PSYCHOSOCIAL WORK ENVIRONMENT, ORGANISATIONAL JUSTICE AND WORK FAMILY CONFLICT AS PREDICTORS OF MALAYSIAN WORKER WELLBEING

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Abstract

This thesis investigates the predictors of Malaysian employee wellbeing, specifically, whether the psychosocial work environment (job demands, job control, social support), organisational justice (procedural, interactional, distributive) and work family conflict (work to family and family to work conflict) can reliably predict employee wellbeing (job satisfaction, job affective wellbeing, life satisfaction, positive affect, negative affect and psychological wellbeing). Drawing upon the Job Demand-Control (JDC) and Job Demand-Control-Support (JDCS) models, it also examines the moderating effects of job control and social support on the relationship between job demands, organisational justice and work family conflict, and wellbeing.

A questionnaire survey approach was used as a method of quantitative data collection involving 1125 assembly workers, supervisors and managers from the manufacturing sector in Malaysia. This study established models of how the psychosocial work environment, organisational justice and work family conflict effectively predict key wellness indicators, particularly job satisfaction. In addition, predictors related to work context (job demands, social support and organisational justice) were found to be significantly related to work related wellbeing: job satisfaction and job affective wellbeing. The results revealed that WFC was more strongly related to work related wellbeing, whereas FWC was related to non-work related wellbeing.

The moderating effects proposed by the JDC and JDCS were not substantially supported in this study. Only the interactive effects of: job demands and social support, and interactional justice and job control, in predicting job satisfaction, and the interactive effects of: distributive justice and job control, and WFC and social support, in predicting positive affect, were significant. No evidence of three-way joint interactive effects of predictors was supported in the present findings. This study contributes to the corpus of literature on employee wellbeing as well as the practical implication to the organisations. With future research directions highlighted in this study, a more comprehensive model of employee wellbeing prediction can be achieved, particularly in the context of Malaysia.

Keywords: Psychosocial work environment, justice, work family conflict, wellbeing