

QUALITIES OF HOUSEMAN OFFICERS IN MALAYSIA

¹Perumal ,G.

Asia Metropolitan University

COUNTRY

stevegava8@yahoo.com

¹Nantaha Kumar,K.

Asia Metropolitan University

COUNTRY

keertishakumar03@gmail.com

¹Rajalingam,K.

Asia Metropolitan University

COUNTRY

jeeva.caltex@gmail.com

¹Kannan Suresh Kumar,S.

Asia Metropolitan University

COUNTRY

k.shakkthiswary30@gmail.com

¹Sundran,P.

Asia Metropolitan University

COUNTRY

punithasundran96@gmail.com

ABSTRACT

Empathy is paramount in the health care setting, optimizing communication and rapport with patients. Therefore, given the importance of the empathy in the health care setting, this study was designed to measure empathy levels and self-esteem among houseman officers in Malaysia and to identify the factors associated with it. This cross sectional study was carried out among 250 houseman officers in Malaysia via online. Two different scales were used in order to measure this two criteria among houseman officers which are Jefferson scale of empathy (JSE) and Rosenberg self-esteem scale (RSES). Mean empathy score among the participants was 121.5440, with significantly higher score being reported by males than females ($p = 0.043$). On the other hand, the mean of self-esteem among the respondents was 35.39. Findings of mean of this study with first-year houseman officers in Malaysia compared to second-year houseman officers ($p = 0.588$). Chinese exhibiting significantly high empathy level with mean score of 128.4063 compared to other ethnics ($p = 0.031$). This findings showed that houseman officers with age of 27-28 have scored more with mean of 123.71 compared to other age groups. Significant correlation was found between empathy and gender, age, ethnicity and years of working. Overall, males and houseman officers of Chinese origin were more empathetic than females and housemen of other ethnic origins. First year houseman officers were more empathetic than the second year housemen. This necessitates the need for incorporating caregiving as an integral part of the clinical setting by stressing on doctor-patient relationship, which in turn could aid houseman officers become compassionate physicians.

Keywords: Houseman officers, empathy, self-esteem, Jefferson's Scale, Rosenberg's Scale.