UNIVERSITI PUTRA MALAYSIA

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

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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.

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June 2012

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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

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I certify that an Examination Committee met on 1st 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: 22nd June 2012
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