

The influence of role ambiguity on burnout among housemen in the Malaysian public hospitals: Organisational citizenship behaviour as moderator

Abstract

Evidences show that the level of burnout among housemen in Malaysia has increased or is increasing. Thus, the purpose of the study is to examine the effect of role ambiguity on burnout among housemen in the Malaysian public hospitals. Additionally, organisational citizenship behaviour (OCB) has been tested as a moderating variable in this study. By utilizing the quantitative approach, questionnaire has been distributed to housemen in 15 public hospitals, Malaysia. The Partial Least Squares Structural Equation Modelling (PLS-SEM) has been used as a tool to analyze the data. Result show role ambiguity have positive significant toward burnout and can reduce the value of burnout among housemen in Malaysia public hospitals. In addition, organizational citizenship behavior (OCB) act as moderator strengthen the relationship between role ambiguity and burnout. The value of burnout among housemen also reduce. Next, the implication of this study will provide a guide for the top management in all public hospitals on the formulation and implementation of the relevant policies. This knowledge on decreasing the level of housemen burnout may help the country to provide a better service to the communities eventually.