

UNIVERSITI TEKNOLOGI MARA

**EFFECT OF SOCIAL COGNITIVE
INDICATORS AND SELF-EFFICACY
ON MENTAL HEALTH OF YOUNG
ADULTS EMPLOYED IN THE
MALAYSIAN BANKING SECTOR**

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ABSTRACT

Mental health refers to our cognitive, behavioural, and emotional well-being which is all about how we think, feel, and behave. The strength of a person's mental health has a direct link to the capability of a person to perform a variety of everyday tasks and activities. This includes the capability of a person to learn, feel and communicate a wide array of emotions as well as the capability in establishing and sustaining good relationships with others in day-to-day-proceedings. Global economy and deregulated markets have led to changes in the way financial services are performed, and this is particularly true of the organization and execution of work in this sector. These changes have caused mental health issues in young employed people, while there are others who are able to adapt to the changes and hardships that comes their way and not succumb to mental health disorders. This research uses indicators based on the Social Cognitive Theory to identify factors associated with mental health of young people while adaptability is employed as the moderator. Quantitative data will be collected using questionnaires which will be distributed to the respondents. The minimum sample size as predicted by G*Power is 85 respondents. This research can be used by academic researchers or scholars who are focusing on mental health issues among the young adults employed in the financial sector. The expected outcome of this research is to strengthen health policies by the government in order to reduce mental health problems in Malaysia. It shows that 7 hypotheses are significant, meanwhile the other 3 hypotheses are not significant. In this research it shows that the relationship between adaptability skills with mental health and self-efficacy are not significant.

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CHAPTER ONE

INTRODUCTION

1.1 Background of Study

This research is focused on mental health of young working adults in banking sector. The following section discuss the areas of interest pertaining to this research.

1.1.1 Mental Health

Mental health is a state of wellbeing in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community” (World Health Organization, 2018). Mental health is influenced by social determinants relating to economic, demographic, neighbourhood, environmental, and social factors. These factors act at both individual and structural levels, and have a crucial influence on mental health among children and young people, subsequently throughout life (Patel et al., 2018).

Mental health can be defined in both positive and negative ways, positively defined as an asset or a resource that enables positive states of wellbeing and provides the capability for a person to achieve their full potential (Patel et al., 2018). Mental health entails the individual’s willingness to enjoy life while balancing their daily activities and maintaining psychological resilience (Felman, 2020). According to a summarization and operationalization, good mental health involves 14 core domains; mental health literacy, attitudes towards mental disorders, self-perceptions and values, cognitive skills, academic/ occupational performance, emotions, behaviours, self-management strategies, social skills, family and significant relationships, physical health, sexual health, meaning of life and quality of life (Fusar-Poli et al., 2020).

The Federal Territories have the highest cases of depression and anxiety in Malaysia, based on a 2022 mental health screening conducted by the Ministry of Health (MOH), Health Minister Dr Zaliha Mustafa revealed (CodeBlue, 8 March 2023). Asians tend to mask their emotional problems with physical symptoms such as back pain and headaches (Kanyakumari, 2 April 2017). Most of the mental health problems faced by young adults which influenced by social factors such as financial problems, relationship