

UNIVERSITI TEKNOLOGI MARA

**JOB DEMANDS AND JOB
RESOURCES ON WELL-BEING
AMONG STAFF NURSES OF
GENERAL HOSPITALS IN
MALAYSIA: THE MODERATING
EFFECT OF JOB INVOLVEMENT**

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ABSTRACT

Employees' health and happiness have been at the forefront of organizations' concerns as large numbers of people in this modern age spend a significant proportion of their lives at work every day. A healthy and happy worker can be reflected by the increase in organizational efficiency and productivity. Hence, well-being becomes a major concern for an organization that leads to favorable outcomes. Specifically, nurses' well-being is a necessary focus as they are the backbone of the healthcare sector and are primarily involved in various job demands. The objectives of this study are: (1) to determine the relationship between job demands and well-being of nurses; (2) to determine the relationship between job resources and well-being of nurses; (3) to examine the job involvement as the moderator in the relationship between job demands and well-being of nurses; and finally (4) to examine the job involvement as the moderator in the relationship between job resources and well-being of nurses. Based on the Conservation of Resources (COR) theory, this study hypothesized that job demands and job resources would influence well-being. Data were collected using a questionnaire distributed to Grade U29 staff nurses through a contact person in each state capital general hospital in Peninsular Malaysia after access to staff nurses was obtained from the Medical Research and Ethics Committee (MREC). A total of 352 usable responses were obtained and used for the purpose of analysis. The results of the Structural Model of Partial Least Square Structural Equation Model (PLS-SEM) indicated that there were only two dimensions under job demands, which are quantitative demands and emotional demands that were found to be negative and significant with one dimension of well-being, namely job satisfaction. All dimensions under job demands, which are quantitative demands, sensorial demands, cognitive demands, and emotional demands were found to be significant with one dimension of well-being, namely general health. Meanwhile, only one dimension under job resources, which is the degree of freedom was found positive and significant with one dimension of well-being, namely life satisfaction. Only one dimension under job resources, which is social support, was found to be positive and significant with one dimension of well-being, namely job satisfaction. In addition, only one dimension under job resources, which is social support, was found to be negative and significant with one dimension of well-being, namely general health. However, the moderating of job involvement was found significant only in relation to the link between sensorial demands and life satisfaction relationship. The findings can form a basis for useful recommendations for top management of hospitals, nurses, and all hospital staff in promoting well-being to achieve a high-quality hospital.

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TABLE OF CONTENT

	Page
CONFIRMATION BY PANEL OF EXAMINERS	ii
AUTHOR'S DECLARATION	iii
ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENT	vi
LIST OF TABLES	xi
LIST OF FIGURES	xiv
LIST OF ABBREVIATIONS	xvi
CHAPTER ONE: INTRODUCTION	1
1.1 Introduction	1
1.2 Background of Study	1
1.3 The Overview of the Nursing Profession	5
1.4 Problem Statement	6
1.5 Research Questions	9
1.6 Research Objectives	10
1.7 Scope of Study	10
1.8 Significance and Contributions of Study	11
1.8.1 Academic Significance	11
1.8.2 Practitioner's Significance	13
1.9 Definition of Key Terms	14
1.9.1 Well-being	14
1.9.2 Job demands	14
1.9.3 Job resources	15
1.9.4 Job involvement	15
1.10 Summary	15
CHAPTER TWO: LITERATURE REVIEW	17
2.1 Introduction	17
2.2 The Origin of Well-Being	17

2.2.1	Definition of Well-Being	18
2.2.2	Types of Well-Being	18
2.3	Antecedents that Influence Each Type of Well-Being	21
2.4	The Dimensionality of Well-Being	34
2.4.1	Life Satisfaction	35
2.4.2	Job Satisfaction	36
2.4.3	General Health	38
2.5	Job Demands and Job Resources	39
2.5.1	Dimensionality of Job Demands	41
2.5.2	Dimensionality of Job Resources	43
2.6	Job Involvement	45
2.6.1	The Role of Job Involvement as the Moderator	48
2.7	Gaps in the Literature	49
2.8	Theoretical Framework	53
2.8.1	Job Demands-Resources (JD-R) Theory	53
2.8.2	Conservation of Resources (COR) Theory	55
2.8.3	Theoretical Framework and Hypotheses	59
2.9	Summary of Hypotheses	80
2.9.1	The Relationship between Job Demands and Well-Being	80
2.9.2	The Relationship between Job Resources and Well-Being	82
2.9.3	Moderating Effect of Job Involvement in the Relationship between Job Demands and Well-Being	83
2.9.4	Moderating Effect of Job Involvement in the Relationship between Job Resources and Well-Being	84
2.10	Summary	85
 CHAPTER THREE: RESEARCH METHODOLOGY		86
3.1	Introduction	86
3.2	Research Paradigm	86
3.3	Research Design	87
3.3.1	Type of Investigation	87
3.3.2	Study Setting	87
3.3.3	Time Horizon	88
3.4	Data Collection Procedures	88