

**UNIVERSITI TEKNOLOGI MARA**

**UTILISATION OF OPTOMETRY SERVICES AT MALAYSIAN  
UNIVERSITIES WITH OPTOMETRY CLINIC**

**JODY FINOLA JOSEPH**

Dissertation submitted in partial fulfillment of the requirement for the

**Bachelor of Optometry (Hons)**


**Faculty of Health Sciences**

**JULY 2016**

## AUTHOR'S DECLARATION

I declare that the work in this proposal is my own and to for any part of this work that is not mine, I have indicated that it is not mine by full acknowledgement in accordance with the standard referring practices of the discipline.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduate, Universiti Teknologi MARA (UiTM) regarding the conduct of my study and research.

Name of Student : Jody Finola Joseph  
Student I.D. No. : 2012222678  
Programme : Bachelor of Optometry (Hons)  
Faculty : Health Science  
Thesis : Utilisation of Optometry Service at Malaysian  
Universities with Optometry Clinic  
Signature of Student :   
Date : 18 July 2016

## ABSTRACT

**Background:** The World Health Organisation (WHO) has created ‘Vision 2020: The Right to Sight’ with the objective of eliminating causes of avoidable visual impairment worldwide. Utilisation of eye care services is one of the ways by which this objective can be achieved. The Optometry clinic in universities were chosen due to fulfilling the three major factors affecting utilisation namely availability, accessibility, and affordability. The Optometry clinic in Malaysian’s universities in this studies have been around for some time but there has never been a study done to assess its utilisation. **Aim:** The objective of this study is to know the level of utilisation of Optometry clinic in Malaysian’ local universities, to compare the level of utilisation of Optometry clinic between universities, and to identify factors affecting its utilisation. **Method:** This is a cross-sectional study. The total sample size calculated was 400. It is conducted through the means of questionnaires sent to a representative in each universities. A convenience sampling method is used in this study. **Result:** A total of 221 participants were involved in the study in which all were university students. 42.1% out of the total had utilised the service indicating a moderate level of utilisation of the universities’ Optometry clinic. Statistical analysis with Kruskal-Wallis test to compare the level of utilisation between these universities found the distribution of utilisation between all universities to be the same (0.98,  $P > 0.05$ ) where the significance level is  $P < 0.05$ . Other than that, the factors identified to affect utilisation were awareness on the importance of eye exam (68.2%), time (61.7%), and perceived cost (30%). **Conclusion:** The level of utilisation of Optometry clinic in the universities were moderately good and there was no difference in level of utilisation between the universities. Factors identified to affect the clinic’s level of utilisation were awareness on the importance of eye exam, time and perceived cost.

Keywords: eye care utilisation, Optometry service, UiTM, UKM, MSU, SEGi,

## **TABLE OF CONTENTS**

<b>AUTHOR’S DECLARATION</b>		ii
<b>SUPERVISOR’S SIGNATURE</b>		iii
<b>ACKNOWLEDGEMENT</b>		iv
<b>TABLE OF CONTENTS</b>		v
<b>LIST OF FIGURES</b>		vii
<b>LIST OF SYMBOLS</b>		viii
<b>LIST OF ABBREVIATIONS</b>		ix
<b>ABSTRACT</b>		x
<b>ABSTRAK</b>		xi
<b>CHAPTER ONE</b>	<b>INTRODUCTION</b>	
1.1	Background	1
1.2	Problem Statement	5
1.3	Justification of Research	6
1.4	Objectives	
	1.4.1 General Objective	6
	1.4.2 Specific Objectives	6
1.5	Research Question	6
1.6	Research Hypothesis	7
<b>CHAPTER TWO</b>	<b>LITERATURE REVIEW</b>	
2.1	Factors Affecting Utilisation	8

2.2	Other Factors Affecting Utilisation	11
<b>CHAPTER THREE</b>	<b>RESEARCH METHODOLOGY</b>	
3.1	Study Design	12
3.2	Study Location	12
3.3	Subject	
	3.3.1 Inclusion Criteria	14
	3.3.2 Exclusion Criteria	14
3.4	Research Instrument	15
3.5	Research Procedure	17
3.6	Ethics Approval	18
3.7	Analysis	18
<b>CHAPTER FOUR</b>	<b>RESULTS</b>	
4.1	Participants' Characteristics	19
4.2	Level of Utilisation of Universities	19
4.3	Barriers of Utilisation	22
4.4	Service Satisfaction	26
<b>CHAPTER FIVE</b>	<b>DISCUSSION</b>	
5.1	Level of Utilisation	27
5.2	Barriers of Utilisation	28
5.3	Study Contribution	29