influence on emotional well-being among government personnel. They emphasized the necessity of combining spirituality and access to natural areas as techniques for improving mental health in the workplace. The research reveals that establishing a connection with the environment and spirituality might be novel technique for enhancing the mental wellness of government employees, which is a critical issue in workplace dynamics.

The focus of this study is to explore in more depth the factors that may be decisive in the administrative and diplomatic officer's decision to seek or not seek mental health treatment. This entire study will provide a more specific and detailed

picture of how these factors interact and contribute to mental health behaviors among administrative and diplomatic officials (Cheah et. al (2020)).

In a career context, administrative and diplomatic officers (PTD) at grade 41-48 in the Jabatan Perkhidmatan Awam (JPA) Malaysia are often faced with various pressures and challenges. The phenomenon of mental health among this group appears as an increasingly significant issue that requires deep attention. This study was inspired by the need to identify factors that influence mental health help-seeking behavior among administrative and diplomatic officers.

1.2 Problem Statement

Statistics on mental health, especially among federal personnel, raise serious concerns. According to Chan et al. (2021), there is a clear link between psychological discomfort and numerous comorbid disorders among Malaysian workers. Mental disease, cardiac issues, headaches, bronchial asthma, and hypertension were all associated with increased levels of psychological discomfort. The research utilized Malaysian Healthiest Workplace survey dataset and discovered that 14 of 17 comorbid medical diseases were related to increase psychological distress among workers. Furthermore, knowledge and use of mental health resources were linked to decrease levels of psychological distress, indicating that support services play an important role in addressing mental health issues.

Another research focuses on the Malaysian government's attempts to address these concerns, including the integration of spirituality and restoration in the workplace, especially within the public sector. Mohamad and Abiddin's (2023) study emphasizes the relevance of emotional well-being among government workers and

proposes that spirituality and access to natural places might improve emotional well-being. The unique technique of combining therapeutic nature experiences and encouraging self-attachment to nature is offered as a strategy for reducing emotional disturbances and improving mental health among government servants.

Despite these initiatives, the number of mental health concerns remains high, which may be attributed to several factors. Gaps in the literature suggest that there are insufficient understanding of the full range of factors contributing to mental health issues among civil servants. For instance, the role of workplace culture, job demands, and social support within the public sector may require further exploration. Additionally, there may be barriers to access mental health resources such as stigma or lack of awareness about available services. The effectiveness of current interventions and the extent to which they are tailored to the unique needs of civil servants could also be areas for further research. Identifying these gaps is essential for developing more comprehensive strategies to improve mental health outcomes for civil servants in Malaysia.

1.3 Research Questions

Based on the problem discussed above, the main research question addresses factors that might influence help-seeking behavior intention. The following research questions are specifically addressed:

- Do individual factors such as subjective norms related to help-seeking behavior intention?
- Do work factors such as job insecurity and perceived organizational support related to help-seeking behavior intention?

1.4 Research Objectives

This study aims to investigate factors that could influence help-seeking behavior intention among administrative and diplomatic officers in Public Service Department in the context of mental health. Specifically, the study aims:

- To examine the relationship between subjective norms and help-seeking behavior intention;
- To examine the relationship between job insecurity, perceived organizational support and help-seeking behavior intention

1.5 Significance of Study

This study is significant in the sense that the empirical findings that emerge from the study could enrich the existing literature on mental health and help-seeking behavior intention. Help-seeking is the earliest action that a person can take to address mental health issues. Thus, by analyzing individuals' beliefs regarding their subjective norms, job insecurity, and perceived organizational support could further explore factors that might or might not lead to help-seeking behavior intention when facing mental health problems. Reviewing the literature showed that most mental health studies focused on reporting the prevalence of mental health problems to general people, youths, and students. Even though help-seeking has been considered the important elements in combating mental health issues, less attention has been given on this aspect. Thus, this study would be beneficial in exploring the knowledge about help-seeking for mental health. This study included work factors, specifically job insecurity and perceived organizational support as the additional contributions.

Furthermore, the empirical findings from this study can also provide practical solutions for practitioners especially the Public Service Department's management on how to encourage help-seeking for mental health among administrative and diplomatic officers. By understanding how social norms, job insecurity and perceived organizational support could directly influence help-seeking behavior intention, the management can have some guidelines on what kind of initiatives that could be taken to address the issues.

1.6 Scope of Study

The main focused of this study is to investigate factors that might influence help-seeking behavior intention among administrative and diplomatic officers in Public Service Department. In this study, three independent variables namely, subjective norms, job insecurity, and perceived organizational support were tested against help-seeking behavior intention. This study adopted a quantitative approach where data were collected through online survey questions at one point in time (cross-sectional study). Unit of analysis is at the individual level where administrative and diplomatic officers were taken as the respondent for this study. Multiple regression was conducted to test the hypotheses of direct relationship using SPSS (version 29) program for Windows.

1.7 Definition of Key Terms

The study reports some definitions for the terms used which are based on previous studies.

- **Mental Health**

Mental health refers to a “*state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses in life, can work productively and fruitfully and is able to make a contribution to his or her community*” (WHO, 2001, p. 1).

- **Help-seeking Behavior Intention**

Help-seeking behavior intention refers to a process that initiates with regards to a problem that cannot be resolved or recovered alone. Therefore, it could include active inquest and support from a third party (Cornally & McCarthy, 2011).

- **Subjective Norms**

Subjective norms are the perceived evaluation of others supporting or not supporting the behavior (Mak & Davis, 2013).

- **Job Insecurity**

Employees’ perception that their job or an important feature of their job is insecure (Burchell, 2014).

- **Perceived Organizational Support**

Worker’s insight that the organization values employee’s contribution and cares about the worker’s well-being (Eisenberger & Huntington, 1986).

- **Administrative and Diplomatic Officers**

Administrative and Diplomatic officers are responsible for planning, developing, and implementing public policies governing human resources and organizations, financial resources, the economy, the administration and development of the region/district/locality/land, social planning and administration, international relations, and foreign affairs (including foreign service), national security/resilience, and information technology management (SPA, 2024).

1.8 Organization of Chapters

This chapter is the first of five chapters in this project paper. Chapter 2 provides with general review of the literature on mental health and help-seeking behavior intention. The concept of help-seeking behavior intention and how it can be measured are also presented. Discussion in Chapter 2 continues with past empirical findings on factors that might influence help-seeking behavior intention and this include the role of social norms, job insecurity and perceived organizational support. The chapter also discusses the research framework tested in the study. The chapter concludes with the development of the research hypotheses.

Chapter 3 describes the method for the study and these include the discussion on the research design, selection of participants, and the development of research measures. Chapter 3 ends with a brief description on the strategies used to analyse data collected from the survey.

Chapter 4 reports the research findings and there are reports on descriptive statistical analysis, bivariate correlation analysis, and regressions analysis. The results are summarized in number of tables to facilitate interpretation.

Chapter 5 discusses the interpretation of the research findings. The findings are compared to those found in the past research reviewed in Chapter 2. The chapter ends with a discussion on limitations of the study, the study contributions, and some suggestions for future research.



CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter discusses issues related to help-seeking behavior intention as presented in the literatures. The chapter starts by describing the concept of help-seeking behavior intention, and this followed by findings from past studies on behavior. The chapter then reviews how social norms, job insecurity and perceived organizational support related to help-seeking behavior intention. The chapter concludes by discussing the research framework and the development of hypotheses.

2.2 The Conceptualization of Study Variables

2.2.1 Mental Health

Various definitions on mental health have been put forward in the literature. For example, Nordqvist (2017) defined mental health as the individual's ability to attain a balance between life activities and attempts to accomplish psychological resilience. He has categorized the mental health into how the person thinks (cognitive), feel (emotion) and act (behavior). He believed that mental health can impacted daily life such as at school or work, relationships, and physical health if it is not properly managed.

In other writing, Rowling et al. (2002) regard mental health as the competence of individual, group, and environment to interface with one another to sustain subjective well-being and optimal functioning with the use of cognitive, affective, and

relational abilities towards the attainment of individual and unified goals persistent with justice. WHO (2004) also agreed that mental health is a state of well-being in which the person recognizes their abilities, can adapt the normal stresses of life, able to work productively and can contribution to the society.

Some authors such as Keyes (2014) and Galderisi et al. (2015) believed that mental health is a blend of emotional, psychological, and social well-being. Emotional well-being consists of the sense of happiness, interest in life and satisfaction. The psychological well-being encompasses acknowledge self-personality, being good at managing the daily responsibilities, having good relationships with others, and being satisfied with own life. Whereas, social well-being involves positive functioning to contribute to society (social contribution), feeling part of a society (social integration), believing that community is becoming a better place for all people (social actualization), and that the way society works makes sense to them (social coherence)

Other definitions on mental health that also found in the literature include the absence of mental disease and a state of well-being that involves biological, psychological, or social elements that provide to a person's mental state and capacity to function within the environment (WHO, 2004; Sartorius, 2002; Bhugra et al., 2013).

2.2.2 Help-seeking Behavior Intention

In the mental health context, help-seeking behavior is seen as a critical aspect of health and psychological well-being, representing a complex decision-making process where individuals seek assistance to address problems that challenge their abilities. As defined by Cornally & McCarthy (2011), help-seeking behavior is a problem-focused, planned behavior that involves interpersonal interaction with a

selected healthcare professional, characterized by intentionality and the seeking of interpersonal solutions to health problems. They believed that the help-seeker is having an intentional reaction (actively seeking help) indicating they are not passive in response. Thus, they conclude that the concept of help-seeking behavior is the ‘communication with other people’ which involves the interchange for miscellaneous forms of assistance such as instrumental, informational, and emotional.

Rickwood et al. (2005) argued that help-seeking behavior is the behavior of earnestly seeking help by corresponding with other people to acquire help in terms of understanding, guidance, information, medical care, and general support in response to a distressing experience or a problem.

Some authors have defined help-seeking behavior by highlighting the process involved. For instance, in 1958, Kadushin has proposed a help-seeking behavior model with four steps process: 1) determining the problem as a behavioral issue; 2) informing or sharing with family and friends; 3) making the decision for professional mental health help and choosing the facility; and 4) choosing or approaching a practitioner. Similarly, Waltz et al. (2005) also defined help-seeking behavior using multistage process that a person engages in. In short, these definitions have stated that help-seeking is a way and one of the processes of attending to one’s health change.

2.2.3 Subjective Norms

According to Ajzen (1991), subjective norms are normative beliefs related to an individual’s probability to execute a behavior that is performed by important persons or group. It is also considered as an individual’s thinking that other people anticipate him or her to engage in performing a behavior (Fishbein & Ajzen, 1975). In

other writing, Hansen and Avital (2005) believed that subjective norms rely on the belief that an individual's behavior or action reflects that of important persons or groups. According to Gagne's (2009) view, it is considered as subjective norms that imply perception of social pressure to perform or not to perform the behavior.

According to the Social Exchange Theory (SET), if an individual is highly influenced by social pressure, he or she will develop unspecified obligation, devotion, and cohesiveness to perform or not to perform behavior (Gagne, 2009). In other words, the person will be ready to act according to group needs. Latane (1981) in his writing argued that individual behavior to a large extent, is influenced by the people surrounding him or her.

2.2.4 Job Insecurity

Job insecurity is the perceived threat of losing one's job and the worries associated with that threat. Research indicates that job insecurity can have a significant impact on mental health, leading to stress and decreased well-being (Mokhtar et al., 2020). Miana et al. (2011) highlights the significant role of organizational support as a moderator in the relationship between job insecurity and its consequences such as job satisfaction, psychological health, and the intention to leave the organization. This suggests that when employees perceive their organization as supportive, the negative effects of job insecurity may be lessened, potentially reducing the intention to leave, and maintaining job satisfaction and psychological health.

2.2.5 Perceived Organizational Support

Perceived organizational support is the degree to which employees believe their organization values their contributions and cares about their well-being. In the literature, perceived organizational support (POS) had been defined as the employee perceptions regarding the extent to which their employer “values their contributions and cares about their well-being” (Eisenberger et al., 1986, p. 501). They further argued that in social exchange between employees and employers, it is the organizational equivalent of employees’ commitment to the organization, though it is based on employees’ perceptions, rather than the organization’s perspective. In other words, it represents “employees’ inferences concerning the organization’s commitment to them” (Eisenberger et al., 1986, p. 500). They also believed that the organization’s commitment is stem from employees’ interactions with other members who are seen as representatives of the organization; attributions about those members and interactions are then extended to the entire organization.

Perceived organizational support is important because it is associated with many job attitudes and behaviors. Specifically, it is strongly connected to (a) lower burnout and stress and (b) higher organizational commitment and job satisfaction (Kurtessis et al., 2017; Rockstuhl et al., 2020). They further argued that perceived organizational support is modestly connected to higher job performance and moderately associated with fewer citizenship behaviors, especially those that benefit the organization rather other individuals.

Perceived organizational support has been linked to favorable outcomes for both employees and organizations, such as job satisfaction, positive mood, affective commitment, performance, and reduced withdrawal behavior.

2.3 Factors related to Help-seeking Behavior Intention

Various factors have been found related to help-seeking behavior intention. Help-seeking behavior intention is a critical aspect of mental health care, particularly in understanding why individuals may or may not seek professional help for psychological issues. This synthesis examines the factors influencing help-seeking intentions from a variety of perspectives, including social-cognitive factors, demographic influences, and personality traits. Attitudes, subjective norms, and perceived behavioral control are significant predictors of help-seeking intentions, with subjective norms often being the strongest predictor across different populations (Tomeczyk et al., 2020). Apart from that, socio-demographic factors such as age, living arrangements, sexuality, and ethnicity can influence help-seeking behaviors, with younger individuals more likely to seek informal support and minority groups more likely to engage with professional services (Bryant et al., 2021).

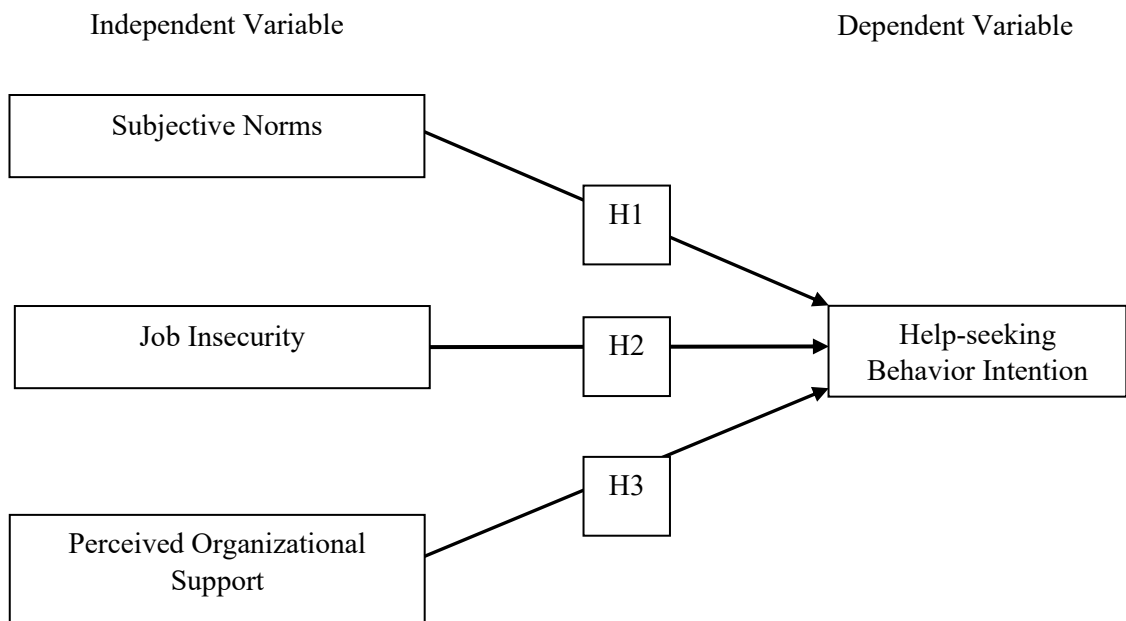
In other study, Alhomaizi et al. (2018) found that stigma and social support were among the factors that could influence help-seeking behavior among Muslims at various levels. The study involved 17 individuals who comprised 10 Arab Muslim laypersons, five mental health professionals, and two imams who were staying in the United States. Through the interview, the study found that stigma contributed to the low help-seeking behavior.

Job security and satisfaction were also found to be significant factors influencing help-seeking behavior. This result was found in a study conducted by Tynan et al. (2016) on 1,457 Australian mining workers. Apart from that, Maekawa et al. (2016) had also acknowledged the contribution of job security as an important determinant for the workers to seek help. The study that was conducted on 650 full-time male Japanese workers. Results of the study showed that help-seeking behavior was depended on the employees' distress level, which was indirectly related to career. The study also reported the existence of distinction in help-seeking for mental health problems between the low and high levels of employee distress. It was found that individuals who experienced a low level of mental distress had the tendency to seek treatment and show higher perceived belief in the mental health services at the workplace. However, for those who experienced high level of mental distress due to their tendency to perceive risk for career disadvantage, their openness to seek mental health help was reduced.

2.4 Research Framework

Figure 2.1 shows the research framework tested in this study. Three independent variables namely, subjective norms, job insecurity, and perceived organizational support were tested against help-seeking behavior intention (dependent variable).

Figure 2.1
Research Framework



2.5 Hypotheses Development

2.5.1 Relationship between Subjective Norms and Help-seeking Behavior Intention

Reviewing the literature showed that subjective norms were positively related to help-seeking behavior intention. For example, in a study conducted by Tomczyk et al. (2020), subjective norms were found to be significantly related to help-seeking intention when being tested on 188 adults in the German community.

Subjective norms were also found to have the strongest relationship with help-seeking behavior when tested on 60 resident assistants in United States university, (Servaty-Seib et al., 2013). The findings indicate that the participants' intentions to direct distressful students for counseling were affected by their perceptions that were linked with the subjective norms in making a referral.

Similarly, when subjective norms were tested against help-seeking intention among 845 college students at Northern California University, Bohon et al. (2016) found that the respondents had a similar belief about seeking help from mental health services and their companions and friends.

Through the interview with 18 respondents in Hong Kong, Hui et al. (2014) found that subjective norms, particularly the beliefs on support or displeasure by family and friends appeared to be more convincing compared to social stigma. Many interviewees sought out family and friends whenever they decided to seek mental health help. The family influence could be negative if the family bond is not strong or unsupportive. Therefore, some respondents would conclusively categorize family support as an unimportant determinant in their decision for help-seeking.

Based on the above discussion, the following hypothesis is proposed:

H1: Subjective norms are positively significantly related to help-seeking behavior intention

2.5.2 Relationship between Job Insecurity and Help-seeking Behavior Intention

Past literatures have shown how job insecurity and help-seeking behavior intention were related. For example, Tynan et al. (2016) have conducted a study to examine the impact of job security on the intention to seek mental help. The study was conducted on 1,457 workers throughout the Australian coal mining industry, which led to a significant relationship between job security and help-seeking.

In another study, Maekawa et al. (2016) found the importance of job security in the behavior of help seeking. The study was conducted on 650 full-time male

Japanese employees and found that the interest in seeking help would reduce when they believed in the insecurity of their job.

Therefore, the following hypothesis is proposed:

H2: Job insecurity is negatively related to help-seeking behavior intention

2.5.3 Relationship between Perceived Organizational Support and Help-seeking Behavior Intention

Past studies have shown how organizational support could influence intention to seek help. For example, Johnson et al. (2020) found that support determined individual's intention to seek mental health help and this depends on the seriousness of mental health condition and the quality of support provided. The weak support for mental health help-seeking indicates the low awareness about mental health culture in such the organization or people may not consider the issue as mental health problem.

Therefore, the following hypothesis is proposed,

H3: Perceived organizational support is positively related to help-seeking behavior intention.

2.6 Conclusion

This chapter has presented the discussion on past and existing empirical works in the areas of mental health, help-seeking behavior intention, social norms, job insecurity and perceived organizational support. The chapter has also presented the research framework and the research hypotheses tested in the study. The following chapter, Chapter 3 describes the method of the study.

CHAPTER 3

METHOD

3.1 Introduction

This chapter discusses the method for the study. The chapter begins with a discussion on the research design and follows by the study population and sampling. The chapter also discussed on the development of the survey materials, the data collection procedures, and strategies for data analyses.

3.2 Research Design

The study employed quantitative approach as they are useful for investigating correlations between variables, generalizing findings, and doing statistical analyses in a variety of domains, including psychology, education, and library and information science. This technique used numerical data and statistical tools, and it frequently involves the identification of generalizable trends or causal mechanisms.

Unit of analysis is at the individual level (administrative and diplomatic officers in Public Service Department) and the primary data for this study were gathered through an online survey through Google form. Respondents' perception about subjective norms, job insecurity and perceived organizational support are taken as the basis for understanding their influence on help-seeking behavior intention. Therefore, an individual is considered suitable to be taken as the unit of analysis to test all the variables shown in the research framework.

The study was conducted in a natural environment where the researcher's interference was minimal. Also, a cross-sectional design was utilized where the data

were collected at one point of time as the design is simple, inexpensive and allows for data collection in a relatively short period.

3.3 Population and Sampling

3.3.1 Study Population

The study population involved all administrative and diplomatic officers (Grade 41 till 48) who are currently working in Public Service Department. As of 31 December 2023, there are 381 administrative and diplomatic officers working in Public Service Department. Please refer Table 3.1.

Table 3.1
Number of Administrative and Diplomatic Officers in Public Service Department as updated on 31 December 2023

Num	Department	Total
1	Public Service Department Putrajaya	289
2	Institut Tadbiran Awam Negara (INTAN)	92
	Institut Tadbiran Awam Negara (INTAN) – Semenanjung	76
	Institut Tadbiran Awam Negara (INTAN) – Sarawak	10
	Institut Tadbiran Awam Negara (INTAN) - Sabah	6
TOTAL		381

3.3.2 Sample Size

Sample size refers to the number of individuals or elements involved in a research study. It is part of a larger population and is chosen to represent that population. The use of samples is important in research because it provides advantages in the practical and economic implementation of the study (Kang, 2021). Samples are needed because it is not always possible to collect data from every individual or element in a large population. By choosing an appropriate sample size, researchers can get an adequate picture of the population without having to expend too many resources to cover every individual.

According to McEwan (2020), the use of samples also allows researchers to draw conclusions more quickly and efficiently than if the entire population is studied. In addition, results from a carefully studied and properly selected sample can provide information that can be considered representative of the entire population. In a statistical context, sample size plays an important role in the reliability of research results. A large sample size tends to provide a higher level of reliability, but it should be noted that a sample size that is too small can lead to inaccurate conclusions or cannot be assumed to be representative of the population. Overall, the use of samples and the selection of appropriate sample sizes are important elements in research to ensure that the results of the study are representative and can be used to generalize to a wider population.

For this study, the sample size is determined based on Krejcie and Morgan (1970) table. Based on the population of 381 people, the sample size table suggested by Krejcie and Morgan (1970) is 191. This means 191 administrative and diplomatic officers are needed to represent the whole study population. This sample size fits

Roscoe's rule of thumb where a sample that is larger than 30 and less than 500 is appropriate for most research.

3.3.3 Sampling Technique

This study used stratified random sampling technique to collect data. Stratified random sampling is refers to segregation of the population into subgroups and a random sampling is taken from every subgroup (Taherdoost, 2016). Subgroups might be in the form of gender, company size, branch, or occupation.

In this study, disproportionate stratified random sampling technique was applied. This sampling technique is suitable for a study that contains stratum that having higher number of organizations to attain greater number of representations (Sekaran & Bougie, 2013). The aim of this technique is to make sure that each stratum is sufficiently represented (Ackoff, 1953). Thus, the technique is passable to be applied in this study whereby administrative and diplomatic officers from various departments in Public Service Department and stratified sampling could allow each stratum an opportunity to be represented.

Table 3.2 presented the sample size for departments involved in this study. The stratum formula adapted from Hayes (2020) as follows is applied to achieve the suggested 191 respondents for this study:

Sample size for each department = (Sample size/ number of population) x stratum size

Table 3.2
Sample Size for Each Department

Department	Population / Stratum Size	Stratum Formula	Sample Size
Public Service Department Putrajaya	289	$(191/381)*289$	145
Institut Tadbiran Awam Negara (INTAN) - total	92		
Institut Tadbiran Awam Negara (INTAN) – Semenanjung	76	$(191/381)*76$	38
Institut Tadbiran Awam Negara (INTAN) - Sarawak	10	$(191/381)*10$	5
Institut Tadbiran Awam Negara (INTAN) - Sabah	6	$(191/381)*6$	3
TOTAL	381		191

3.4 Operational Definitions and Measurements

3.4.1 Help-seeking Behavior Intention

Help-seeking behavior intention is the dependent variable in this study. It is operationalized as the individual's preference for seeking help, reasons for seeking help, and awareness of probable help resources (Yu et al., 2015). As shown in Table 3.3, help-seeking behavior intention was measured by 15 items adapted from Yu et al. (2015). In this study, participants rated their degree of agreement with the help-seeking behavior intention statements based on five-point scale whereby, 1 = strongly disagree, and 5 = strongly agree.

Table 3.3
Help-seeking Behavior Intention Items

Variable	Operational Definition	Items	Adapted from
Help-seeking behavior intention	Individual's preference for seeking help, reasons for seeking help and awareness of probable help resources.	HSBI1 If I had severe mental health problems, I will seek help from professional sources (e.g., a counselor, psychologist, and psychiatrist). HSBI2 If I have a mental health problem, I want to solve it by myself. HSBI3 I do not know who should I seek help from if I have mental health problems. HSBI4 I do not know where should I seek help if I have mental health problems. HSBI5 If I have mental health problems, I would have other concerns such as transportation difficulties that make me unable to seek help. HSBI6 If I have mental health problems, I would have other concerns such as scheduling conflicts that make me unable to seek help. HSBI7 I think it is too inconvenient and costly to seek help if I want to seek help for my mental health problems. HSBI8 I am concerned about the financial cost of my mental health treatment. HSBI9 I do not have health insurance for my mental health treatment. HSBI10 I do not think mental health treatment is effective. HSBI11 I had received treatment before, but it was not effective. HSBI12 I am concerned about what others will think of me if they know I am seeking mental health treatment. HSBI13 I am afraid of being hospitalized involuntarily if I seek help for mental health problems. HSBI14 I am dissatisfied with the current services on mental health.	Yu et al. (2015)

HSBI15 I will feel embarrassed if other people know that I am seeking help from a mental health professional.

HSB16 I know the nearest hospital or clinic that provides mental health treatment.

HSB17 I know mental health hotlines.

3.4.2 Subjective Norms

Subjective norm is the first independent variable in this study, and is operationalized as the belief in other people's perception of the behavior including the strength of other people's practice (descriptive norms) and encouragement (injunctive norms) for help-seeking (Schomerus et al., 2009). As shown in Table 3.6, the subjective norm was measured by four items developed by Schomerus et al. (2009) based on Ajzen and Fishbein's guidelines. Based on a five-point Likert scale, in which 1 = Strongly Disagree, and 5 = Strongly Agree, respondents rated their degree of agreement with the subjective norms statements.

Table 3.4
Subjective Norms Items

Variable	Operational Definition	Items	Adapted from
Subjective norms	Beliefs on what other people perceive about a behavior.	SN1 Most family members who are important to me think that I should seek help from a mental health professional.	Schomerus et al. (2009)
		SN2 Most friends who are important to me think that I should seek help from a mental health professional.	
		SN3 Other people who are important to me think that I should seek help from a mental health professional.	

SN4 With a problem like that, it is expected of me that I seek help from a mental health professional.

3.4.3 Job Insecurity

Job insecurity is the second independent variable in this study. It is operationalized as workers' perceptions and concerns about the possibility of involuntary job loss (De Witte, 1999). As shown in Table 3.5, job insecurity was measured by eight items developed by De Witte (2000), which were found to be reliable and valid for measuring job insecurity. Based on a five-point Likert scale, whereby 1 = Strongly Disagree and 5 = Strongly Agree, respondents rated their degree of agreement with the job insecurity statements.

Table 3.5
Job Insecurity Items

Variable	Operational Definition	Items	Adapted from
Job insecurity	Worker's perceptions and concerns about the possibility of involuntary job loss	If I reveal that I seek help for my mental health problems: JI1 I think that I will be able to continue working here. JI2 There is only a small chance that I will become unemployed. JI3 I am certain/sure of my job environment will help me. JI4 I am very sure that I will be able to keep my job. JI5 I feel uncertain about the future of my job.	De Witte (2000)

Jl6 I worry about the continuation of my career.

Jl7 I fear that I might lose my job.

Jl8 I fear that I might get fired.

3.4.4 Perceived Organizational Support

Perceived organizational support is the third independent variable in this study, and is operationalized as (a) *evaluative judgments attributed to the organization and include satisfaction with the employee as a member of the organization and (b) actions affecting the employee that the organization would likely to take in hypothetical situations, which include the willingness to help with a job* (Eisenberger & Huntington, 1986). This study employed the short version of the survey, which contained 16 items developed by Eisenberger and Huntington (1986). Based on a five-point Likert scale, whereby 1 = Strongly Disagree and 5 = Strongly Agree, respondents rated their degree of agreement with the perceived organizational support statements.

Table 3.6
Perceived Organizational Support Items

Variable	Operational Definition	Items	Adapted from
Perceived organizational support	Employee's evaluative judgments attributed to the organization and actions affecting the employee that the organization would be likely to take in hypothetical situations.	My university: POS1 Values my contributions to its well-being. POS2 Will replace me if I have mental health problems. POS3 Fails to appreciate any extra effort from me. POS4 Strongly considers my goals and values.	Eisenberger and Huntington (1986)

POS5 Would ignore any complaint from me.

POS6 Disregards my best interests when it makes decisions that affect me.

POS7 Provides help if I have a mental health problem.

POS8 Cares about my well-being.

POS9 Fails to notice even if I have done the best job possible.

POS10 Willing to help me when I need a special favor.

POS11 Will take advantage of me if given the opportunity.

POS12 Shows very little concern for me.

POS13 Will try to persuade me to stay if I decided to quit.

POS14 Cares about my opinions.

POS15 Takes pride in my accomplishments at work.

POS16 Tries to make my job as interesting as possible.

3.5 Layout of Questionnaire

All the survey materials were prepared in English, as professional-level workers in Malaysia can and often do work in English. The survey material used in this study is shown in Appendix A.

The questionnaire consists of 4 sections. Section one asked about help-seeking behavior intentions and there are 17 items. In section two of the questionnaire, there are 4 items on social norms. Section three consists of 9 items on job insecurity. In section four, there are 16 items on perceived organizational support. The final section, section five sought the demographic characteristics of the participating administrative and diplomatic officers, and their respective organization. This information is

necessary to show that the sample is representative and to ensure that generalizations to the wider population of administrative and diplomatic officers in Public Service Department can be made.

3.6 Data Collection Procedure

3.6.1 Pre-test

Pre-testing is a method used in research to test the effectiveness of research instruments before being administered to real respondents. Pre-testing is conducted before the actual research to ensure that the research tool or questionnaire used is valid, relevant, and can accurately measure what is to be studied.

Pre-testing is necessary in research for several reasons. First, it allows the researcher to identify and correct any weaknesses or deficiencies in the research instrument. By getting feedback from the pre-test group, the researcher can assess the respondents' understanding of the questions, language clarity, or even any technical problems that may arise during the use of the instrument (Hallberg et al., 2016). In addition, the pre-test helps in assessing the reliability and validity of the instrument. By first testing the instrument, researchers can measure the level of consistency and accuracy of the research tool. This ensures that the questions or items in the instrument can be considered valid and reliable indicators.

Furthermore, pre-testing helps reduce the risk of errors and interpretations that may occur during the actual study. By identifying and correcting any issues before the main study, researchers can improve the overall quality of the study and the reliability of the results obtained. Pre-testing can be considered an important initial step in research to ensure the quality and validity of the research instrument before it is applied

to real respondents. This test helps the researcher get early feedback and ensure that every aspect of the instrument has been carefully considered. This allows researchers to conduct studies with more confidence and produce quality data (Bhalla et al., 2023).

For this study, the pre-test was conducted by the research supervisor. Once the content of the questionnaire for all the variables of this study is approved, a pilot study was conducted.

3.6.2 Pilot Study

A pilot study is an initial small-scale research activity carried out before to the main study. It is used as a test run to assess various parts of the research concept and methodologies. Pilot studies are critical for determining the feasibility of methodologies and processes for large-scale studies such as recruitment, retention, intervention fidelity, acceptability, adherence, and engagement. Therefore, there is a room to improve research design, optimize processes, and lay the groundwork for future sample size calculations. Pilot studies can be used in educational research to ensure the validity and reliability of measures and tools before they are used in the main study (Gani et al., 2020).

A pilot study was conducted on 30 administrative and diplomatic officers. The internal consistency reliabilities (Cronbach's Alpha) of the research measures from the pilot study are reported in Table 3.7. As shown in Table 3.7, all variables have satisfactory reliability values ranging from .621 to .971. There were also no changes required to the questionnaire.

Table 3.7
Reliability Analysis on Pilot Study

	Variables	Number of Items	Cronbach's Alpha
1	Help-seeking Behavior Intention	17	0.723
2	Social Norms	4	0.971
3	Job Insecurity	8	0.621
4	Perceived Organizational Support	16	0.749

3.6.3 Actual Data Collection

The data collection process began on 6 February 2024 and ended in 15 March 2024 after receiving the approval letter for conducting the research. Public Service Department has identified partially the respondents by sending e-mails to respective candidates. Each potential respondent received the survey question through their official email address in which the link to the Google form was provided. Each respondent received information sheet that briefly explained the study and the questionnaire. All respondents were informed and reminded that their participation was completely voluntary and their responses were treated with the strictest confidentiality. They were allowed to withdraw from the study at any time and not complete the questionnaire. The completion and return of the questionnaire were taken as the indication that the participants agreed to participate.

3.7 Data Analysis Strategy

SPSS (version 29) program for Windows was used to analyse the data collected. Prior to primary analyses, the data were examined for data entry accuracy, outliers, and distributional properties.

3.7.1 Descriptive Analysis

Descriptive analysis is a statistical procedure that involves describing and organizing data so that it may be understood. It allows for the meaningful presentation of data, resulting in a better understanding of the dataset's distribution and tendencies. Descriptive statistics are essential for generating research hypotheses, selecting variables, assessing outcomes, and making conclusions because they aid in summarizing and comprehending data. Descriptive statistics are used to investigate, synthesize, and illustrate research data, and measures of central tendency and variance are important tools for characterizing data distribution (Acosta & Brooks 2021).

As for this study, these categories of data help the researcher to summarize the variables of interest and provide a quick summary of the demographic characteristics of respondents participated in this study. Among the demographic characteristics asked in the questionnaire include gender, age, marital status, ethnicity, highest education qualification, monthly income, number of years with the organization, and current position and grade.

3.7.2 Correlation Analysis

Correlation analysis is used to describe the strength and direction of the linear relationship between two variables (Pallant, 2011). The correlation's degree is tested to indicate the relationship between two variables; dependent variable and independent variable. As for this study, Pearson Correlation is used to determine the relationship between social norms, job insecurity, perceived organizational support and help-seeking behavior intention. Pearson correlation coefficients (r) can only take on values from -1 to $+1$. The sign at the front indicates whether there is a positive correlation (as one variable increases, so too does the other) or a negative correlation (as one variable increases, the other decreases). The size of the absolute value (ignoring the sign) provides an indication of the strength of the relationship. A perfect correlation of 1 or -1 indicates that the value of one variable can be determined exactly by knowing the value on the other variable.

Table 3.8
Strength and Direction of the Correlation Coefficient

Correlation Coefficient (r)	Relation between variables
0.0 – 0.30	Very Low Relationship
0.30 – 0.50	Low Relationship
0.50 – 0.70	High Relationship
0.70 – 1.00	Very High Relationship

3.7.3 Multiple Regression Analysis

Multiple regression analysis is a statistical technique used to analyze the relationship between a single dependent (criterion) variable and several independent (predictor) variables. The objective of conducting multiple regression analysis is to use the independent variable whose values are known to predict the single dependent value selected by the researcher. Each independent variable is weighted by the regression analysis procedure to ensure maximal prediction from the set of independent variables. The set of weighted independent variables forms the regression variate, linear combination of the independent variables that best predicts the dependent variable (Hair et al., 2010). Multiple regressions are important because it can forecast future outcomes. The purpose of performing a multiple regression in this study is to determine the predictive power of the independent variables (social norms, job insecurity and perceived organizational support) toward the dependent variable (help-seeking behavior intention).

3.8 Conclusion

This chapter has explained the research method and analysis strategy for the study. It described the research design, the study population and sampling, development of the questionnaire, and the data collection procedure. This chapter also briefly explains the adoption of correlation and regression analysis to test the research hypotheses. The results of the study are reported in Chapter 4.

CHAPTER 4

FINDINGS

4.1 Introduction

Chapter 4 reports results of the study. The chapter begins by reporting the response rate and the data screening process. It then presents the demographic characteristic of the participants and descriptive analysis. The discussions end with a report on correlation analysis and regression analysis.

4.2 Response Rate

As discussed in Chapter 3, data for this study was collected through an online questionnaire using Google form. A total of 191 questionnaires were distributed through emails from 6 February 2024 to 15 March 2024. At the end of the survey period, a total of 191 questionnaire were returned, yielding a return rate of 100%.

4.3 Data Screening

The quality of an acceptable analysis is subject to the quality of initial data screening and treatment. The purpose of conducting data screening is to examine for data entry accuracy, outliers, and distributional properties. Data screening was conducted by examining basic descriptive statistics and frequency distributions. Data screening is important in the earlier steps as it affects the decisions taken in the steps that follow. In this study, data screening involved of identification of missing data, outliers, normality, linearity, and homoscedasticity.

With regards to missing information, descriptive data results indicate no missing information were found. Thirteen cases were found to be outlier (7, 13, 103, 107, 116, 117, 118, 121, 126, 127, 129, 131, 132). But these cases were not excluded from the datasets as the mean values of these cases were not different to the remaining distribution. Normality test is conducted using skewness and kurtosis. Hair et al. (2010) and Bryne (2010) argued that data is considered normal if skewness is between -1 to +1 and kurtosis is between -3 to +3. Results in Table 4.1 indicates that the data appeared to have a normal distribution.

Table 4.1
Result of Normality Analysis

	Variables	Skewness	Kurtosis	Kolmogorov-Smirnov	Shapiro-Wilk
1	Help-seeking behavior intention	-.201	-.544	.115	.973
2	Subjective norms	.946	2.559	.372	.737
3	Job insecurity	.164	2.097	.311	.829
4	Perceived organizational support	-.156	1.865	.140	.959

Results of linearity and homoscedasticity for all variables through the scatter plot diagrams indicates no evidence of nonlinear patterns and a visual inspection of the distribution of residuals suggested an absence of heteroscedasticity for the variables.

Concerning to multicollinearity, the results showed that the tolerance values were between 0.753 and 0.943, and the variance inflation factor (VIF) value ranged from 1.060 to 1.328. Given that the tolerance value is substantially greater than 0.10 and the VIF value is less than 10, indicates the multicollinearity was not a problem.

4.4 Demographic Characteristic of the Participants

Table 4.2 presents the detailed descriptive statistics of the participants' demographic characteristics. The results showed that 58.6% of the 191 participants in this survey were males. Majority of the participants (56%) were age between 31 to 40 years old. Out of 191 participants, 69.1% were married and 93.2% were Malay. In terms of number of years with the organization, 60.7% of the participants had served their organizations between 1 to 3 years. As shown in Table 4.2, 45.5% were in grade M48 and 71.2% are from JPA.

Table 4.2
Demographic Characteristic of the Participants (n=191)

Demographic	Frequency	Percentage
Gender		
Male	112	58.6
Female	79	41.4
Age		
21-30 years old	15	7.9
31-40 years old	107	56.0
41-50 years old	68	35.6
51 years old and above	1	0.5
Marital Status		
Married	132	69.1
Single	52	27.2
Widowed/Divorced	7	3.7
Ethnicity		
Malay	178	93.2
Chinese	3	1.6

Indian	2	1.0
Others	8	4.2
Numbers of years with the present organization		
Less than a year	12	6.3
1 – 3 years	116	60.7
4 – 7 years	43	22.5
More than 7 years	20	10.5
Current Position and Grade		
M41	33	17.3
M44	71	37.2
M48	87	45.5
Office Location		
JPA	136	71.2
INTAN Semenanjung	47	24.6
INSARA	5	2.6
INSABAH	3	1.6

4.5 Descriptive Analysis

A descriptive analysis that comprises the mean, standard deviation, and variance was conducted to illustrate how each variable was perceived by the participants. Four constructs have been proposed in the research framework for this study consisted of help-seeking behavior intention, subjective norms, job insecurity, and perceived organizational support. All constructs were measured using a five-point Likert scale that ranges from 1 (strongly disagree) to 5 (strongly agree).

As shown in Table 4.3, the maximum score for one construct amounted to 5.00, except for help-seeking behavior intention (maximum 4.18), subjective norms

(maximum 4.00) and perceived organizational support (4.31). Meanwhile, the minimum score for all constructs varied from 1.00 to 1.50. The lowest minimum score of 1.00 was recorded for help-seeking behavior, subjective norms, and job insecurity constructs. While the highest minimum score was recorded for perceived organizational support constructs with a score of 1.50. On the other hand, it was discovered that all constructs shared no significant difference in average score, which ranged from 2.12 to 3.28. This result indicates that 191 respondents had a low agreement for all constructs for this study. Table 4.3 presents detailed information on the tested constructs for this study.

Table 4.3
Descriptive Analysis

Constructs	N	Min	Max	Mean	Standard deviation	Variance
Help-seeking behavior intention	191	1.00	4.18	2.66	.57643	.332
Subjective norms	191	1.00	4.00	2.12	.56473	.319
Job insecurity	191	1.00	5.00	2.29	.66093	.437
Perceived organizational support	191	1.50	4.31	3.28	.49250	.243

Table 4.4 showed descriptive analysis for each of help-seeking behavior intention items. In general, the results indicate average level of agreement with each of the help-seeking behavior intention items asked where the means are ranged from 2.04 to 3.62. As shown in Table 4.4, the “*I know the nearest hospital or clinic that provides mental health treatment*” statement has the highest mean.

Table 4.4*Descriptive Analysis of Help-seeking Behavior Intention Items*

Items	Min	Max	Mean	Std. Dev
HSBI1 If I had severe mental health problems, I will seek help from professional sources (e.g., counselor, psychologist) for them.	1	5	3.28	1.148
HSBI2 If I have mental health problems, I want to solve it by myself.	1	5	3.19	1.026
HSBI3 I do not know who should I seek help from if I would like mental health problems.	1	5	2.18	0.808
HSBI4 I do not know where should I seek help from if I would like mental health problems.	1	5	2.16	0.806
HSBI5 f I have mental health problems, I would have other concerns such as transportation difficulty that make me unable to seek help.	1	5	2.49	1.090
HSBI6 If I have mental health problems, I would have other concerns such as scheduling conflicts that make me unable to seek help.	1	5	2.95	1.153
HSBI7 I think it is too inconvenient and costs too much to seek help if I have mental health problems.	1	5	3.03	1.109
HSBI8 I am concerned about the financial cost for my mental health treatment.	1	5	2.96	1.128
HSBI9 I do not have health insurance for my mental health treatment.	1	5	3.03	1.083
HSBI10 I do not think mental health treatment is effective.	1	5	2.26	0.809
HSBI11 I had received treatment before, but it was not effective	1	5	2.04	0.623
HSBI12 I am concerned about what others will think of me if they know I am seeking mental health treatment.	1	5	3.15	1.076
HSBI13 I am afraid of being hospitalized involuntarily if I seek help for mental health problems.	1	5	2.77	1.095
HSBI14 I am dissatisfied with the current services on mental health.	1	5	2.16	0.670
HSBI15 I will feel embarrassed if other people know that I am seeking help from mental health professional.	1	5	3.19	1.114
HSBI16 I know the nearest hospital or clinic that provides mental health treatment.	1	5	3.62	0.954
HSBI17 I know mental health hotlines.	1	5	3.38	1.083

Descriptive analysis for social norms items is shown in Table 4.5. The results indicate low level agreement with all the items where the means ranged from 2.05 to 2.23. The “*With a problem like that, it is expected of me that I seek help from mental health professional*” statement received highest level of agreement from the participants where the mean is 2.23 and the standard deviation is 0.779.

Table 4.5
Descriptive Analysis of Social Norms Items

Items	Min	Max	Mean	Std. Dev
SN1 Most family members who are important to me think that I should seek help from mental health professional.	1	4	2.05	0.592
SN2 Most friends who are important to me think that I should seek help from mental health professional.	1	4	2.08	0.640
SN3 Other people who are important to me think that I should seek help from mental health professional.	1	4	2.12	0.694
SN4 With a problem like that, it is expected of me that I seek help from mental health professional.	1	5	2.23	0.779

Table 4.6 presents descriptive analysis for job insecurity items. The results indicate an average level of agreement with all the items where the means ranged from 2.26 to 3.79. The “*I am certain/sure of my job environment will help me*” statement received highest level of agreement from the participants where the mean is 3.79 and the standard deviation is 0.787.

Table 4.6*Descriptive Analysis of Job Insecurity Items*

Items	Min	Max	Mean	Std. Dev
If I reveal that I seek help for my mental health problems,	1	5	3.73	0.786
J11 I think that I will be able to continue working here.	1	5	3.68	0.888
J12 There is only a small chance that I will become unemployed.	1	5	3.69	0.810
J13 I am certain/sure of my job environment will help me.	1	5	3.79	0.787
J14 I am very sure that I will be able to keep my job.	1	5	2.34	0.908
J15 I feel uncertain about the future of my job.	1	5	2.36	0.894
J16 I worry about the continuation of my career.	1	5	2.27	0.863
J17 I fear that I might lose my job.	1	5	2.26	0.866
J18 I fear that I might get fired.				

Descriptive analysis for perceived organizational support items is shown in Table 4.7. The results indicate average level of agreement with all the items where the means ranged from 2.41 to 3.79. The “*My employer values my contributions to its well-being*” statement received highest level of agreement from the participants where the mean is 3.79 and the standard deviation is 0.766.

Table 4.7*Descriptive Analysis of Perceived Organizational Support Items*

Items	Min	Max	Mean	Std. Dev
My employer,				
POS1 values my contributions to its well-being.	1	5	3.79	0.766
POS2 will replace me if I have mental health problems	1	5	3.06	0.985
POS3 fails to appreciate any extra effort from me.	1	5	2.41	0.935
POS4 strongly considers my goals and values.	1	5	3.50	0.888
POS5 would ignore any complaint from me.	1	5	2.42	0.890
POS6 disregards my best interests when it makes decisions that affect me.	1	5	2.43	0.932
POS7 provides help if I have mental health problem.	1	5	3.44	0.856
POS8 cares about my well-being.	1	5	3.50	0.934
POS9 fail to notice even if I did the best job possible.	1	5	2.39	0.910
POS10 willing to help me when I need a special favor.	1	5	3.47	0.881
POS11 will take advantage of me even if given the opportunity.	1	5	2.51	0.978
POS12 shows very little concern for me.	1	5	2.91	1.115
POS13 will try to persuade me to stay if I decided to quit.	1	5	3.21	0.807
POS14 cares about my opinions.	1	5	3.55	0.932
POS15 takes pride in my accomplishments at work.	1	5	2.92	1.048
POS16 tries to make my job as interesting as possible.	1	5	3.41	0.889

4.6 Correlation Analysis

Table 4.8 presents the means, standard deviations, and Pearson correlations of variables for the 191 participants. The internal consistency reliabilities (Cronbach's Alpha) of the research measures are reported in parenthesis along the diagonal of the

correlation table. The Cronbach's alpha for help-seeking behavior intention was .874, subjective norms were .850, job insecurity was .906 and perceived organizational support was .831.

As shown in Table 4.8, it was found that there is significant positive relationship between subjective norms and help-seeking behavior intention ($r = .016$, $p < .01$), suggesting that the higher the subjective norms, the higher the intention to seek help. Also, there was significant positive relationship between job insecurity and help-seeking behavior intention ($r = .425$, $p < .01$). Interestingly, the higher the participants perceived on job insecurity, the higher they will go and seek help. In terms of perceived organizational support, there is a significant negative relationship with help-seeking behavior intention ($r = -.296$, $p < .01$). The findings indicate that the higher the participants perceived organizational support, the lower their intention to seek help

Table 4.8
Descriptive Statistics, Scale Reliabilities, and Correlations of Variables

	Variables	N	Mean	Std. Dev	1	2	3	4
1	Subjective norms	191	2.1165	.56473	(.850)			
2	Job Insecurity	191	2.2906	.66093	.049**	(.906)		
3	Perceived organizational support	191	3.2817	.49250	-.118**	-.402**	(.831)	
4	Help-seeking behavior intention	191	2.6637	.57643	.016**	.425**	-.296**	(.874)

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

4.7 Multiple Regression Analysis

As shown in Table 4.9, 20% ($R^2=0.200$, $F=15.580$, $p<0.01$) of the variance in help-seeking behavior intention was significantly explained by social norms, job insecurity and perceived organization support. In the model, job insecurity ($\beta=0.366$, $p<0.01$), and perceived organizational support ($\beta=-0.151$, $p<0.05$) were found significant but in the opposite direction. Therefore, no hypotheses were supported.

Table 4.9
Multiple Regression Analysis

Independent Variable	Dependent Variable	t	Significant (p)	Collinearity Statistics	
	(Help-seeking behavior intention)			Tolerance	VIF
	(Standardize coefficient) Beta				
Subjective norms	-0.19	-.294	.769	.986	1.014
Job insecurity	.366	5.117	.001**	.838	1.193
Perceived organizational support	-.151	2.103	.037*	.828	1.207
F Value	15.580				
R^2	.200				
Adjusted R^2	.187				
Durbin Watson	1.706				

Note: * $p<0.05$, ** $p<0.01$

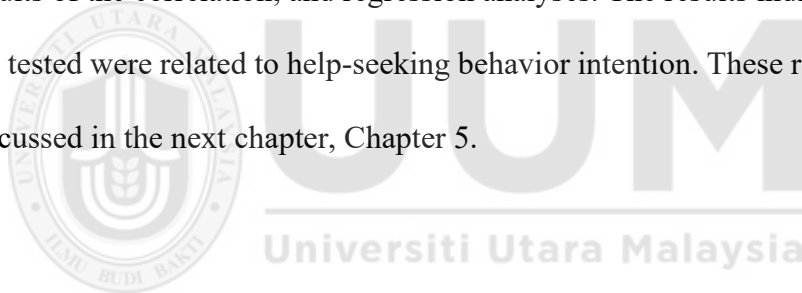
In conclusion, the analysis technique used in this study such as multiple regression has able to answer the research objectives and test the proposed hypotheses. Table 4.10 presents the summary of the hypotheses testing.

Table 4.10
Summary of Hypotheses Testing

Hypotheses	Statement	Findings
H1	Subjective norm is positively significantly related to help-seeking behavior intention.	Not Supported
H2	Job insecurity is negatively significantly related to help-seeking behavior intention.	Not Supported
H3	Perceived organizational support is positively significantly related to help-seeking behavior intention	Not Supported

4.8 Conclusion

This chapter described the demographic characteristics of the 191 participants, the results of the correlation, and regression analyses. The results indicate none of the factors tested were related to help-seeking behavior intention. These research findings are discussed in the next chapter, Chapter 5.



CHAPTER 5

DISCUSSION, RECOMMENDATION AND CONCLUSION

5.1 Introduction

Chapter 5 discusses the findings of the study together with the literature reviewed on help-seeking behavior intention and the hypotheses developed in Chapter 2. The findings, as presented in Chapter 4, are discussed in several sections and these include study's contributions.

5.2 Research Summary

This study was conducted with the main aim to investigate factors that contribute to help-seeking behavior intention in the context of mental health issues among administrative and diplomatic officers in Public Service Department. The study tested three independent variables namely, subjective norms, job insecurity, perceived organizational support against help-seeking behavior intention. Multiple regressions analysis was conducted to test hypotheses 1, 2, and 3 which is to test the direct relationship between subjective norms, job insecurity, perceived organizational support and help-seeking behavior intention. The findings revealed that subjective norms was not related to help-seeking behavior intention among the administrative and diplomatic officers. However, job insecurity and perceived organizational support were found significant but in the different direction. Therefore, all the hypotheses were rejected.

5.3 Relationship between Subjective Norms and Help-seeking Behavior Intention

The current empirical findings indicate that subjective norms were not related to help-seeking behavior intention. Thus, the finding did not support the first hypothesis as proposed. It could be concluded that subjective norms did not have a significant impact on help-seeking behavior intention for this study. This finding was in line with other several empirical evidence by concluding that subjective norm was also insignificant to the help-seeking behavior (Naumova, 2022; Lin et al., 2020; Pham et al., 2020; Lin et al., 2017; Lin et al., 2016; Chandrasekara, 2016).

The insignificance of subjective norms to help-seeking behavior intention could be partially attributed to the impact of descriptive norms such as the behavior of significant others and the perception of beliefs, after taking into account that some of the respondents reported the experiences of obtaining professional help and their intent for this if needed. Subsequently, subjective norms or social pressure were less valuable to the estimation of help-seeking behavior intention in this sample. An alternate or notably complementary justification corresponded with the recent outcomes on the interaction between perceived behavioral control and subjective norms, proving that stronger perceived behavioral control weakened the significance of subjective norms as a predictor of intention (La Barbera & Ajzen, 2020).

The insignificance of the subjective norm toward help-seeking behavior intention could also be caused by the adjustments to stigma among the participants, in which they were not concerned about others' perception of them (Pham et al., 2020). Bohon et al. (2016) elaborated that people might simply presume others' beliefs.

5.4 Relationship between Job Insecurity and Help-seeking Behavior Intention

Interestingly, job insecurity was found significant but in the opposite direction when tested against help-seeking behavior intention. This result does not support the second hypothesis. Reviewing the literature indicate that there was a limited study analyzing the impact of job insecurity on help-seeking behavior intention. Many studies in the past focused on the relations between job insecurity and turnover intention including mental well-being (Giunchi et al., 2019; LIosa et al., 2018; Ismail, 2015; Wan Yusoff et al., 2014). A study performed by Tynan et al. (2016) reported a significant contribution of job insecurity to help-seeking behavior intention. Accordingly, this study aims to extend the exploration of the work factors, particularly job insecurity on help-seeking behavior intention to contribute to and expand the knowledge on this issue.

Interestingly, the result indicated that administrative and diplomatic officers who felt insecure over their job position were more likely to seek help. Greater concerns about job insecurity with the organization were related to the increased likelihood of accessing mental health professional services. While this context should be considered for the understanding of the findings, it also has presented contributions as the driving force to further explore the stressors and consequences of mental health problems in the public sector.

5.5 Relationship between Perceived Organizational Support and Help-seeking Behavior Intention

In this study, perceived organizational support was significantly related to help-seeking behavior but in a different direction. Thus, the result did not support the third hypothesis. Thus, perceived of organizational support tend to lower the intention to seek help. The significance of perceived organizational support over intention to seek help for mental health problems could be justified through several key points. For instance, given that job insecurity has a positive sign on the help-seeking behavior intention, organizational support which seems important encourage administrative and diplomatic officers to seek help has leads to different conclusion. Interestingly support that generates the feeling of security whenever help is required, which adheres to the worker's socio-emotional requirements and is related to the positive effect that is also known as an aspect of well-being tend to lower the intention to seek help. This result indicated that the respondents with better perceived organizational support where have a higher opportunity of seeking help from mental health professionals for their mental health problems seems push away people to seek help.

5.6 Contributions of the Study

5.6.1 Contribution towards Knowledge

The current findings have contributed to the current body of knowledge on help-seeking behavior intention in several ways. First, findings from the current study have given new empirical evidence on the relationship between subjective norms, job insecurity, perceived organizational support and help-seeking behavior intention.

Though in the past, all the factors were found to be related to help-seeking behavior intention, in this study job insecurity and perceived organizational support were found significant but in the different direction. Interestingly, having a perception on job insecurity seems to motivate administrative and diplomatic officers to seek help. However, giving the administrative and diplomatic officers more support tend to lower their intention to seek help.

Secondly, since not many studies look at help-seeking behavior intention that relate to mental health issues among civil servants in a Malaysian context especially those related to administrative and diplomatic officers, the findings give significant input especially in the public sector. This is another contribution of this study. Thus, the current findings provide new insights on intention to seek help among administrative and diplomatic officers in Malaysia.

5.6.2 Contribution towards Practice

The current research findings have several contributions for management of the Public Service Department regarding help-seeking behavior intention in the context of mental health among administrative and diplomatic officers. The current findings indicate that to encourage administrative and diplomatic officers to seek help when facing with mental health issues, it is suggested that it be related to job security. The more the administrative and diplomatic officers perceived that they will lose their job when facing with mental health issues, the more they will go and seek help. Apart from that, the study also suggested that when giving support to those who are suffering from mental health, it should be done in private without revealing their identification. This is to avoid negative perception from others.

5.7 Limitations and Direction for Future Study

The study design adopted may have some limitations that might influence the interpretations and generalizations of the findings. These issues are discussed next.

The study was aim to explore factors that influence intention to seek help in the context of mental health in public sector involving Malaysian civil servants, but the study only focused on the administrative and diplomatic officers. Thus, this provides an opportunity for future research to expand the scope of study by involving more civil servants in Malaysia.

Apart from that, the study only tested three variables which are subjective norms, job insecurity and perceived organizational support in the effort to understand the intention to seek help in the mental health context among administrative and diplomatic officers. Since these factors only contribute 20% of the variance in help-seeking behavior intention, it may be worth to include other variables to further extend the understanding of help-seeking behavior intention among civil servants.

The study adopted a quantitative approach using cross-sectional design where the results obtained were not able to answer the question of why feeling insecure on losing a job motivate a person to seek help. Similarly, the study would not be able to explain reasons behind the low intention to seek help when organization provide with support. Perhaps in the future, it is worth to conduct a qualitative study.

In short, despite the limitations associated with the approach used here and given the exploratory nature of the study, the results provide useful findings that should be of interest for both researchers and practitioners.

5.8 Conclusion

The study was conducted to investigate factors that might relate to help-seeking behavior intention among administrative and diplomatic officers. The main concern is the role of subjective norms, job insecurity and perceived organizational support on help-seeking behavior intention. The findings showed that job insecurity and perceived organizational support were found significant but in the different direction. The findings indicate that even though the participants realize about the risk of losing a job which relate to mental health issues, they have high intention to seek professional help. In terms of perceived organizational support, surprisingly does not encourage administrative and diplomatic officers to seek help. It seems that the more support given to them, the more they are reluctant to seek professional help. It is hoped that through the examination of the subjective norms, job insecurity and perceived organizational support in predicting help-seeking behavior intention, a more comprehensive understanding of the influence of these factors on addressing mental health issues can be achieved.

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APPENDICES





HELP-SEEKING BEHAVIOR INTENTION IN MENTAL HEALTH CONTEXT

Dear Participant,

Thank you for agreeing to participate in this research.

I would appreciate it if you could answer the questions carefully as the information you provide will influence the accuracy and the success of this research. It will take no longer than 30 minutes to complete the questionnaire. All answers will be treated with strict confidence and will be used for the purpose of the study only.

If you have any questions regarding this research, you may address them to me at the contact details below.

Thank you for your cooperation and the time taken in answering this questionnaire.

Yours sincerely,

Safinaz Hanum binti Ahmad Anuar

Postgraduate Student

School of Business Management

Universiti Utara Malaysia

Email: safinazhanum@gmail.com

HP: 0192292724

SECTION ONE

INSTRUCTION: Please read each of the following items and indicate whether you agree or disagree with each of the statement. Please indicate your choice by circling the number in the range given.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
HSB1 If I had severe mental health problems, I will seek help from professional sources (e.g., counselor, psychologist) for them.	1	2	3	4	5
HSB2 If I have mental health problems, I want to solve it by myself.	1	2	3	4	5
HSB3 I do not know who should I seek help from if I would like mental health problems.	1	2	3	4	5
HSB4 I do not know where should I seek help from if I would like mental health problems.	1	2	3	4	5
HSB5 If I have mental health problems, I would have other concerns such as transportation difficulty that make me unable to seek help.	1	2	3	4	5
HSB6 If I have mental health problems, I would have other concerns such as scheduling conflicts that make me unable to seek help.	1	2	3	4	5
HSB7 I think it is too inconvenient and costs too much to seek help if I have mental health problems.	1	2	3	4	5

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
HSB8 I am concerned about the financial cost for my mental health treatment.	1	2	3	4	5
HSB9 I do not have health insurance for my mental health treatment.	1	2	3	4	5
HSB10 I do not think mental health treatment is effective.	1	2	3	4	5
HSB11 I had received treatment before, but it was not effective					



SECTION TWO

INSTRUCTION: Please read each of the following items and indicate whether you agree or disagree with each of the statement. Please indicate your choice by circling the number in the range given.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
SN1 Most family members who are important to me think that I should seek help from mental health professional.	1	2	3	4	5
SN2 Most friends who are important to me think that I should seek help from mental health professional.	1	2	3	4	5
SN3 Other people who are important to me think that I should seek help from mental health professional.	1	2	3	4	5
SN4 With a problem like that, it is expected of me that I seek help from mental health professional.	1	2	3	4	5

SECTION THREE

INSTRUCTION: Please read each of the following items and indicate whether you agree or disagree with each of the statement. Please indicate your choice by circling the number in the range given.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
If I reveal that I seek help for my mental health problems,					
J11 I think that I will be able to continue working here.(R)	1	2	3	4	5
J12 There is only a small chance that I will become unemployed. (R)	1	2	3	4	5
J13 I am certain/sure of my job environment will help me. (R)	1	2	3	4	5
J14 I am very sure that I will be able to keep my job.(R)	1	2	3	4	5
J15 I feel uncertain about the future of my job.	1	2	3	4	5
J16 I worry about the continuation of my career.	1	2	3	4	5
J17 I fear that I might lose my job.	1	2	3	4	5
J18 I fear that I might get fired.	1	2	3	4	5

SECTION FOUR

INSTRUCTION: Please read each of the following items and indicate whether you agree or disagree with each of the statement. Please indicate your choice by circling the number in the range given.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
My employer,					
POS1 values my contributions to its well-being.	1	2	3	4	5
POS2 will replace me if I have mental health problems (R)	1	2	3	4	5
POS3 fails to appreciate any extra effort from me.	1	2	3	4	5
POS4 strongly considers my goals and values.	1	2	3	4	5
POS5 would ignore any complaint from me. (R)	1	2	3	4	5
POS6 disregards my best interests when it makes decisions that affect me. (R)	1	2	3	4	5
POS7 provides help if I have mental health problem.	1	2	3	4	5
POS8 cares about my well-being.	1	2	3	4	5

PERSONAL INFORMATION

This part contains few demographic information pertaining to yourself.
Please tick (✓) in the box or write your response in the space provided.

1. My gender:

☐

Male

☐

Female

2. My age:

Please specify: _____ years old.

3. My marital status:

☐

Single

☐

Married

☐

Divorced / Separated /
Widowed

4. My highest academic qualification:

☐

Secondary School

☐

Certificate

☐

Diploma

☐

First Degree

☐

Master degree

☐

Doctorate Degree (PhD)

5. My current monthly salary:

☐

Below RM 1000

☐

RM 2001 – RM 3000

☐

RM 4001 – RM 5000

☐

RM 1001 – RM 2000

☐

RM 3001 – RM 4000

☐

Above RM 5000

6. Number of years with hospital:

Less than a year

4 – 7 years

1 – 3 years

More than 7 years

7. My position: _____

8. Number of years in present position:

Less than a year

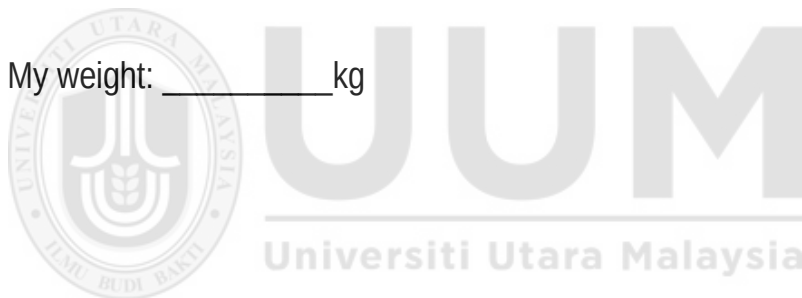
1 - 3 years

4 - 7 years

More than 7 years

9. My height: _____ cm

10. My weight: _____ kg



--THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY--

SPSS OUTPUT



Frequencies

Notes		
Output Created		20-MAR-2024 23:17:26
Comments		
Input	Data	C:\Users\USER\Desktop\Kak Hanum\Actual 20032024\Actual 20032024.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	204
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax	  FREQUENCIES VARIABLES=Gender Marital_Status Age Ethnicity Years_with_present_Organization Position_Grade Office_Location /ORDER=ANALYSIS.	
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.00

		Statistics					
		Gender	Marital_Status	Age	Ethnicity	Years_with_present_Organization	Position_G
N	Valid	204	204	204	204	204	
	Missing	0	0	0	0	0	

		Statistics
		Office_Location
N	Valid	204
	Missing	0

Frequency Table

Gender		
	N	%
Male	120	58.8%
Female	84	41.2%

Marital_Status		
	N	%
Married	139	68.1%
Single	57	27.9%
Widowed / Divorced	8	3.9%

Age		
	N	%
21 - 30 years	17	8.3%
31 - 40 years	111	54.4%
41 - 50 years	75	36.8%
51 years and above	1	0.5%

Ethnicity		
	N	%
Malay	191	93.6%
Chinese	3	1.5%
Indian	2	1.0%
Other	8	3.9%

Years_with_present_Organization		
	N	%
Less than a year	16	7.8%
1 - 3 years	119	58.3%
4 - 7 years	46	22.5%
More than 7 years	23	11.3%

Position_Grade		
	N	%
M41	37	18.1%
M44	77	37.7%
M48	90	44.1%

Office_Location

	N	%
JPA	147	72.1%
INTAN SEMENANJUNG	48	23.5%
INSARA	6	2.9%
INSABAH	3	1.5%

Reliability**Notes**

Output Created		20-MAR-2024 23:18:26
Comments		
Input	Data	C:\Users\USER\Desktop\Kak Hanum\Actual 20032024\Actual 20032024.sav
	Active Dataset	DataSet1
	Filter	<none>
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	Split File	<none>
	N of Rows in Working Data File	204
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=HSBI1 HSB12 HSB13 HSB4 HSB5 HSB6 HSB7 HSB8 HSB9 HSB10 HSB11 HSB12 HSB13 HSB14 HSB15 HSB16 HSB17 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.00

Scale: DEPENDENT VARIABLES [HSBI]**Case Processing Summary**

		N	%
Cases	Valid	204	100.0
	Excluded ^a	0	.0
	Total	204	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.791	17

Reliability

Notes

Output Created		20-MAR-2024 23:19:16
Comments		
Input	Data	C:\Users\USER\Desktop\Kak Hanum\Actual 20032024\Actual 20032024.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	204
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=SN1 SN2 SN3 SN4 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.00

Scale: INDEPENDENT VARIABLES [SN]

Case Processing Summary

		N	%
Cases	Valid	204	100.0
	Excluded ^a	0	.0
	Total	204	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.914	4

Reliability

Notes

Output Created		20-MAR-2024 23:19:59
Comments		
Input	Data	C:\Users\USER\Desktop\Kak Hanum\Actual 20032024\Actual 20032024.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	204
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=JI1 JI2 JI3 JI4 JI5 JI6 JI7 JI8 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.
Resources	Processor Time	00:00:00.02
	Elapsed Time	00:00:00.00

Scale: INDEPENDENT VARIABLES [JI]

Case Processing Summary

		N	%
Cases	Valid	204	100.0
	Excluded ^a	0	.0
	Total	204	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.483	8

Reliability

Notes

Output Created		20-MAR-2024 23:20:34
Comments		
Input	Data	C:\Users\USER\Desktop\Kak Hanum\Actual 20032024\Actual 20032024.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	204
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax		RELIABILITY /VARIABLES=POS1 POS2 POS3 POS4 POS5 POS6 POS7 POS8 POS9 POS10 POS11 POS12 POS13 POS14 POS15 POS16 /SCALE('ALL VARIABLES') ALL /MODEL=ALPHA.
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.00

Scale: INDEPENDENT VARIABLES [POS]

Case Processing Summary

		N	%
Cases	Valid	204	100.0
	Excluded ^a	0	.0
	Total	204	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.480	16

Reliability

Notes

Output Created	20-MAR-2024 23:21:06	
Comments		
Input	Data	C:\Users\USER\Desktop\Kak Hanum\Actual 20032024\Actual 20032024.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	204
	Matrix Input	
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data for all variables in the procedure.
Syntax	RELIABILITY /VARIABLES=HSBI1 HSB12 HSB13 HSB4 HSB5 HSB6 HSB7 HSB8 HSB9 HSB10 HSB11 HSB12 HSB13 HSB14 HSB15 HSB16 HSB17 SN1 SN2 SN3 SN4 JI1 JI2 JI3 JI4 JI5 JI6 JI7 JI8 POS1 POS2 POS3 POS4 POS5 POS6 POS7 POS8 POS9 POS10 POS11 POS12 POS13 POS14 POS15 POS16 /SCALE('ALL VARIABLES')	

		ALL /MODEL=ALPHA.
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.00

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	204	100.0
	Excluded ^a	0	.0
	Total	204	100.0

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

Reliability Statistics

Cronbach's Alpha	N of Items
.771	45

Regression

Notes

Output Created		20-MAR-2024 23:36:49
Comments		
Input	Data	C:\Users\USER\Desktop\Kak Hanum\Actual 20032024\Actual 20032024.sav
	Active Dataset	DataSet1
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	204
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on cases with no missing values for any variable used.
Syntax		REGRESSION /MISSING LISTWISE /STATISTICS COEFF OUTS R ANOVA

		/CRITERIA=PIN(.05) POUT(.10) /NOORIGIN /DEPENDENT HSBI /METHOD=ENTER SN JI POS.
Resources	Processor Time	00:00:00.00
	Elapsed Time	00:00:00.01
	Memory Required	5536 bytes
	Additional Memory Required for Residual Plots	0 bytes

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	POS, SN, JI ^b		. Enter

a. Dependent Variable: HSBI

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.196 ^a	.038	.024	8.282

a. Predictors: (Constant), POS, SN, JI

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	548.134	3	182.711	2.664	.049 ^b
	Residual	13718.023	200	68.590		
	Total	14266.157	203			

a. Dependent Variable: HSBI

b. Predictors: (Constant), POS, SN, JI

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	33.599	5.931		5.665	<.001
	SN	.294	.203	.103	1.448	.149
	JI	.044	.192	.018	.229	.819
	POS	.222	.132	.134	1.683	.094

a. Dependent Variable: HSBI

