



**UNIVERSITI PUTRA MALAYSIA**

***THE QUALITY OF WORK LIFE IN OCCUPATIONAL SAFETY AND  
HEALTH AMONG MALAYSIAN WORKERS IN DIFFERENT INDUSTRIES  
IN MALAYSIA***

**SAFIAH ROHAIZAH MAZLAN**

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HEALTH AMONG MALAYSIAN WORKERS IN DIFFERENT INDUSTRIES  
IN MALAYSIA**

**BY**

**SAFIAH ROHAIZAH BINTI MAZLAN**

**Thesis submitted in fulfillment of the requirement for the degree of Bachelor  
Science (Environmental and Occupational Health) from the Faculty of Medicine  
and Health Sciences, Universiti Putra Malaysia**

## ACKNOWLEDGEMENTS

I would like to praise to Allah because for His permission, this thesis could be completed. Without His permission, I would not have the will and power to run this research and to produce this complete thesis.

This final year project would not be completed if not because of contributions from important people. I would like to give my greatest appreciation to my supervisor, Assoc. Prof. Dr. Shamsul Bahri Hj. Md Tamrin for his patience, supervision, motivation and guidance through all the process in this research. Without his support and commitment this thesis cannot be completed as it can be seen today. He gives me a lot of opportunities to improve myself and my research.

I would also like to thank my lecturer, Dr. Vivien How and Dr. Ardalan Shariat who also spent extra time by helping and guiding me through this process of research.

I am greatly thank to Department of Occupational Safety and Health officer who involved in this study by collaborating with me for the opportunity to enter the industry and to distributed and collected my questionnaire to the respondent while they inspected the industry.

I am greatly appreciative for the cooperation given by the representatives of the industry for allowing access and provided help in facilitating data collection process. Besides, I am grateful to all workers for their willingness to participate in this study and gave me their precious time to help me along the way.

Special thanks to my family for their support and motivation given to me throughout my study here until this project was completed. I am blessed and strengthen by their unconditional support.

Last but not least, to all who had directly and indirectly given their hands and words in helping me during my pursuit of knowledge herein Universiti Putra Malaysia.

Thank you.

## ABSTRACT

### THE QUALITY OF WORK LIFE IN OCCUPATIONAL SAFETY AND HEALTH AMONG MALAYSIAN WORKERS IN DIFFERENT INDUSTRIES IN MALAYSIA

SAFIAH ROHAIZAH BINTI MAZLAN

**Introduction:** Quality of work life is a subset of the quality of life which contains the relationship between employees and their total working environment with human dimension. **Objectives:** The objective of this study was to determine the prevalence of quality of work life among Malaysian workers. **Methodology:** 2740 respondents (1921 males and 819 females) were randomly selected from the Malaysian workers population in 11 industries in all states of Malaysia. The respondents were aged between 18 until above 55 years and were a local Safety and Health Personnel and local general workers. A structured questionnaire form, adapted from Occupational Safety and Health Profile 2016, was completed by all respondents. The instructions were given to the respondents under the researcher supervision to complete the questionnaire. **Results and Discussion:** It was found that more than half of the respondents perceived a high level of quality of work life in each components like not having a stress with the work load (85.5%), good work environment (78.4%), family life (83.1% and 83.6%), enough income and distribution (58.9%), good communication and harmonies relationship between colleagues and boss (93.4% and 88.7%), good facilities (88.6%), welfare at work (71.3%) and productive working condition (80.8%). There is a significant difference between quality of work life and type of industries [ $F(10) = 12.897, p < 0.001$ ]. There is significant difference between quality of work life between gender, the  $p$  value obtained was 0.009 ( $p < 0.05$ ). **Conclusion:** Quality of work life helps the organizations in enhancing its performance, productivity, employee commitment and satisfaction.

**Keywords:** Quality of Work Life (QWL), Occupational Safety and Health (OSH) Personnel, general workers.

## ABSTRAK

### KUALITI HIDUP KERJA DALAM KESELAMATAN DAN KESIHATAN DI KALANGAN PEKERJA MALAYSIA DI INDUSTRI-INDUSTRI BERBEZA DI MALAYSIA

SAFIAH ROHAIZAH BINTI MAZLAN

**Pengenalan:** Kualiti kehidupan kerja adalah subset kualiti hidup yang mengandungi hubungan antara pekerja dan persekitaran kerja jumlah mereka dengan dimensi manusia. **Objektif:** Objektif kajian ini adalah untuk menentukan prevalens kualiti kehidupan kerja di kalangan pekerja-pekerja Malaysia. **Metodologi:** 2740 responden (1921 lelaki dan 819 perempuan) telah dipilih secara rawak daripada populasi pekerja Malaysia dalam 11 industri di semua negeri di Malaysia. Responden berusia antara 18 hingga lebih 55 tahun dan merupakan kakitangan Keselamatan dan Kesihatan tempatan dan pekerja am tempatan. Borang soal selidik berstruktur, daripada Keselamatan dan Kesihatan Pekerjaan Profil 2016, telah disiapkan oleh semua responden. Arahan telah diberikan kepada responden di bawah pengawasan penyelidik untuk melengkapkan soal selidik. **Keputusan dan Perbincangan:** Ia telah mendapati bahawa lebih separuh daripada responden mempunyai tahap yang tinggi kualiti hidup kerja di dalam setiap komponen seperti tidak mempunyai tekanan dengan beban kerja (85.5%), persekitaran kerja yang baik (78.4%), kehidupan keluarga (83.1 % dan 83.6%), pendapatan yang cukup dan pengedaran (58.9%), komunikasi yang baik dan harmoni hubungan antara rakan sekerja dan bos (93.4% dan 88.7%), kemudahan yang baik (88.6%), kebajikan di tempat kerja (71.3%) dan keadaan kerja yang produktif (80.8%). Terdapat perbezaan yang signifikan di antara kualiti kehidupan kerja dan jenis industri [ $F(10) = 12,897, p = < 0.001$ ]. Terdapat perbezaan yang signifikan antara kualiti kehidupan kerja antara jantina, nilai  $p$  yang diperolehi ialah 0.009 ( $p < 0.05$ ). **Kesimpulan:** Kualiti kehidupan kerja membantu organisasi dalam meningkatkan prestasi, produktiviti, komitmen pekerja dan berpuas hati.

**Kata kunci:** Kualiti Hidup Kerja (KKK), kakitangan Keselamatan dan Kesihatan Pekerjaan (KKP), pekerja am.

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## LIST OF ABBREVIATIONS

QWL	Quality of Work Life
QOL	Quality of Life
MQLI	Malaysian Quality of Life Index
MWI	Malaysian Well Being Index
DOSH	Department of Occupational Safety and Health
OSH	Occupational Safety and Health
EPU	Economic Planning Unit



# CHAPTER 1

## INTRODUCTION

### 1.1 Background

Quality of Work Life (QWL) refers to the level of happiness or dissatisfaction with one's career. It can be defined as an extent to which an employee is satisfied with personal and working needs through participating in the workplace while achieving the goals of the organization.

QWL is not a unitary concept, but has been seen as incorporating a hierarchy of perspectives that not only include work-based factors such as job satisfaction, satisfaction with pay and relationship with work colleagues, but also factors that broadly reflect life satisfaction and general feelings of wellbeing (Danna & Griffin, 1999).

QWL also refers to the favorableness or unfavorableness of a job environment for people. It is a generic phrase that covers people's feelings about every component of work including economic rewards and benefits, security, working conditions, organization and interpersonal relationship and its intrinsic meaning in a person's life.

The purpose of QWL is to develop work environment that are excellent for people as well as for production. It aims at healthier, more satisfied and more productive employees and more efficient, adaptive and profitable organization.

QWL is a subset of the quality of life (QOL) which contains the relationship between employees and their total working environment with human dimension.

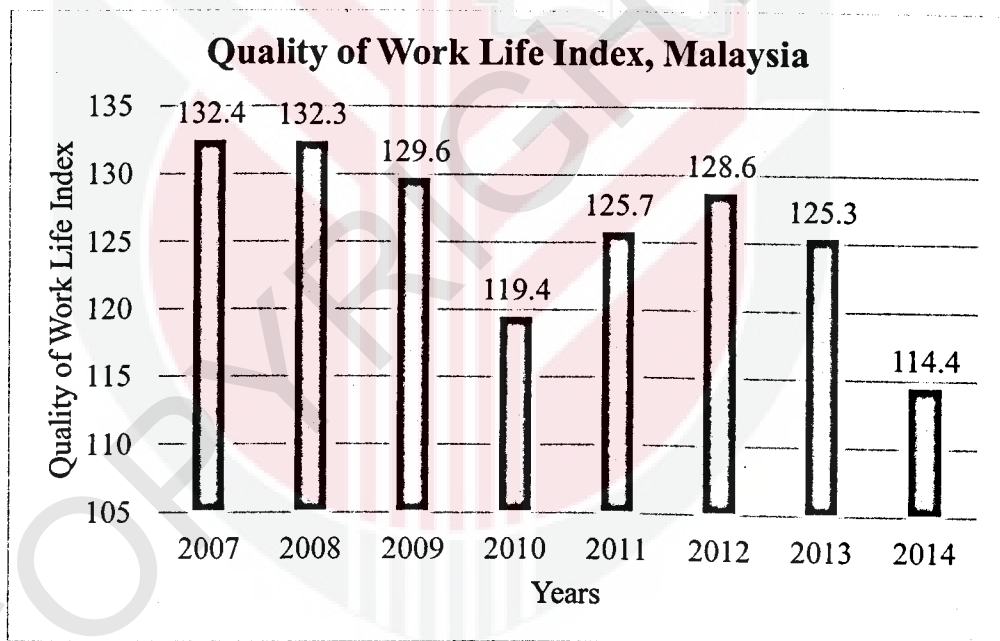
As Malaysia progresses towards a high-income economy, there is a need to further strengthen the indicators of the Malaysian Quality of Life Index (MQLI) to be more comprehensive. Hence, the MQLI was enhanced and reformulated into the Malaysian Well-being Index (MWI).

The performance of the MWI from 2000 to 2012 showed that the country's development policies and strategies were able to increase the level of wellbeing of the residents. During 2000 to 2012, the index increased by 25.4 points or grew by 1.9 per cent per year. The economic wellbeing sub-composite index (working life is one of the components) improved by 33.3 points as compared to the social wellbeing sub-composite index which increased by 21.0 points (EPU, 2016).

Based on Malaysian Economy in Figures 2016, the QWL index, the statistic QWL increasing and decreasing by years in Malaysia. From 2007 to 2010, QWL index was decreasing from 132.4 to 119.4, then slightly increased from the year 2011 to 2013 which from 125.7 to 128.6, then decreased from 2012 to 2014 by 125.3 to 114.4 (EPU, 2016).

## 1.2 Problem Statement

The QWL is shown as one of the indicators that contributes to QOL. The QWL is not just achieving greater human satisfaction but it also aims at improving productivity, adaptability and overall effectiveness of organizations. Based on Malaysian Economy in Figures 2016, the QWL index was decreased respectively in the year of 2013 and 2014 by 3.3 points and 10.9 points. Figure 1.1 showed the statistic QWL increasing and decreasing by years in Malaysia in Malaysian Economy in Figures 2016 (EPU, 2016).



**Figure 1.1: The statistics of QWL in Malaysia 2007-2014**

Moreover, based on previous study relating with the QWL most of them only focusing in one type of industry, small group of workers like general workers (employees) or worker who are working in production area and only covered certain components of QWL.

For example a study on QWL that only focused on one type of industry are by Rathamani and Rameshwari (2013) among employees in textile industry, Sipcot, Perundurai (Rathamani & Ramchandra, 2013). Next, by Godina and Neela (2013) in manufacturing organizations in Andhra Pradesh (Mohan & Mani, 2013). A study by Talebi et. al., (2012) where it examined the relationship between the employees QWL and effectiveness in service organization like banking sector (Talebi, Pakdelbonab, Zemestani, & Aghdami, 2012).

Next, QWL's studied in small group of workers is Rose et al., (2006) measured the status of QWL in managers of free trade zones in Malaysia (Rose, Beh, Uli, & Idris, 2006a).

Furthermore, a study that only focusing in some components of QWL is Maimunah et al., (2004) which examined that factors determine the meaning of QWL is work environment (Rethinam, Khalil, & Ismail, 2004). Mishra (1985) stated that income leads to high QWL (Mishra, 1985). While Asgari and Dadashi (2011) stated that higher education lead to serious problems in the QWL (Asgari & Dadashi, 2011).

### 1.3 Research Justification

There has been a lack of study on the QWL in Malaysia. This research was designed to determine the prevalence of QWL in Occupational Safety and Health (OSH) in Malaysia working population. This data can be useful to the respective industries in order to improve QWL in OSH in Malaysia. This study also claim to be useful as baseline data for further study on the QWL in different industries in Malaysia.

Moreover, to make this study to be more comprehensive, this study will be conducted in 11 type of industries such as manufacturing, agriculture, forestry and fisheries, wholesale and retails, trades, banking and finance, governmental service/ statutory bodies, oil and gas, construction, mining and quarrying, utilities, hotel and restaurants and services and broadly covered in 8 components of QWL such as stress, working environment, family life, communication, income and distribution, facilities, welfare at work and working conditions.

#### **1.4 Research Question**

What is the prevalence of QWL among Malaysian workers in OSH?

#### **1.5 Research Objectives**

##### **1.5.1 General Objective**

To determine the prevalence of QWL among Malaysian workers in OSH.

##### **1.5.2 Specific Objectives**

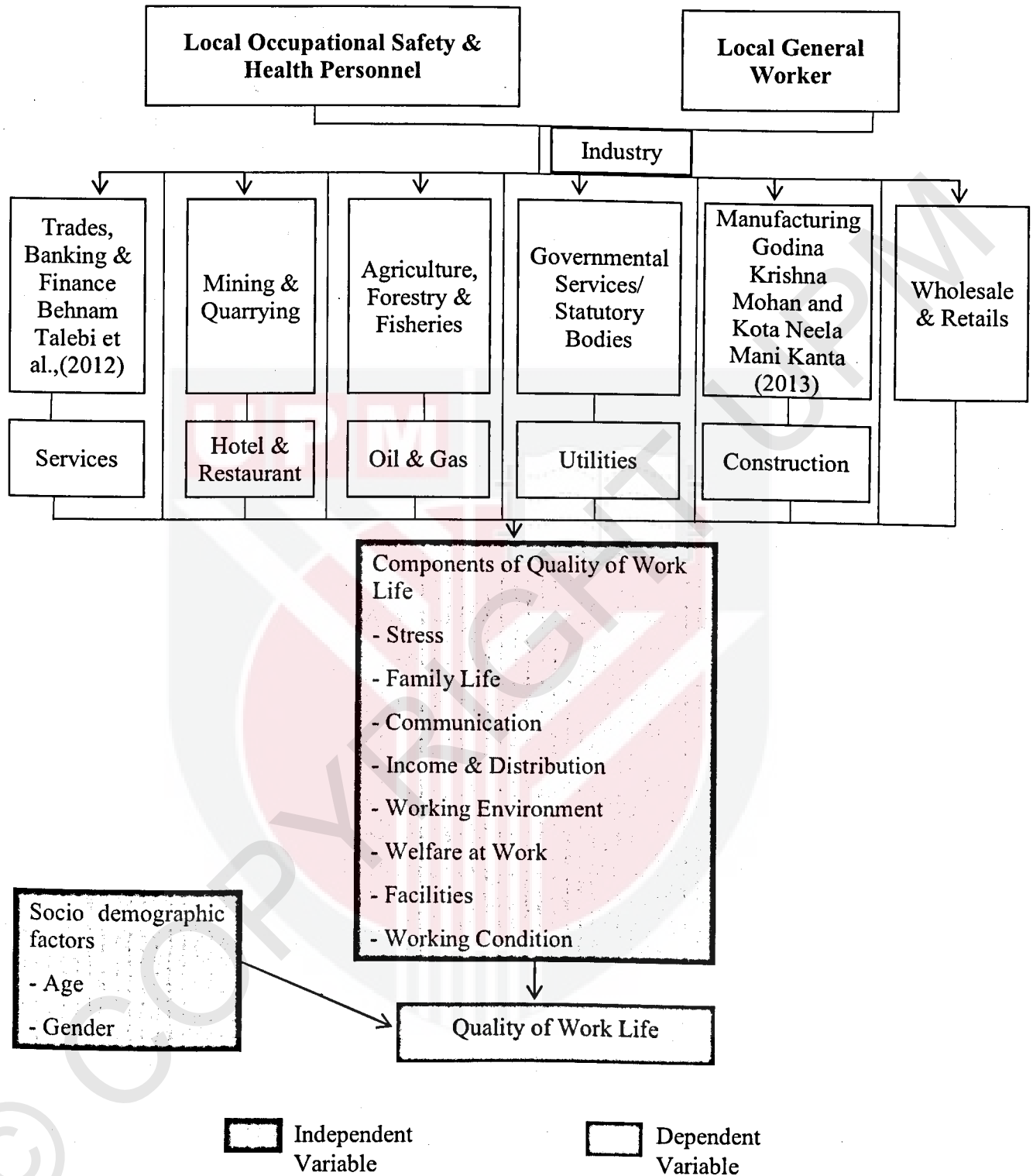
- i. To determine the social demographic background of Malaysian workers.
- ii. To determine the QWL among Malaysian workers.
- iii. To compare the QWL between industry types of Malaysian workers.
- iv. To identify the age and gender factors that contributing to QWL.

#### **1.6 Research Hypothesis**

- i. There is a significant difference between age and gender of the respondents with regard to their QWL.
- ii. There is significant different of the QWL between industry types of Malaysian workers.

## 1.7 Conceptual Framework

This study is an attempt to know about the QWL among Malaysian workers in OSH in different industries of manufacturing, agriculture, forestry and fisheries, wholesale and retails, trades, banking and finance, governmental service/ statutory bodies, oil and gas, construction, mining and quarrying, utilities, hotel and restaurants and services in Malaysia. The QWL components that was studied comprise of 8 major components that involving stress, working environment, family life, communication, income and distribution, facilities, welfare at work and working conditions. The local OSH personnel and local general workers in different industries in Malaysia has been taken as sampling unit for this study. The contributing risk factor such as age and gender was included in the conceptual framework.



**Figure 1.2: Conceptual Framework**

## **1.8 Definition of Term**

### **1.8.1 Stress**

Conceptual definition: A state of mental or emotional strain or tension resulting from adverse or very demanding circumstances.

Operational definition: There are at least three different types of stress which are routine stress related to the pressures of work, family, and other daily responsibilities, stress brought about by a sudden negative change, such as losing a job, divorce, or illness and traumatic stress, which happens when you are in danger of being seriously hurt or killed. Examples include a major accident, war, assault, or a natural disaster (National Institute of Mental Health, 2017).

### **1.8.2 Communication**

Conceptual definition: The transmission of information, ideas, emotions, skills in the organization with the coworkers is the vital factor that ensures good QWL. It leads to more of informal communication between co-workers and subordinates during the rest hours of the organization (Economic Planning Unit, 2011a).

Operational definition: Communication between management and employees, concerning workplace decision, conflicts and problem resolving.

### 1.8.3 Working Environment

Conceptual definition: A social and professional environment in which employees are supposed to interact with a number of people, and have to work with co-ordination in one or the other way.

Operational definition: Location where a task is completed. When pertaining to a place of employment, the work environment involves the physical geographical location as well as the immediate surroundings of the workplace, such as a construction site or office building.

### 1.8.4 Working conditions

Operational definition: Having a conducive, safe and healthy working condition contributes towards increased worker's productivity. Improved productivity will ensure a higher income that leads to a better QWL (Economic Planning Unit, 2011a).

### 1.8.5 Family life

Conceptual definition: The family life cycle describe its underlying processes to be negotiated by “the expansion, contraction, and realignment of the relationship system to support the entry, exit, and development of family members in a functional way” (McGoldrick, Carter, & Garcia-Preto, 2010).

Operational definition: The family unit represents the core institution within the societal structure and its functioning fulfils the social, economic and psychological needs of individuals (Economic Planning Unit, 2011b).

#### **1.8.6 Welfare at work**

Operational definition: The efforts or programs of an organization to improve living conditions, increase job opportunities, secure hospitalization and the like, for needy persons within its jurisdiction.

#### **1.8.7 Facilities**

Conceptual definition: Something designed, built, installed, to serve a specific function affording a convenience or services.

Operational definition: Facilities such as transportation facilities, educational facilities, communication facilities or something that permits the easier performance of an action, course of conduct.

### **1.8.8 Income and distribution**

Operational definition: Gross income or per capita income reflects welfare or standard of living. Income provides the condition that allows individuals to sustain themselves and their families, while the distribution of income reflects equity and distribution of economic resources (Economic Planning Unit, 2011b).

### **1.8.9 Socio demographic factors**

Conceptual definition: Characteristic of population that are expressed as statistics distribution.

Operational definition: The socio demographic factors such as age and gender get from structured questionnaire.

## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 Quality of Life

Malaysia has made remarkable achievements in terms of its economic growth as well as its socio-economic development. The MQLI was developed in 1991. The MQLI undergo several changes. It expanded from 10 components and 38 indicators to 11 components and 45 indicators for better reflect the QOL. As Malaysia progresses towards a high-income economy, it is needed to further strengthen the indicators of the Malaysian QOL to be more comprehensive (EPU, 2013).

Stone (1978) stated in his paper that organic solidarity and life quality indicators that QOL has been accepted by psychological factors. That has been considered as an individual satisfying or frustrating factors (Stone, 1978).

Azahan et al., (2009) on the QOL in Malaysia's intermediate city from urban dwellers perspective where the researchers examined by their income and distribution, education, health status and family living (Azahan, Jamaluddin, Lukman, Kadaruddin, & Kadir, 2009).

In Malaysia's context, Omar (2009) mentioned that QOL encompasses the fulfillment of human needs such as a satisfactory material life, health, education, security, living in a clean environment and also the enjoyment of the aesthetic and spiritual needs (Omar, 2009).

QOL was the broader aspect of QWL that usually used to evaluate the wellbeing of individuals and societies. Back then in the past, the term QOL was not widely used and the term socioeconomic status, level of living, and social status was used to composite measures of families' living conditions. Hagerty et al., (2001) defined QOL as a term that implies the quality of a person's whole life, not just a separate component part (Hagerty et al., 2001).

According to Gilgeous (1998), QOL could be defined as an individual's satisfaction with his or her life dimensions comparing with his or her ideal life where evaluation of the QOL depends on individual's value system and on the cultural environment where they lives (Gilgeous, 1998).

Various number of term related to QOL was included: stratification and inequality, social inequality, wealth and income, poverty, socioeconomic status, and others (Johnson, 2002).

Rice et al. (1985) have defined the QOL as a set of beliefs directed toward the totality of one's life or toward specific domains of life examples QWL or perceived quality of family life (Rice, McFarlin, Hunt, & Near, 1985).

Schallock Model was developed by Schallock and Miguel was used to measure QOL. This model composed of eight first order correlated factors namely rights, self-determination, personal development, emotional wellbeing, material wellbeing, interpersonal relations, physical wellbeing and social inclusion (Schallock & Angel Verdugo, 2002).

Past studies conducted by Gomez et al., (2010) on a comparison of alternative models of individual QOL for social services recipients found that Schallock Model was the perfect model to represent the studies (Gomez, Verdugo, Arias, & Arias, 2011).

## **2.2 Definitions of the Quality of Work Life**

In the past studies, Lawler and Hall (1970) defined that QWL related to job characteristics and work conditions because the entire QWL in the organization goals was to improve employee's well-being and support from productivity (Lawler & Hall, 1970).

Then, Beukema (1987) referred QWL as the extent to which employees were able to configure their jobs aligned with their options, interests and needs in the organization. Employees have the power given by their organization to design their own work according to their needs that give them the freedom to design their job functions (Beukema, 1987).

Serey (2006) defined that QWL was associated with meaningful and satisfying work. It includes an opportunity to utilize one's skills and capacities, to confront challenges and situations that require self-initiative and self-direction, an activity should be practiced by the individuals in organization (Serey, 2006).

Muftah and Lafi (2011) mentioned that QWL was one of the key areas of human resource management that is attracting attention and research focus. It was a philosophy that considers people as the most important resources in the organization and views them as an asset to the organization rather than as costs (Muftah & Lafi, 2011).

Walton (2007) stressed that QWL was an important approach to save human and environmental values which have been ignored due to technological advancement of the economic growth and productivity. QWL was no longer a new issue in organization because most past studies conducted by various researches have proved that QWL was the most important priorities that should be considered by organization (Walton, 2007).

Howard (2003) stated that QWL was both a goal and continuous process for achieving it. He added that organization should committed towards QWL to make improvement in their work, so it will be favorable and good jobs and work environment for people at the organization while it need efforts through the active participation of people throughout the organization during the process (Howard, 2003).

QWL usually associated with QOL based on past studies where there was a positive relationship between QWL and QOL. Nguyen & Nguyen (2012) also stated that there was a lack of empirical evidence for QWL and QOL relationship in Vietnam (Nguyen & Nguyen, 2012).

QWL can be summarized as a wide-ranging concept that included sufficient and fair remuneration, social integration and safe and healthy working conditions in the work organization that enables an individual to improve and use all his or her skills. QWL was the smaller aspect of QOL that need to be explore more in terms of the QWL programs where less programs were develop to improve the effects of QWL programs to QOL.

Royuela, Tamayo and Surinach (2008) also stated that QWL was related to QOL by viewing it as an integral part of QOL. All elements in QWL were proved somewhat related to the overall employee's quality of life QOL (Royuela, López-Tamayo, & Suriñach, 2008).

QWL and QOL were two of the most important and fundamental subjects in today's organizational. Organizations, as systems, need coordination and efficiency among their subsystems while manpower was the most important of subsystems and organizations considered it as important priorities (Asgari & Dadashi, 2011).

The QWL is based on performance. QWL has positive relations with performance and developing human capabilities and constitutionalism in the work organization. The department chairpersons in the Esfahan medical university are in the high level concerning QWL dimension (Shahbazi, Shokrzadeh, Bejani, Malekinia, & Ghoroneh, 2011).

QWL is the degree to which members of a work organization are able to satisfy important personal needs through their experience in the organization. The QWL variables by itself insufficient to measure employees job satisfaction. The researcher found that the average score for majority of the items tested for job satisfaction, sources of stress and job related aspects the satisfaction level is to be around 2.0 to 3.6 (scale of 1 to 5) only (Chitra & Mahalakshmi, 2012).

QWL is the shared responsibility not only of management and employees, but also of the society. Intense efforts for the enhancement of QWL would do a lot to improve the morale and motivation of employees and as a result there would be an improvement in the health of organizations (Nayak, Sahoo, Mohanty, & Sundaray, 2016).

According to the Fakhruddinova et al., (2013), the QWL is the level of satisfaction of the employee. It works in an organization and its activity is regulated by certain norms and regulations established by of social and labor relations in the conditions of risk and uncertainty (Fakhruddinova, Kolesnikova, Kiselkina, & Khalikov, 2013).

### 2.3 International studies of Quality of Work Life

The concept of QWL encompass the following factors: job satisfaction, involvement in work performance, motivation, efficiency, productivity, health, safety and welfare at work, stress, work load, burn-out, etc. These mentioned factors can be defined as physical and psychological results of work which affect the employee (Arts, Kerkstra, Zee, & Abu, 2017).

Other authors suggest to involve in QWL concept more work factors: fair compensation, safe and hygienic working and psychological conditions, knowledge and opportunities to realize one's skills, social integration and relationship, life and work balance, work planning and organization (Van De Ven & Poole, 1995). Some QWL factors are the same as in QOL, but they are related with the employee's working environment and his or her job.

The QWL domains and factors are as follows:

- i. Consideration of work (material and non-material)
- ii. Emotional state (appreciation, esteem, stress, self-motivation, job satisfaction, safety for job)
- iii. Learning and improvement (career opportunities, acquisition of new knowledge and skills)
- iv. Social relationship in the organization (relations with colleagues and supervisors, delegation, communication, command, division of work)
- v. Self-realization (career opportunities, involvement in decisions making, etc.)

- vi. Physical state (stress, fatigue, burn-out, work load)
- vii. Safety and work environment (Arts et al., 2017; Gilgeous, 1998; Schoepke, Hoonakker, & Carayon, 2004)

Sirgy et al., (2006) measure of QWL was found to be significant strong predictor of life satisfaction (Sirgy et al., 2006).

Based on Sirgy et al., (2001) and Shin (1979), a study questionnaire was designed according to factors of physical state value, material state value, emotional state value, social relationship value, self-development value, self-expression and leisure value and safety and environment value. The results showed that the surveyed employees were most satisfied with two domains, which are social relationship (average evaluation is 4.0 points) and education and self-development (3.8 points) out of seven QOL domains and a strong correlation was found between QOL and QWL ( $r=0.76$ ) (Shin, 1979; Sirgy, Efraty, Siegel, & Lee, 2001).

#### **2.4 Local studies of Quality of Work Life**

QWL is a recent day topic of organizational psychology, some of the elements that are relevant in defining and individual's QWL would include the task, the physical work environment, social environment, within the organization, administrative system and relationship between life on and off the job (Rose et al., 2006a).

Rose et al., (2006) studied further with another empirical study was done to predict QWL in relation to career-related dimensions. The sample consists of 475 managers from the free trade zones on Malaysia for both Multinational Corporations (MNCs) and Small and Medium Industries (SMIs). The results indicate that three exogenous variables are significant which are career satisfaction, career achievement and career balance, with 63% of the variance in QWL (Rose, Beh, Uli, & Idris, 2006b).

Daud (2010) suggested that “Investigating the relationship between QWL and Organizational Commitment Amongst Employees in Malaysia firms” says that the QWL of employees is an important consideration for employers interested in improving employee’s job satisfaction and commitment (Daud, 2010).

## **2.5 Quality of Work Life between Industries**

Talebi et al., (2012) examined the relationship between the employees QWL and effectiveness in service organization like banking sector. In the study, seven QWL variables are considered to determine the present status of QWL of employees. They are healthy and secure work environment, salary and benefits, job security, autonomy at work, providing the basis for skills education, and determining the job development direction (Talebi et al., 2012).

Sharma and Vishwavidyala (2013) examined the QWL existence in Small Scale Industries in Indore. Study identified seven QWL variables to measure the QWL of employees' namely, good working environment, job satisfaction, chance of growth, fair compensation, employees' motivation, and communication flow, flexible or suitable working time. Study revealed that QWL is not highly established as per the view of employees (Sharma & Vishwavidyala, 2013).

Mohan and Mani (2013) examined the variables that play a vital role in influencing the QWL in the manufacturing organizations in the state of Andhra Pradesh. The variables selected for the study were working conditions, inter personal relations, trust among employees, autonomy and freedom, participation in decision making, career advancement, training, superior support, safety conditions, top management support, conflict management, amenities, performance linked pay system, communication, implementation of organizational policies, participative management, transparency system, nature of job, rewards and recognition, value system and job satisfaction. The research findings revealed that the key factors influencing QWL were working environment, group dynamics, personal growth and advancement, motivation and organizational climate (Mohan & Mani, 2013).

Alireza Bolhari et al., (2011) used Waltons' QWL questionnaire to measure the level of QWL in Information technology staffs in Iran, it consists of 24 questions in eight categories, Adequate and fair compensation, safe and healthy work environment, growth and security, constitutionalism, social relevance, total life space, social integration, development of human capacities. The possible responses was on

five point Likert scale from (1) I absolutely agree to (5) I absolutely disagree (Number 3 was neither agree nor disagree) (Alireza, Rezaeean, Bolhari, Sona, & Amir, 2011; Walton, 2007).

Elamparuthi and Jambulingam (2014) used 15 QWL variables to measure the level of QWL of employees in Small Scale Industries, they are working environment, safety, job security, stress, motivated by superior, job allow to use my skills, promotion opportunities, provide enough, treated with respect, working hours, job allows to be productive, training opportunities helpful, salary satisfaction, employee motivation, proud to be part of industry (Elamparuthi & Jambulingam, 2014).

Rose et al., (2006) used three exogenous variables to measure the status of QWL in managers of free trade zones in Malaysia for both the Multi-National Companies (MNCs) and the Small Medium Industries (SMIs) they are career satisfaction, career achievement and career balance to measure the QWL, a ten-point scale with 1 being “strongly disagree” and being 10 “strongly agree” was used. The result indicates that three exogenous variables are significant: career satisfaction, career achievement and career balance, with 63% of the variance in QWL (Rose et al., 2006a).

Reddy and Reddy (2013) used nine dimensions to measure QWL in public and private banks like emoluments, safe and healthy working conditions, social integration, social relevance of work, constitutionalism, opportunities to develop human capabilities, career planning, growth and development, work with job enrichment and organization structure (Reddy & Reddy, 2013).

## **2.6 Factors contributing to Quality of Work Life**

### **2.6.1 Quality of Work Life related with Work Environment**

Hackman and Oldham (1980) mentioned that conceptual elements of QWL in relation to the association for work environment and employees personal needs. The work environment satisfied employee's personal needs were considered to provide a positive interaction effect that will lead to an excellent QWL. Work environment must be conducive because it was the place where employees will work and spend 1/3 most of their time per day to do their work. Employees will still try to work hard to complete their task regardless of the workload when they find that their working environment is pleasant for them. If their salaries were better with good benefits that fulfilled their personal needs they will stay and loyal to the organization (Hackman & Oldham, 1980).

Work environment studies shown that physical and social work environment did affect employee's emotional wellbeing (Cummings & Malloy, 1977).

Bagtasos (2011) stated that QWL encompassed the characteristics of the work and work environment influence employee's work lives (Bagtasos R.M, 2011).

QWL was the favourable conditions and environments of the workplace that addresses the welfare and well-being of employees (Huang, Lawler, & Lei, 2007).

Ismail, Guna and Rethinam (2007) in their study examined that many factors determine the meaning of QWL, one of which is work environment. A group of work forces that is greatly affected in QWL as a result of dynamic changes in work environment is information technology (IT) professionals. The constructs of QWL discussed are health and well-being, job security, job satisfaction, competency development, work and non-work life balance (Rethinam, Guna, & Ismail, 2007).

Knox, Gharrity and Irving (2001) stated that strength and weaknesses of the work environment plays an important role in determining QWL (Knox, Irving, & Gharrity, 2001).

Mohit (2013) stated that the core pillar of QWL was to create a work environment that employee can work cooperatively with each other in order to achieve to organization objectives (Mohit, 2013).

According to Sirgy et al. (2006), there were several programs identified related to the work environment. The programs were decentralized organizational structures, teamwork, parallel structures and quality circles and ethical corporate culture (Sirgy et al., 2006).

Based on Sirgy et al. (2008) interactionist model of the relationship between QWL programs and QOL include characteristics of the person (employee) and work (QWL programs), and the effective reactions that result from the dynamic fit between the two (Sirgy, Reilly, Wu, & Efraty, 2008).

Condition of the work environment should be given more attention because based Gnanayudam and Dharmasiri (2007) it affects job performance and based on Trau and Hartel (2007), it affects work attitude towards the organization (Gnanayudam & Dharmasiri, 2007; Trau & Härtel, 2007).

The effect of QWL (adequate and fair compensation, safe and healthy environment, growth and security, development of human capabilities, the total life space, social integration, constitutionalism, social relevance) on organizational commitment of employees. The result of the study showed that quality of work life directly influences the organizational commitment. QWL will increase employee's commitment, to their jobs more effectively. Safe and Healthy environment influences the organization commitment and for personnel creates comfortable working conditions (Reza, Sayyed, & Reza, 2013).

#### **2.6.2 Quality of Work Life related with Income and Distribution**

Mishra (1985) found in her study that age and length of service did not affect QWL. It was a function of income of the employees, income leads to high QWL, and higher level of education higher level of QWL (Mishra, 1985).

### **2.6.3 Quality of Work Life related with Emotional Wellbeing, Personal Development, Social Inclusion and Interpersonal Relations**

Naheran et al., (2014) studied the effect of QWL Programs on QOL among employees at multinational companies in Bintulu, Sarawak, Malaysia and the study found that there was a significant relationship between QWL programs and QOL. The most influence factors were emotional wellbeing, personal development, social inclusion and interpersonal relations (Narehan, Hairunnisa, Norfadzillah, & Freziamella, 2014).

### **2.6.4 Quality of Work Life related with Gender**

Akdere (2006) stated that based on survey of working adults conducted by New York Times (1998), 83% of working mothers and 72% of working of fathers reported that they experienced conflict between job demands and the desire to meet their families. Employees who had been working for a period of time in the organization possessed valuable experience and skills that bring profits to the organization (Akdere, 2006).

Subhashini and Gopal (2013) used eight dimensions to evaluate status of QWL of women employees working in selected garment factories in Coimbatore district of Tamilnadu. They are relationship with co-worker, opinion about workload, health and safety measures, satisfaction about feedback given, opinion about working hours, training programs given by the organization, opinion about respect at workplace,

grievance handling procedure. The objective of the study is to analyze the association between the total work experience of the women expectations and required changes. The study indicated that increase in QWL results in increase in productivity and recommended that an attractive pay scale can be offered and permissible leave limits can be extended (Subhashini & Gopal, 2013).

#### **2.6.5 Quality of Work Life related with Working Condition**

The QWL involves job security, good working conditions, adequate and fair compensation and equal employment opportunity. It is suggested that the organization has to give equal importance to the achievements of the individuals. Participation of employees in decision making with their higher authority can be encouraged to avoid technical problems (Rathamani & Ramchandra, 2013).

#### **2.6.6 Quality of Work Life related with Family Life**

Based on Azril et al., (2010), in their study discovered whether QWL among the agriculture extension employee to have impact on their work performance or not. The study necessarily estimated QWL function in enhancing work performance, analyzed the most important factor and variables on this work performance. Results depict that all of the nine QWL studied have significant and positive relationship with work performance where the highest relationship occurred between individual and family life with work performance (Azril et al., 2010).

### **2.6.7 Quality of Work Life related with Communication**

Research carried out by Mejbek and Almsafir (2013) revealed that the most frequently used QWL drivers are reward, benefits and compensation, followed by career development, communication, and safety and security respectively in order of frequency. The other important QWL drivers are top management involvement, cohesion of work and life, job satisfaction and employee motivation which are not considered in many of the research (Mejbek & Almsafir, 2013).

### **2.6.8 Quality of Work Life related with Stress**

Shamir and Salomon (1985) defined QWL as a comprehensive construct that includes wellbeing related to an individual's job and the degree to which work experiences were rewarding, fulfilling, and reduce stress (Shamir & Salomon, 1985).

## CHAPTER 3

### METHODOLOGY

#### 3.1 Study Design

This study was classified as a cross-sectional study in which the QWL among Malaysian working population in different industries will be assessed simultaneously in a point of time. This study was conducted from September 2016 to April 2017. This study was to obtain the prevalence of QWL among Malaysian workers in OSH.

#### 3.2 Study Location

This study involved in 11 types of industry which were:

**Table 3.1: Type of industries involved in this study**

Manufacturing	Agriculture, forestry and fisheries
Trades, banking and finance	Utilities
Services	Governmental Service/ Statutory Bodies
Construction	Oil and Gas
Hotel and Restaurants	Mining and Quarrying
Wholesale and Retails	

This study was conducted in all states of Malaysia which are Selangor, Melaka, Pulau Pinang, Sabah, Sarawak, Johor, Terengganu, Perak, Pahang, Kedah, Negeri Sembilan, Perlis and Kelantan.

### **3.3 Sampling**

#### **3.3.1 Sample Population**

The population of this study were within Malaysian local workers which are OSH personnel and general workers in industries of manufacturing, agriculture, forestry and fisheries, trades, banking and finance, governmental service/ statutory bodies, oil and gas, construction, mining and quarrying, utilities, hotel and restaurants, wholesale and retails and services. These industries were based on industries that listed by Department of Occupational Safety and Health (DOSH).

#### **3.3.2 Sample Frame**

The sampling frame for this study based on inclusion and exclusion criteria which focusing only for local OSH personnel and local general workers. For local OSH personnel can be anybody that include in safety committee members or safety technicians or safety officer with green book/ non green book. The company that involved was based on list provided by DOSH. The list of the company was only for DOSH officer's revision, due to confidentiality of DOSH inspection schedule.

### 3.3.3 Sampling Unit

The local OSH Personnel and local general workers was selected as the sampling unit. Below were the selection criteria.

Inclusion criteria:

- i. Male and Female
- ii. Local OSH Personnel
- iii. Local General Worker
- iv. OSH Personnel can be anybody that include in safety committee members or safety technicians or safety officer with green book/ non green book.

Exclusion criteria:

- i. Employers
- ii. Representative of Employers
- iii. Contract or permanent workers

### 3.4 Sampling Method

The number of each group of respondents (OSH personnel and general worker) were selected using random sampling method for each states of Malaysia. For each state, the industry were selected purposively based on the list of industries given by DOSH.

### 3.5 Sample Size

According to a study from Swamy and Rashmi (2015) “QWL: Scale Development and Validation”, analysis revealed that the QWL for nine components had a prevalence of 82.24% where P value was 0.8224 (Swamy & Rashmi, 2015).

Therefore, by computing the prevalence of QWL, a 95% confident interval (1.96) and the margin of error (0.05), the sample size calculation is carried out using the sample size formula from book of Kish, L.: Survey Sampling (Wiegand, 1968).

$$N = (Z_{1-\alpha})^2 (P(1-P))/d^2$$

Where:

N is number of sample

$Z_{1-\alpha} = Z_{0.95} = 1.96$  for 95% of CI

P is prevalence (0.8224)

D is desired precision (0.05)

$$N = (1.96)^2 (0.8224(1-0.8224))/0.05^2$$

$$N = 224.44$$

$$N \approx 225 \text{ respondents}$$

So, for all industries that was covered in this study, the number of respondents was:

$$N = 225 \times 11 \text{ industries}$$

$$N = 2475 \text{ respondents}$$

An additional 10% of study population was include to overcome the problem of low response rate.

$$N = 2475 + [(10/100) \times (2475)]$$

$$N = 2722.5$$

$$N \approx 2723 \text{ respondents}$$

### 3.6 Study Instruments

The structured questionnaire used in this study was adapted from OSH Profile 2016 which was modified from many sources with queries relating to QWL questionnaire. These structured questionnaire was given in the Malay and English version and it consisted of two sections which were section A and section B.

#### **a) Sources of Questionnaire**

The questionnaire was based on many sources, which were from:

- i. Employee QWL survey questionnaire which published by Karl Albrecht International (Albrecht, 2013).
- ii. A study from Swamy et al., (2015) “QWL: Scale Development and Validation” (Swamy, Nanjundeswaraswamy, & Rashmi, 2015).
- iii. QWL from International Labour Office (Gospel, 2003).
- iv. General Social Survey 2010 Section D QWL Module by the National Institute for OSH (NIOSH, 2010).

#### **b) Structure Questionnaire for local OSH personnel and local general workers**

The questionnaire consists of two sections which were:

- i. Section A as socio demographic background
- ii. Section B as QWL

In Section A, asked briefly on socio demographic distribution such as age and gender.

In Section B, there are 10 questions that been asked relates with the components of QWL.

**Table 3.2: Structure of Questionnaire**

<b>Components of QWL</b>	<b>Question Number in the Questionnaire</b>
Stress	1
Working Environment	2
Family Life	3,6
Income and Distribution	4
Communication	5,7
Facilities	8
Welfare at work	9
Working Condition	10

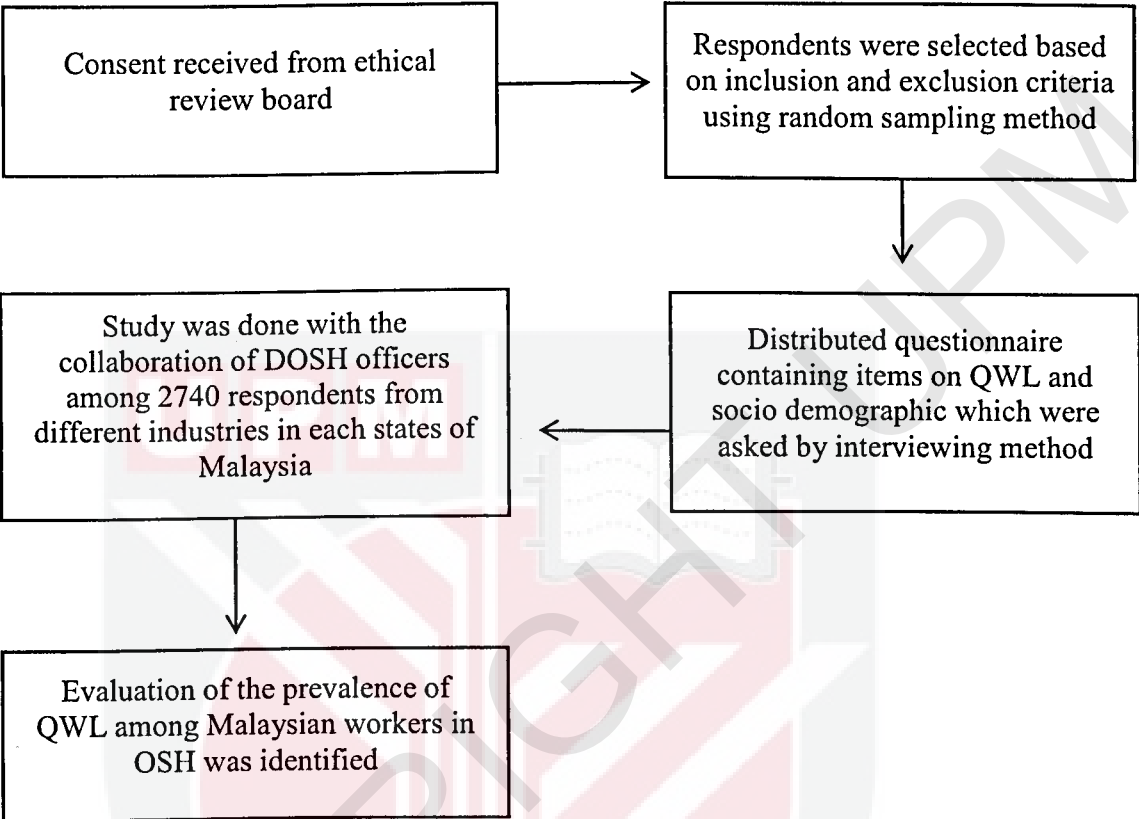
**c) Quality Control**

The quality control used in this study was back-to-back translation from English version to Malay version without changing the actual meaning of the questions. The respondents were interviewed by the researcher to avoid any misperception towards question in the questionnaire.

**3.7 Data Collection Technique**

The data collection for questionnaire had been done by face-to-face interviewed. The distribution of the questionnaire to the respondents was carried out by researcher with the collaboration of DOSH officer during the inspection of the industry.

**3.8 Procedure of Data Collection**



**Figure 3.1: Flowchart of Data Collection**

### 3.9 Statistical Analysis

The data obtained was analyzed by using IBM SPSS (Statistical Package for Social Sciences) version 22.0. The type of analysis used for this study are based on the objectives of this study.

**Table 3.3: Data analysis methods based on study objective**

<b>Objectives</b>	<b>Data Analysis Methods</b>
To determine the socio demographic background of Malaysian workers	Descriptive Statistic
To determine the prevalence of QWL among Malaysian workers	Descriptive Statistic
To compare the QWL between industry types of Malaysian workers	One-way ANOVA
To identify the age and gender factors that contributing to QWL	One-way ANOVA (Age) and Independent T-Test (Gender)

### 3.10 Validity of Questionnaire

#### (a) Content Validity

Before the questionnaire being distributed to the OSH personnel and general workers, the questionnaire was reviewed and commented by experts with the OSH background. These was conducted to determine if the questions enabled for the target group to understand the content of the questionnaire.

## CHAPTER 4

### RESULTS

#### 4.1 Socio demographic background information

All 2,740 respondents in this study was a Malaysian workers includes OSH Personnel and general workers. The highest frequency age was among 26-35 years old as much as 1036 respondents (38.0%). The lowest frequency age was among above 55 years old as much as 129 respondents (4.7%). The male workers had highest frequency which is 1921 respondents (70.1%) than female workers, 819 respondents (29.9%).

Almost all of the respondents, 2081 respondents (76.3%) were from manufacturing industries for both OSH Personnel and general workers, while the lowest frequency for OSH personnel were from governmental services/ statutory bodies and construction (0%) and the lowest frequency for general workers was governmental services/ statutory bodies which is 8 respondents (0.4%).

**Table 4.1: Frequency distribution of socio demographic background of respondents**

<b>Variables</b>	<b>General Workers, N (%)</b>	<b>OSH Personnel, N (%)</b>	<b>Overall, N (%)</b>
<b>Age</b>			
18-25	244 (18.0%)	295 (21.5%)	539 (19.8%)
26-35	543 (40.0%)	493 (36.0%)	1036 (38.0%)
36-45	313 (23.1%)	306 (22.3%)	619 (22.7%)
46-55	195 (14.4%)	209 (15.3%)	404 (14.8%)
>55	62 (4.6%)	67 (4.9%)	129 (4.7%)
<b>Gender</b>			
Male	951 (69.4%)	970 (70.8%)	1921 (70.1%)
Female	419 (30.6%)	400 (29.2%)	819 (29.9%)
<b>Type of Industries</b>			
Manufacturing	822 (60.4%)	1259 (92.2%)	2081 (76.3%)
Agriculture, Forestry & Fisheries	36 (2.7%)	1 (0.1%)	37 (1.4%)
Trades, Banking & Finance	13 (1.0%)	29 (2.1%)	42 (1.5%)
Governmental Services/Statutory Bodies	8 (0.6%)	-	8 (0.3%)
Hotel & Restaurants	95 (7.0%)	14 (1.0%)	109 (4.0%)
Oil & Gas	168 (12.4%)	21 (1.5%)	189 (6.9%)
Construction	13 (1.0%)	-	13 (0.5%)
Mining & Quarrying	53 (3.9%)	3 (0.2%)	56 (2.1%)
Utilities	17 (1.3%)	2 (0.1%)	19 (0.7%)
Services	67 (4.9%)	28 (2.0%)	95 (3.5%)
Wholesale & Retails	68 (5.0%)	9 (0.7%)	77 (2.8%)

## 4.2 Prevalence of QWL among Malaysian workers

Overall prevalence of QWL among respondents was high in each components of QWL. The result of percentage of QWL among respondents are tabulated in the Table 4.2.

**Table 4.2: Percentage of QWL among respondents**

	General Workers, N (%)	OSH Personnel, N (%)	Overall, N (%)
<b>Stress</b>			
Yes	201 (14.8%)	193 (14.3%)	394 (14.5%)
No	1154 (85.2%)	1161 (85.7%)	2315 (85.5%)
<b>Working Environment</b>			
Yes	1066 (78.6%)	1063 (78.2%)	2129 (78.4%)
No	290 (21.4%)	296 (21.8%)	586 (21.6%)
<b>Family Life</b>			
Yes	201 (14.8%)	258 (19.1%)	459 (16.9%)
No	1157 (85.2%)	1096 (80.9%)	2253 (83.1%)
<b>Income &amp; Distribution</b>			
Yes	819 (60.4%)	777 (57.4%)	1596 (58.9%)
No	537 (39.6%)	576 (42.6%)	1113 (41.1%)
<b>Communication</b>			
Yes	1262 (92.9%)	1278 (94.0%)	2540 (93.4%)
No	97 (7.1%)	82 (6.0%)	179 (6.6%)

<b>Family Life</b>			
Yes	1182 (87.2%)	1081 (79.9%)	2263 (83.6%)
No	173 (12.8%)	272 (20.1%)	445 (16.4%)
<b>Communication</b>			
Yes	1216 (89.5%)	1195 (87.9%)	2411 (88.7%)
No	142 (10.5%)	164 (12.1%)	306 (11.3%)
<b>Facilities</b>			
Yes	1182 (87.0%)	1226 (90.2%)	2408 (88.6%)
No	176 (13.0%)	133 (9.8%)	309 (11.4%)
<b>Welfare at Work</b>			
Yes	970 (71.4%)	968 (71.2%)	1938 (71.3%)
No	388 (28.6%)	392 (28.8%)	780 (28.7%)
<b>Working Condition</b>			
Yes	1112 (81.9%)	1078 (79.7%)	2190 (80.8%)
No	245 (18.1%)	275 (20.3%)	520 (19.2%)

N=Frequency

### 4.3 Comparison of mean between the QWL and industry types

There is a significant difference of mean QWL between type of industries [F (10) =12.897,  $p < 0.001$ ].

**Table 4.3: Comparison of mean between Quality of Work Life and Type of Industries**

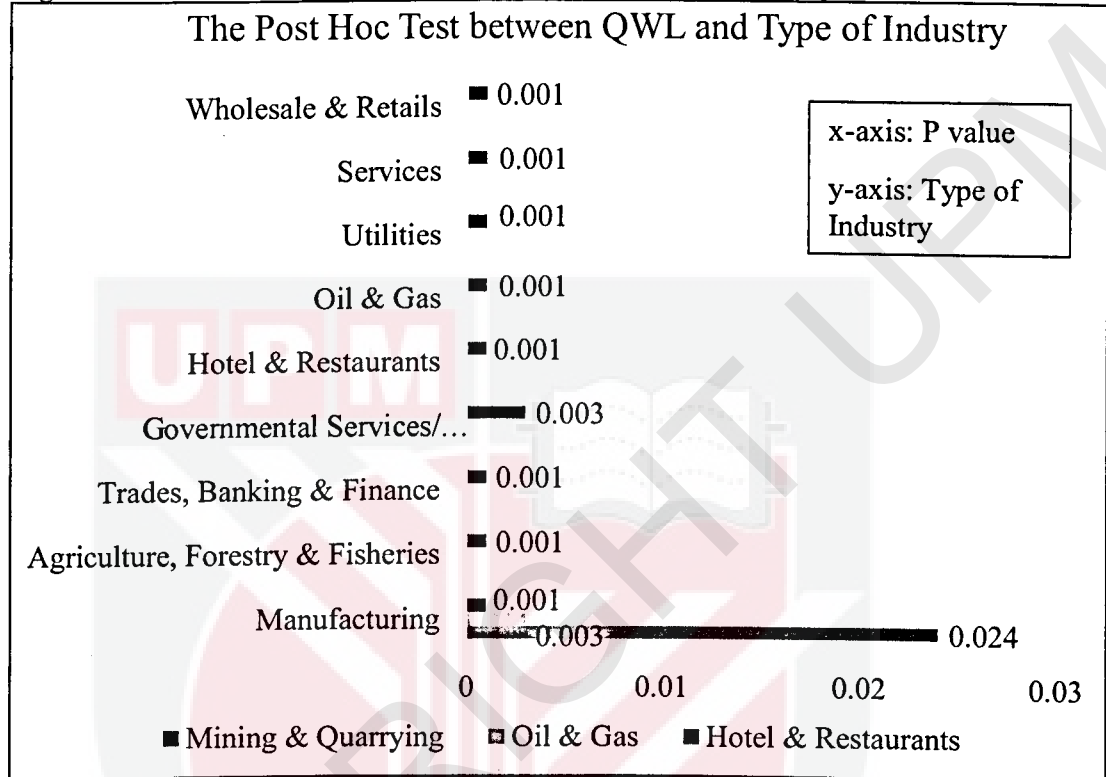
Type of Industries	Mean (SD)	F-statistics (df)	p-value*
Manufacturing	6.73 (1.907)		
Agriculture, Forestry & Fisheries	7.49 (1.574)		
Trades, Banking & Finance	6.52 (1.851)		
Governmental Services/Statutory Bodies	7.25 (1.753)		
Hotel & Restaurants	7.40 (1.111)	12.897 (10)	<0.001
Oil & Gas	7.31 (1.388)		
Construction	5.92 (2.290)		
Mining & Quarrying	4.31 (3.625)		
Utilities	6.84 (0.958)		
Services	6.67 (2.131)		
Wholesale & Retails	6.87 (2.022)		

One-way ANOVA

\*p-value significant at 0.05 level (Bonferroni Alpha)

Next, a post hoc test was run in order to find which industry that give a significant difference between each other.

**Figure 4.1: Post Hoc Test between QWL and Type of Industry**



## 4.4 Factors that contributing to the QWL

### 4.4.1 Age factor

There is no significant difference of mean between the QWL and age groups [F (4) =0.881, p =0.475].

**Table 4.4: Comparison of mean between the QWL and Age Groups**

Age	Mean (SD)	F-statistics (df)	p-value*
18-25	6.77 (1.961)		
26-35	6.69 (1.894)		
36-45	6.75 (1.960)	0.881 (4)	0.475
46-55	6.89 (1.934)		
>55	6.88 (2.014)		

One-way ANOVA

\*p-value significant at 0.05 level (Bonferroni Alpha)

### 4.4.2 Gender factor

The growing number of women who entered the labor force also demands for new work environment and work demands. The labor force was usually associated with male domination but as more women also enter the work force have increased awareness and concern for organization to adjust the working time, salary, child care and more in order to fulfill their needs.

The p value <0.05, therefore the result was a significant difference of mean between the QWL and gender. In the table 4.5, p value of Levene test is 0.009, indicates that the variance of the gender group (female and male) is not equal. Thus, the heterogeneity of variances assumption was met.

**Table 4.5: Comparison of mean between the QWL and Gender**

Variable	Mean (SD)		Mean difference (95% CI)	T-statistics (df)	p-value*
	Male	Female			
Quality of Work Life	6.69 (2.023)	6.90 (1.738)	-0.214 (-0.373, -0.054)	-2.623 (2705)	0.009

Independent T-test

\*p-value significant at 0.05 level

## CHAPTER 5

### DISCUSSION

#### 5.1 Socio demographic background information

The highest frequency age was among 26-35 years old as much as 1036 respondents (38.0%). The lowest frequency age was among above 55 years old as much as 129 respondents (4.7%).

These happen due to an increase of level of socioeconomic development of the society that leads to increase of the age when people start their professional work activities. In the generation of the 19 century, people started to work at the age of 16-18, as for now people start to work almost around at the age of 26-28 years old.

Moreover, the lack of youth employment. In Malaysia, the percentage of unemployment of people from 15 up to 24 years old in 2013 increased 11.10% from previous in 2010 was 10.20%. So, as now Malaysia has provided many job opportunities for young people in order to pursuit a high labor force and economically.

The male workers had highest frequency which is 1921 respondents (70.1%) than female workers, 819 respondents (29.9%). This means that the current workforce in all industries is a mixture of male and female workforce with a ratio of 3:1.

There is a cultural belief that role of women only needs to take care of home and child care rather than working in an organization. It was understood to play a larger role in gendered behavior than economist. Eswaran (2014) presents a several studies that trace the cultural origins of why we think the way we do about men's and women's economic roles. He examines how women's behavioral responses in economic situations and their bargaining power within the household differ from those of men (Eswaran, 2014).

The factor of the work task that does not suit to the female that shaped to the gendered division of labor. For example in agricultural economies, which requires great upper body strength, it gave an advantage to men in agricultural work.

## 5.2 Prevalence of QWL among Malaysian workers

A good QWL reduces absenteeism, accidents and attrition. QWL is useful to improve production, organizational effectiveness, morale of an employees and economic development of the country. Katzell et al., (1975) observed that employee may be said to enjoy a high QWL when he has a positive feelings towards his job and its future prospects, is motivated to stay on the job and performs well (Raymond, Katzell, & Daniel, 2012).

The finding of having a good QWL in this study was high and comparable with other studies. The highest frequency was communication while the lowest frequency was income and distribution.

Vetrimani and Kavitha (2014) showed that human relation which was communication was high, 51.7% (Vetrimani & Maheswari, 2014). Which same as this study, the respondents reported that they had a good communication and harmonious relationship between their colleagues and their employers were 93.4% and 88.7%. Communication is important to convey messages and ideas in interacting with human, the employees and employers will lose their sense of belongingness in both work and social interaction once they are faced with communication difficulties.

The findings of this study showed that the percentage of workers had a good enough income and distribution was 58.9%. Mishra (1985) found in his study that age and length of service did not affect QWL. It was a function of income of the

employees, income leads to high QWL, and higher level of education higher level of QWL (Mishra, 1985).

This study was indicated that percentage of company provided a welfare at work was 71.3%. Rathamani and Rameshwari (2013) recorded that higher compensation, 40% of the respondents did affect QWL of the employees (Rathamani & Ramchandra, 2013). If the welfare at work of employees was not in good practices there will be an indication of a high level of strain and imbalance between work and life commitments. So, organizational plays a role in minimize and controlling the level of strain and stress of their employees.

The roles of work environment are important to retain the employees in the organization. The work environment influenced employees' satisfaction towards the organization. When employees happy to work with pleasant, and convenient work environment, in turn lead to high productivity, less job burnout, minimize stress and conflict and increase high commitment among employees.

In these study, 78.4% of them indicated that the work environment at their company was good and motivated them to work. Munusamy and Maimunah (2009) in his study examined that many factors determine the meaning of QWL, one of which is work environment (40.8%) (Munusamy & Maimunah, 2009). A group of work forces that is greatly affected in QWL as a result of dynamic changes in work environment was information technology (IT) professionals.

For this study, the prevalence of respondents claimed that they do not find it hard to take time off during work to take care of personal or family matters and their employer was considerate if they have personal matters during work hours were 83.1% and 83.6%. Vetricmani and Maheswari (2014), a study on QWL among the employees of cement industry showed the percentage of work life balance is 65% which is more than half (Vetricmani & Maheswari, 2014).

Shamir and Salomon (1985) defined QWL as a comprehensive construct that includes wellbeing related to an individual's job and the degree to which work experiences were rewarding, fulfilling, and reduce stress (Shamir & Salomon, 1985). The findings research showed that the respondents who are reported as not having a stress with the work load was 85.5%.

In this study, about 88.6% shown that the company had provided a good facilities in the workplace among respondents. Subhashini and Gopal (2013) studied on QWL among women employees working in garment factories in Coimbatore District found that 57.1% of providing good facilities contributes to the QWL (Subhashini & Gopal, 2013).

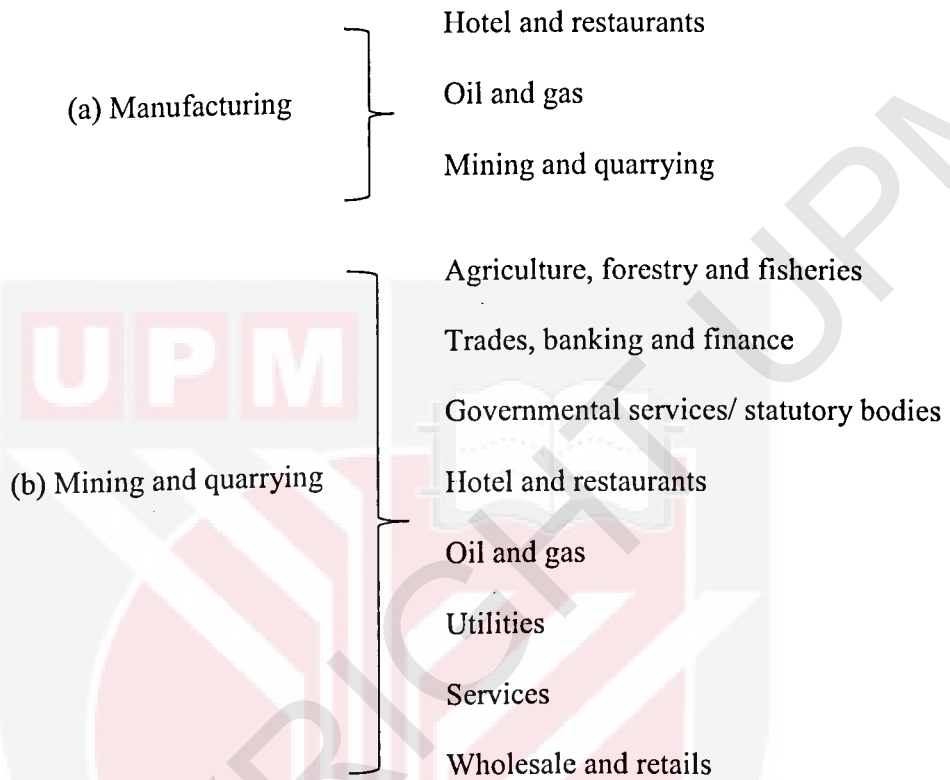
Shalla and Fazili (2013) found that the percentage values of job satisfaction across teaching and non-teaching staff for work conditions dimension was 61.45% and 45.79% (Shalla & Fazili, 2013). For this study, the respondents reported that their working condition allows them to be more productive was high which is 80.8%.

### 5.3 Comparison of QWL between industry types

The second research hypothesis was accepted where the components of QWL namely stress, working environment, family life, communication, income and distribution, facilities, welfare at work and working conditions towards OSH personnel and general workers revealed that QWL did have a significant difference between type of industry, where its p value  $<0.001$ .

Based on one way ANOVA results, the highest mean was agriculture, forestry and fisheries while the lowest mean was mining and quarrying. Many factors did affect the mean of mining and quarrying for examples mining and quarrying did have a lot of accidents such as fires, explosion or collapsed mine tunnels that affects the respondents, also their heavy work load, long hour working, climates effects where the respondents work in hot conditions and hiring and labor practices of mining companies where they create divisions among families or the respondents' friends which this can contribute to their social and personal stress.

The post hoc comparisons test indicated that the industries that give a significant difference towards QWL were:



## 5.4 Factors that contributing to the QWL

### 5.4.1 Age Factor

The hypothesis was rejected where there was no significant difference of mean between the QWL and age of the respondents [ $F(4) = 0.881, p = 0.475$ ]. Based on Mishra (1985) found in his study that age and length of service did not affect QWL (Mishra, 1985).

Based on the results, the highest mean was among the age of 46-55 years old while the lowest was among 26-35 years old. This is due to older people tend to well-managed their personal and working life, while the younger people still learn to manage their working life in overcome the problems. Based on Medeiros et al., (2015), showed a negative correlation between the QWL and age where the result showed that younger people having a worse QWL (Medeiros et al., 2015).

#### 5.4.2 Gender Factor

The research hypothesis was accepted where there was a significant difference between genders of the respondents with regard to their QWL. The research findings revealed the fact that gender has been influencing factor of QWL. The p value is less than 0.05 shown the significant difference between gender and QWL.

The results showed that female had the highest mean than male. This is due to female tend to displayed feminine characteristics such as giving high importance to good social relationship and being compromising and negotiating in their problem solving. While male was expected to exhibited masculine tendencies of being aggressive and forceful in solving problems and also a goal-oriented person. Therefore, this is why female had the highest QWL.

There were previous study by Akdere (2006) stated that based on survey of working adults conducted by New York Times in 1998, 83% of working mothers and 72% of working of fathers reported that they experienced conflict between job demands and the desire to meet their families (Akdere, 2006).

## CHAPTER 6

### CONCLUSION AND RECOMMENDATION

From this cross sectional study, it was found that more than half of the respondents perceived high level of QWL in each components of QWL where it plays a special role in the formation of the good QWL as soon as it increases internal effect from the labor activity that leads to the growth of satisfaction from working achievements.

Also, through a revealed that there is significant difference between QWL and gender difference and QWL between industry types of Malaysian workers.

This finding also contribute to the acknowledgement of the managerial level to ensure that the components of QWL are being practices in organization to enhance the employee's productivity and retain human capital in the business.

Thus, this study recommends for the future study to investigate the other components that influences the QWL and compare the QWL between OSH personnel and general workers.

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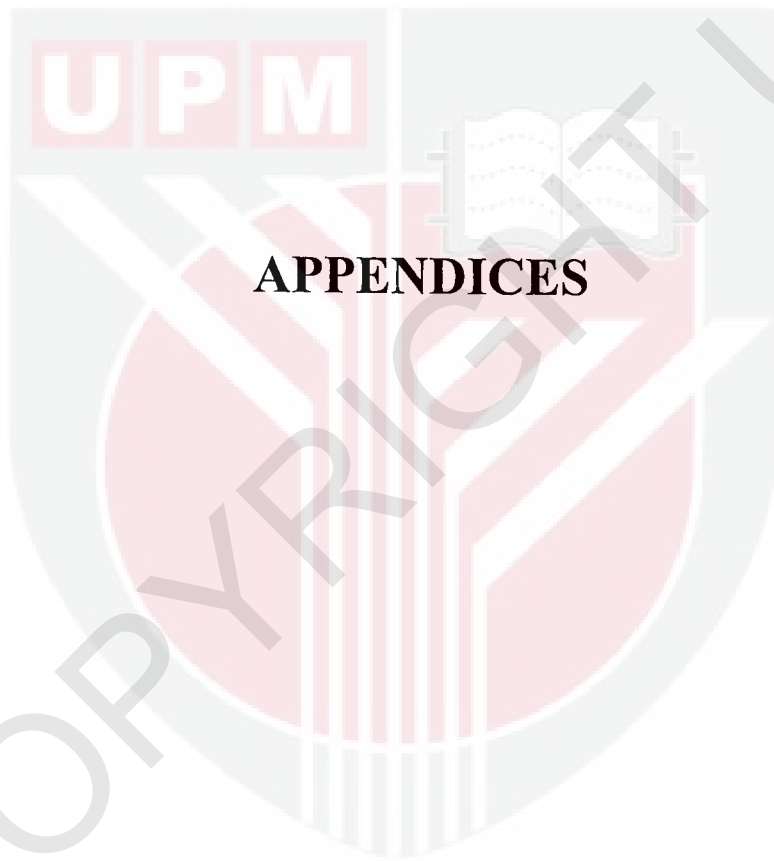
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**APPENDICES**

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**ETHICS COMMITTEE FOR RESEARCH INVOLVING HUMAN SUBJECTS  
(JKEUPM)  
UNIVERSITI PUTRA MALAYSIA**

<b>Research title</b>	<b>: The Quality Of Work Life In Occupational Safety And Health Among Malaysian Workers In Different Industries In Malaysia</b>
<b>Study Site</b>	<b>: Malaysia</b>
<b>JKEUPM Ref No.</b>	<b>: FPSK(EXP16-OSH)U027</b>
<b>Researcher</b>	<b>: Safiah Rohaizah bt Mazlan</b>
<b>Supervisor</b>	<b>: Assoc Prof. Dr Shamsul Bahri Hj Mohd Tamrin</b>

Documents received and reviewed with reference to the above study:

1. Ethics Application Form, Version 1 dated 18/10/2016
2. Respondent Information Sheet & Consent (English) Version 2 dated 7/12/2016
3. Proposal (English), Version 3 dated 20/2/2017
4. Questionnaire (Malay), Version 1 dated 18/10/2016
5. Curriculum Vitae of:
  - a. Assoc Prof. Dr. Shamsul Bahri bin Mohd Tamrin

The University Research Ethics Committee, Universiti Putra Malaysia (JKEUPM) operates in accordance to the ICH-GCP Guidelines.

Decision by JKEUPM:

- Approved
- Permission MUST BE OBTAINED from the respective hospitals/ institutions before conducting the research**
- Disapproved

Please note that the approval is valid until 20 February 2018

Researchers should comply with the following:

- I. Complete a Study Final Report upon study completion (Form D).
- II. Ethical approval is required in the case of amendments/ changes to the study documents/ study sites/ study team.



**UPM**  
UNIVERSITI PUTRA MALAYSIA

JAWATANKUASA ETIKA UNIVERSITI UNTUK PENYELIDIKAN  
MELIBATKAN MANUSIA (JKEUPM)  
UNIVERSITI PUTRA MALAYSIA, 43400 UPM SERDANG,  
SELANGOR, MALAYSIA

## FORM B1: RESPONDENT'S INFORMATION SHEET AND CONSENT

Please read the following information carefully and do not hesitate to discuss any questions you may have with the researcher.

### 1. STUDY TITLE :

The Quality of Work Life in Occupational Safety and Health among Malaysian Workers in Different Industries in Malaysia.

### 2. INTRODUCTION:

One of the major problems facing the developing countries, Malaysia as one of that is the quality of work life of a vast majority of employees engaged in productive pursuits. The quality of work life is not just achieving greater human satisfaction but it also aims at improving productivity, adaptability and overall effectiveness of organizations. This descriptive study is an attempt to know about the quality of work life among Malaysian workers in Occupational Safety and Health in different industries, Malaysia.

### 3. WHAT WILL YOU HAVE TO DO?

You have to answer a survey that will be circulated for information about personal background and the quality of working life in the workplace.

### 4. WHO SHOULD NOT PARTICIPATE IN THE STUDY?

Employers and Representative of Employers should not participate in this study.

### 5. WHAT WILL BE THE BENEFITS OF THE STUDY:

#### (a) TO YOU AS THE SUBJECT?

This study will determine the state of wellbeing in quality of work life and the components that contributing to the quality of work life in your workplace.

#### (b) TO THE INVESTIGATOR?

This study will help researchers to identify more accurately the state of wellbeing in quality of life and the components that contributing to the quality of work life in your workplace.

### 6. WHAT ARE THE POSSIBLE RISKS?

No possible risk.

**7. WILL THE INFORMATION THAT YOU PROVIDE AND YOUR IDENTITY REMAIN CONFIDENTIAL?**

Yes, the information that you provide and your identity will remain confidential.

**8. WHO SHOULD YOU CONTACT IF YOU HAVE ADDITIONAL QUESTIONS DURING THE COURSE OF THE RESEARCH?**

If you have any additional questions during the course of research, you can contact the researchers, Safiah Rohaizah Binti Mazlan (018-9772377), research supervisor Prof Madya Dr Shamsul Bahri Hj Mohd Tamrin (017-3134792).



*Please initial here if you have read and understood the contents of this page \_\_\_\_\_*

**9. CONSENT**

I ..... Identity Card No. ....  
address.....

.....hereby voluntarily agree to take part in the research stated above  
\*(clinical /drug trial/video recording/ focus group/interview-based/ questionnaire-based).

I have been informed about the nature of the research in terms of methodology, possible adverse effects and complications (as written in the Respondent's Information Sheet). I understand that I have the right to withdraw from this research at any time without giving any reason whatsoever. I also understand that this study is confidential and all information provided with regard to my identity will remain private and confidential.

I\* wish / do not wish to know the results related to my participation in the research

I agree/do not agree that the images/photos/video recordings/voice recordings related to me be used in any form of publication or presentation (if applicable)

\* delete where necessary

Signature ..... Signature .....  
(Respondent) (Witness)

Date : ..... Name : .....  
I/C No. : .....

I confirm that I have explained to the respondent the nature and purpose of the above-mentioned research.

Date ..... Signature .....  
(Researcher)



**BORANG B1: PENERANGAN DAN PERSETUJUAN RESPONDEN**

Sila baca maklumat berikut dengan teliti. Sekiranya anda mempunyai sebarang pertanyaan, sila kemukakan kepada penyelidik.

**1. TAJUK KAJIAN**

Kualiti hidup kerja dalam keselamatan dan kesihatan di kalangan pekerja Malaysia di industri-industri berbeza di Malaysia.

**2. PENGENALAN**

Salah satu masalah utama yang dihadapi oleh negara-negara membangun, Malaysia sebagai salah satu yang adalah kualiti kehidupan kerja-kerja majoriti besar pekerja yang terlibat dalam kegiatan produktif. Kualiti kehidupan kerja tidak hanya mencapai kepuasan manusia yang lebih besar tetapi ia juga bertujuan untuk meningkatkan produktiviti, keupayaan menyesuaikan diri dan keberkesanan keseluruhan organisasi. Kajian deskriptif adalah satu percubaan untuk tahu tentang kualiti kehidupan kerja di kalangan pekerja-pekerja Malaysia dalam bidang Keselamatan dan Kesihatan Pekerjaan dalam industri yang berbeza, Malaysia.

**3. APAKAH YANG PERLU ANDA LAKUKAN?**

Anda perlu menjawab kaji selidik yang akan diedarkan untuk mendapatkan maklumat mengenai latar belakang peribadi dan kualiti kehidupan kerja di tempat kerja.

**4. SIAPA YANG TIDAK BOLEH MENYERTAI KAJIAN INI?**

Majikan dan Wakil majikan tidak boleh mengambil bahagian dalam kajian ini.

**5. APAKAH FAEDAH MENYERTAI KAJIAN INI?**

**a) KEPADA ANDA SEBAGAI PESERTA?**

Kajian ini akan menentukan keadaan kesejahteraan dalam kualiti kehidupan kerja dan komponen yang menyumbang kepada kualiti kehidupan kerja di tempat kerja anda.

**b) KEPADA PENYELIDIK?**

Kajian ini membantu penyelidik untuk mengenal pasti dengan lebih tepat negeri kesejahteraan dalam kualiti hidup dan komponen yang menyumbang kepada kualiti kehidupan kerja di tempat kerja anda.

**6. ADAKAH IA BERISIKO?**

Tiada sebarang risiko.

**7. ADAKAH MAKLUMAT DAN IDENTITI SAYA KEKAL RAHSIA?**

Ya, maklumat yang anda berikan dan identiti anda akan dirahsiakan.

**8. SIAPA YANG SAYA PERLU HUBUNGI SEKIRANYA SAYA MEMPUNYAI SOALAN TAMBAHAN SEMASA MENGIKUTI PENYELIDIKAN INI?**

Jika anda mempunyai sebarang soalan tambahan semasa penyelidikan, anda boleh menghubungi penyelidik, Safiah Rohaizah Binti Mazlan (018-9772377), penyelia penyelidikan Prof Madya Dr Shamsul Bahri Hj Mohd Tamrin (017-3134792).

*Sila tandatangan di sini sekiranya anda telah membaca dan memahami kandungan halaman ini* \_\_\_\_\_

## 9. PERSETUJUAN

Saya..... No Kad Pengenalan. ....  
beralamat.....  
.....dengan ini bersetuju untuk mengambil bahagian secara sukarela dalam penyelidikan yang  
tersebut di atas \*(kajian klinikal/percubaan ubat-ubatan/rakaman video/kumpulan sasaran/temuduga/ soal selidik).

Saya telah diberi penjelasan secara menyeluruh mengenai penyelidikan ini dari segi metodologi, risiko dan komplikasi (seperti tertulis pada Helaian Penerangan Responden). Saya memahami bahawa saya berhak menarik diri dari penyelidikan ini pada bila-bila masa tanpa memberi sebarang alasan. Saya juga memahami bahawa sebarang maklumat yang berkaitan identiti saya akan dirahsiakan.

Saya\* berminat / tidak berminat untuk mengetahui keputusan kajian yang melibatkan saya.

I setuju/tidak bersetuju untuk imei/gambar/rakaman video/ rakaman suara digunakan dalam apa jua bentuk penerbitan atau pembentangan. (sekiranya berkaitan).

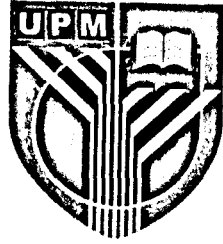
\*potong yang tidak berkenaan

Tandatangan ..... Tandatangan .....  
(Responden) (Saksi)

Tarikh : ..... Nama : .....  
No. K/P: .....

Saya mengesahkan bahawa saya telah menerangkan kepada responden ini sifat dan tujuan penyelidikan yang  
tersebut di atas.

Tarikh ..... Tandatangan .....  
(Penyelidik)



Department of Occupational  
Safety & Health

Universiti Putra Malaysia

**QUESTIONNAIRE**  
**OSH PERSONNEL/ OSH COMMITTEE MEMBER**  
**OCCUPATIONAL SAFETY AND HEALTH (OSH)**  
**IN MALAYSIA 2016**

Name :  
Company Name :  
Company ID :  
Company' Phone No. :  
Email :  
Phone No. :  
Position :  
Date :



This questionnaire aims to collect information related to the quality of working life.

- This survey is voluntary.
- This survey will take about 10 minutes to complete. If you prefer not to answer questions, you can leave it blank, but the results of this study will be very useful if you answer all the questions.
- Any individual participant information is kept confidential.

**STRUCTURE QUESTIONS**

<b>SECTION</b>	<b>CRITERIA</b>
A	SOCIO DEMOGRAPHIC
B	QUALITY OF WORK LIFE

**A. SOCIO DEMOGRAPHIC CRITERIA**

1. Please indicate your age.

Years old

2. Please state your gender

a. Male

b. Female

**B. QUALITY OF WORK LIFE**

Please tick (✓) in the appropriate box for the following statements about your company.	YES	NO	NOT SURE
1. I feel depressed with my work.			
2. Working environment and gives me good motivation to work.			
3. I find it difficult to take time off during working hours in the event of an emergency or family matters.			
4. Salaries provided by my company are commensurate with the work I do.			
5. I have a good relationship with my colleagues.			
6. The employer considerate if I have personal matters during work hours.			
7. I have a good relationship with my boss.			
8. The company provides the facilities for doing a good job.			
9. The company provides welfare at work.			
10. Working conditions allow me to be more productive.			



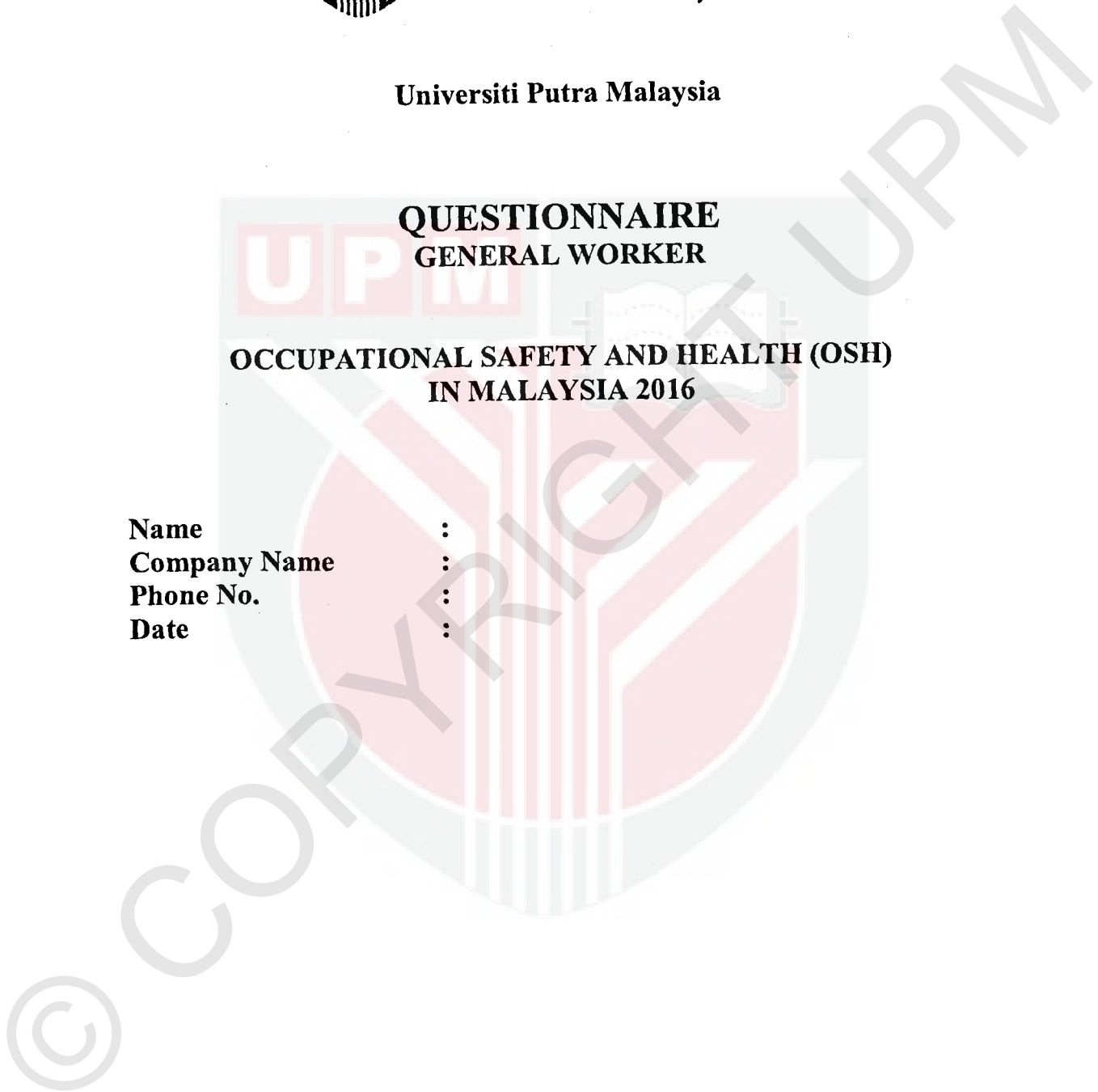
Department of Occupational  
Safety & Health

Universiti Putra Malaysia

**QUESTIONNAIRE  
GENERAL WORKER**

**OCCUPATIONAL SAFETY AND HEALTH (OSH)  
IN MALAYSIA 2016**

**Name** :  
**Company Name** :  
**Phone No.** :  
**Date** :



This questionnaire aims to collect information related to the quality of working life.

- This survey is voluntary.
- This survey will take about 10 minutes to complete. If you prefer not to answer questions, you can leave it blank, but the results of this study will be very useful if you answer all the questions.
- Any individual participant information is kept confidential.

#### STRUCTURE QUESTIONS

SECTION	CRITERIA
A	SOCIO DEMOGRAPHIC
B	QUALITY OF WORK LIFE

**A. SOCIO DEMOGRAPHIC CRITERIA**

1. Please indicate your age.

Years old

2. Please state your gender

a. Male

b. Female

**B. QUALITY OF WORK LIFE**

Please tick (√) in the appropriate box for the following statements about your company.	YES	NO	NOT SURE
1. I feel depressed with my work.			
2. Working environment and gives me good motivation to work.			
3. I find it difficult to take time off during working hours in the event of an emergency or family matters.			
4. Salaries provided by my company are commensurate with the work I do.			
5. I have a good relationship with my colleagues.			
6. The employer considerate if I have personal matters during work hours.			
7. I have a good relationship with my boss.			
8. The company provides the facilities for doing a good job.			
9. The company provides welfare at work.			
10. Working conditions allow me to be more productive.			



**Universiti Putra Malaysia**

**SOAL SELIDIK  
KAKITANGAN KKP/JAWATANKUASA KKP**

**KESELAMATAN DAN KESIHATAN PEKERJAAN (KKP)  
DI MALAYSIA 2016**

**Nama Penuh** :  
**Nama Syarikat** :  
**ID Syarikat** :  
**No. Telefon Syarikat** :  
**Alamat Emel** :  
**Nombor Telefon** :  
**Jawatan** :  
**Tarikh** :



Soal selidik ini bertujuan untuk mengumpul maklumat yang berkaitan dengan kualiti hidup kerja.

- Kajian survey ini adalah secara sukarela.
- Kajian ini akan mengambil kira-kira 10 minit untuk selesai. Jika anda lebih suka tidak menjawab soalan, anda boleh biarkan kosong, tetapi hasil kajian ini akan menjadi amat berguna jika anda menjawab semua soalan.
- Apa-apa maklumat peserta individu adalah dirahsiakan.

#### STRUKTUR SOALAN

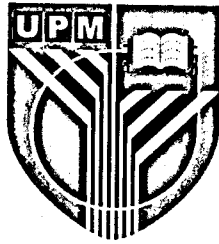
SEKSYEN	KETERANGAN
A	SOSIO-DEMOGRAFI
B	KUALITI HIDUP KERJA

**A. KRITERIA SOSIO-DEMOGRAFI**

1. Sila nyatakan umur anda.  
 Tahun
2. Sila nyatakan jantina anda.  
 a. Lelaki                       b. Perempuan

**B. KUALITI HIDUP KERJA**

Sila tandakan (√) dalam kotak yang sesuai bagi pernyataan berikut mengenai syarikat anda.	YA	TIDAK	TAK PASTI
1. Saya berasa tertekan dengan kerja saya.			
2. Persekitaran tempat kerja saya baik dan memberi motivasi tinggi untuk bekerja.			
3. Saya berasa sukar untuk mengambil cuti semasa waktu bekerja sekiranya berlaku kecemasan atau hal keluarga.			
4. Gaji yang diberikan oleh syarikat saya adalah setimpal dengan pekerjaan yang saya lakukan.			
5. Saya berhubungan baik dengan rakan-rakan sekerja saya.			
6. Majikan saya bertimbang rasa jika saya mempunyai hal-hal peribadi semasa waktu bekerja.			
7. Saya berhubungan baik dengan orang atasan saya.			
8. Syarikat saya menawarkan peluang latihan yang mencukupi untuk melaksanakan tugas saya dengan cekap.			
9. Syarikat menyediakan kemudahan untuk menjalankan tugas dengan baik.			
10. Syarikat menyediakan aktiviti kebajikan.			
11. Keadaan kerja membenarkan saya untuk menjadi lebih produktif.			
12. Syarikat saya menyediakan waktu kerja yang fleksibel.			



JABATAN KESELAMATAN DAN  
KESIHATAN PEKERJAAN  
MALAYSIA

Universiti Putra Malaysia

**SOAL SELIDIK  
PEKERJA AM**

**KESELAMATAN DAN KESIHATAN PEKERJAAN (KKP)  
DI MALAYSIA 2016**

**Nama Penuh** :  
**Nama Syarikat** :  
**No. Telefon** :  
**Tarikh** :



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- Apa-apa maklumat peserta individu adalah dirahsiakan.

#### STRUKTUR SOALAN

SEKSYEN	KETERANGAN
A	SOSIO-DEMOGRAFI
B	KUALITI HIDUP KERJA

**A. KRITERIA SOSIO-DEMOGRAFI**

3. Sila nyatakan umur anda.

Tahun

4. Sila nyatakan jantina anda.

b. Lelaki

b. Perempuan

**B. KUALITI HIDUP KERJA**

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