



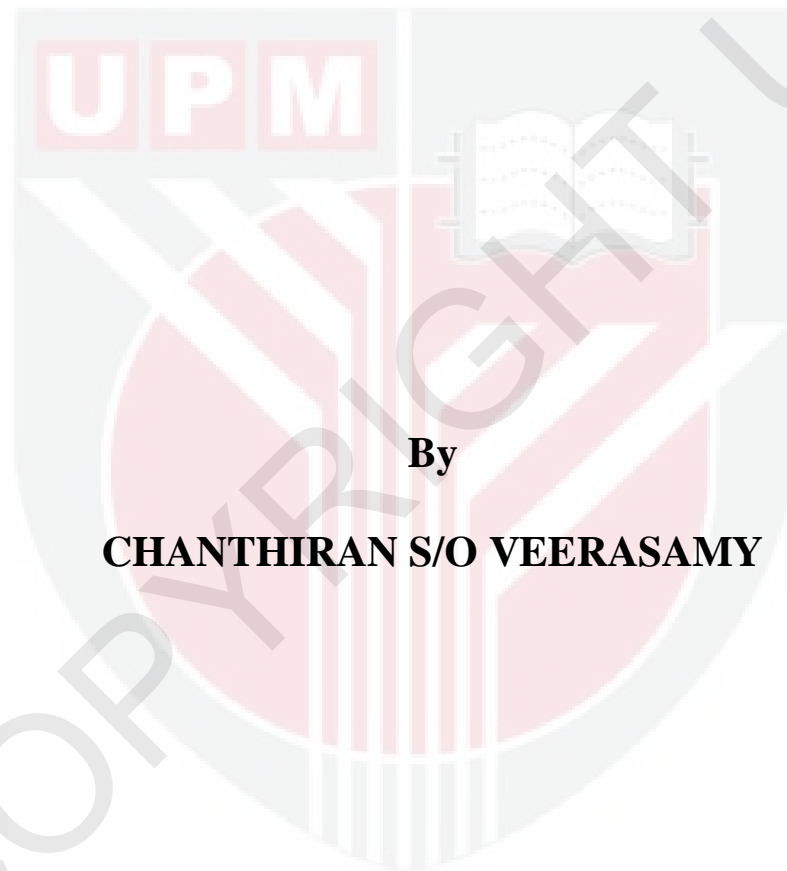
**UNIVERSITI PUTRA MALAYSIA**

**RELATIONSHIPS BETWEEN VOLUNTEERISM, JOB PERFORMANCE  
AND LIFE SATISFACTION AMONG HEALTHCARE VOLUNTEERS IN  
MALAYSIA**

**CHANTHIRAN S/O VEERASAMY**

**GSM 2012 7**

**RELATIONSHIPS BETWEEN VOLUNTEERISM,  
JOB PERFORMANCE AND LIFE SATISFACTION  
AMONG HEALTHCARE VOLUNTEERS IN  
MALAYSIA**



**By**

**CHANTHIRAN S/O VEERASAMY**

**Thesis Submitted to the Graduate School of Management,  
Universiti Putra Malaysia, in Fulfilment of the Requirements  
for the Degree of Doctor of Philosophy**

**JUNE 2012**

## **DEDICATION**

This thesis is dedicated to:

The volunteers in St. John Ambulance Malaysia

Ministry of Health Malaysia

Ministry of Woman Family and Community Development

and to

My wife, son and my parents

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in the fulfillment of the requirements for the degree of Doctor of Philosophy.

**RELATIONSHIPS BETWEEN VOLUNTEERISM, JOB PERFORMANCE  
AND LIFE SATISFACTION AMONG HEALTHCARE VOLUNTEERS  
IN MALAYSIA**

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**CHANTHIRAN S/O VEERASAMY**

**June 2012**

Chairperson : Dr. Naresh Kumar

Faculty : Graduate School of Management

This exploratory research investigated the relationship between Volunteerism (I-SBV), Job Performance (JP) and Life Satisfaction (LS) among Volunteers in Malaysia. Volunteering is said to be a significant activity which runs throughout the world and in particular it is an essential part of the Malaysian society. Therefore this activity needed to be studied in order to help the development of community and the organisation of volunteerism. Up to now the literature shows that very little academic research had been carried out on volunteerism in Malaysia especially research investigating the relationship of volunteerism towards job performance and life satisfaction among volunteers. A mailed survey was carried out with a sample of 366 volunteers with a 36% response rate of correctly completed questionnaires. The data collected from the volunteers included Personality, Motives, Human and Cultural Capital (Subjective Well Being, Religiosity and Spirituality), Employer Encouragement, Self Esteem, Job Performance and Life Satisfactions, and all the variables were self rated by the respondents. Meanwhile the data analysis was carried out using descriptive and inferential statistics. The descriptive analysis showed the profile of respondents and perceptions on personality, motives, Human and Cultural

Capital (Subjective Well Being, Religiosity and Spirituality), Volunteerism, Job Performance and Life Satisfaction for volunteerism. The inferential statistics was used to compute difference of mean, relationship and the moderation effect and the Hierarchical Regression was used to predict the volunteerism (I-SBV). The study investigated the moderating effect of the Employer's Encouragement and Self Esteem between Volunteerism (I-SBV), Job Performance and Life Satisfaction. The findings of this study provided a better understanding of the predictors of Volunteerism (I-SBV) and its contribution towards high, sustained Job Performance and Life Satisfaction of volunteers. Besides that, the employer's encouragement and self esteem had been identified as a moderator between Volunteerism, Job Performance and Life Satisfaction. The exploratory study provides a data-base to develop new strategies, further research and review of the social policy.

Abstrak tesis ini telah dikemukakan kepada Senat Universiti Putra Malaysia untuk memenuhi keperluan Ijazah Doktor Falsafah.

**PERHUBUNGAN ANTARA KESUKARELAAN, PRESTASI KERJA DAN  
KEPUASAN HIDUP DI KALANGAN SUKARELAWAN PERKHIDMATAN  
KESIHATAN DI MALAYSIA**

Oleh

**CHANTHIRAN A/L VEERASAMY**

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Kajian ini menyiasat perhubungan antara kesukarelaan, prestasi kerja dan kepuasan hidup, dikalangan sukarelawan perkhidmatan kesihatan di Malaysia. Kesukarelaan ini merupakan suatu aktiviti yang biasa di seluruh dunia, termasuk Malaysia. Ia merupakan sebahagian penting masyarakat Malaysia dan perlu dikaji selanjutnya demi perkembangan komuniti dan organisasi-organisasi berkaitan. Sehingga kini, terdapat sedikit sahaja kajian yang dijalankan berkaitan dengan kesukarelaan di Malaysia terutama sekali aspek yang melihat hubung kait diantara kesukarelawan berasaskan kemahiran dengan prestasi kerja dan kepuasan sendiri dikalangan sukarelawan perkhidmatan kesihatan. Tinjauan melalui pos dilakukan atas suatu sampel seramai 366 sukarelawan perkhidmatan kesihatan dan usaha ini telah menghasilkan kadar response 36% soalselidik yang diterima lengkap dijawab. Data yang dikumpul dari sukarelawan yang berkaitan adalah berkenaan dengan sahsiah, motif, modal insan dan kebudayaan (keadaan hidup secara subjektif, keagamaan dan kerohanian). Semua pembolehubah ditentukan oleh responden sendiri. Analisis data dijalankan menggunakan statistik diskriptif dan inferential. Analisis diskriptif telah memperlihatkan pesepsi responden terhadap sahsiah, motif, modal insan dan

kebudayaan (keadaan hidup secara subjektif, keagamaan dan kerohanian) kesukarelaan berasaskan kemahiran, prestasi kerja dan kepuasan hidup para sukarelawan perkhidmatan kesihatan. Kaedah statistik inferens telah digunakan untuk mengira perbezaan min perkaitannya dan kesan moderasi. 'Hierarchical regression' digunakan untuk meramal 'antecedent' dan akibat kesukarelaan berasaskan kemahiran, manakala, kaedah 'multiple regression' untuk menguji 'moderators'. Kajian ini juga telah menyiasat kesan moderasi pengalakkan oleh majikan, dan nilai diri (self-esteem) di antara kesukarelaan berasaskan kemahiran, prestasi kerja dan kepuasan hidup. Dapatan kajian ini menunjukkan kaitan yang signifikan di antara peramal (predictors) (sahsiah, motif, modal insan dan kebudayaan, keagamaan dan kerohanian) dengan kesukarelaan berasaskan kemahiran, prestasi kerja dan kepuasan hidup para sukarelawan perkhidmatan kesihatan. Disamping itu pengalakkan majikan dan nilai diri dikenalpasti sebagai 'moderator' di antara kesukarelaan berasaskan kemahiran, prestasi kerja dan kepuasan hidup. Kajian 'exploratory' menyediakan data untuk mengembangkan strategi-strategi baru dan kajian semula dasar sosial.

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This dissertation would not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this study.

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Last but not the least, my wife and family and the one above all of us, the omnipresent God, for answering my prayers for giving me the strength to plod on despite my constitution wanting to give up and throw in the towel, thank you so much Dear Lord.

I certify that an Examination Committee met on 1<sup>st</sup> June 2012 to conduct the final examination of Chanthiran s/o Veerasamy on his Doctor of Philosophy thesis entitled “Relationships between Volunteerism, Job Performance and Life Satisfaction among Healthcare Volunteers in Malaysia” in accordance with the Universities and University Colleges Act 1971 and the Constitutions of the University Putra Malaysia [P.U.(A) 106] 15 March 1998. The committee recommends that the student be awarded the relevant degree. Members of the Examination Committee are as follows:

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## DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Putra Malaysia or any other institutions.

---

**CHANTHIRAN S/O VEERASAMY**

Date: 22<sup>nd</sup> June 2012



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### **APPENDICES**

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