

**Workplace Challenges Face among Women Employee in Malaysia:  
A Study in Healthcare Services Industry**

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**Research Project Submitted in Partial Fulfillment of the Requirements**

**for the Degree of Master in Management**

**Universiti Tun Abdul Razak**

**June 2022**

## DECLARATION

I hereby declare that the case study is based on my original work except for quotations and citations that have been duly acknowledged. I also declare it has not been previously or concurrently submitted for any other degree at Universiti Tun Abdul Razak (UNIRAZAK) or other institution.



Signature:

A handwritten signature in black ink, appearing to read "Preyaah", is written over the signature line.

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Date: 28 June 2022

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Abstract of the project paper submitted to the Senate of Universiti Tun Abdul Razak in partial fulfilment of the requirements for the Master of Business Administration.

**Workplace Challenges Face among Women Employee in Malaysia:  
A Study in Healthcare Services Industry**

**By**

**Preyaah A/P R. Sellvaraj**

**June 2022**

This research was investigated on workplace challenges face among women employee in Malaysia. This study mainly focusses on independent variable such as, women in making decision, gender discrimination, gender verbal abuse and fears about babysitting. and which is lead to dependent variable, challenges that face by women in workplace Malaysia mainly focused in healthcare industries. This study was conducted by using qualitative method which is interview. This research also taken by choosing 10 female doctors from private and government sector. The data analysis technique used was thematic analysis, usually used for qualitative research. An interview was conducted to interview those respondents who was willing to share their knowledge based on their experiences. But somehow the evidences are not sufficient enough because this was a conducted among few respondents. In future, suggestion will be making this related research broadly so that we can expose to more outcomes.

# **WORKPLACE CHALLENGES FACE AMONG WOMEN EMPLOYEE IN MALAYSIA; A STUDY IN HEALTHCARE SERVICES INDUSTRY**

## **Chapter 1: Introduction**

### **1.1 Background of the Study**

According to the "Voices of Malaysian Women on Discrimination in the Workplace" survey was conducted either by Women's Aid Organization (WAO) in close cooperation with research agency Vase.ai, 56 percent of Malaysian women who had experienced gender discrimination in the workplace at some point (Dandavati,2020). There will still be a "broken rung" at the first restocked to manager, in the year of 2016, the same trend was observed, with women becoming communicated to management roles at a far more lower rate than normal, making it practically impossible for businesses to create a framework for long-term success at higher levels (Kinsey, 2021).

Furthermore, improvements in representation for women of color have not kept pace with general growth. Women of color keep on losing surface at every step of this process, with women representation of color decreasing by more of about 75% between entry level and C-suite. As a direct consequence, women of color account for only 4% of C-level top management, a start figuring that really hasn't transformed in three years (Kinsey, 2021).

Gender discrimination will continue to occur unless continual efforts are made to develop policies, practices, and legal consequences for when it occurs. Workplace rights will be limited unless all women (not just certain women) collaborate on a regular basis. This is not really about visible prejudice; it's also about how we feel, and what drives us to abandon our employment when outbreaks or other global and economic concerns develop (King, 2021). It's about providing guidance and support to workplace discrimination and injustice.

### **1.2 Problem Statement**

Women were given fewer opportunities to pursue careers. The majority of women are employed in government positions, such as school teachers and medical caretakers. Women begin to become more social by broadening their perspectives on family rights and business. Some occupations,

such as construction, have been dominated by men, which may be unsuitable for women. In Malaysia, women are now increasing enormously men in the labor force. The majority of men are househusbands, while women begin to be the primary care giver of something like a family.

Women perform well in school and have a qualification, but some drop out of the labor force due to family responsibilities and workplace discrimination. Women leave the workforce for a variety of reasons, including raising a family, caring for children and family members, and a lack of professional balance. When women plan to return to the workforce, many obstacles prevent them from doing so, such as workplace management not providing flexible work schedules, most organizations not offering jobs to candidates with gaps in their previous employment, and there is an assurance set by an organization between the potential and returning employer (Talent Corp and ACCA).

### **1.3 Research Objectives**

The objectives of this research are as follows:

- i. To identify the important socioeconomic factors influencing women's status in healthcare services.
- ii. To identify the issues that working women in Malaysia confront at work in healthcare services.
- iii. To identify potential alternatives that could assist them in resolving workplace problems in healthcare services.

### **1.4 Research Questions**

Based on the problem statement, the research questions of this study are as follows:

- i. Does gender discrimination have an impact on working women in Malaysia?
- ii. Do Malaysian women participate in workplace decision-making in this healthcare services?
- iii. Do Malaysian women experience gender-based violence in this healthcare services?
- iv. Does parenthood at work cause a challenge for Malaysian women at work?

## 1.5 Significance of the Study

Research significance are as following based on the study:

- i. To study if there is any significant improvement on giving females high position. The research is required to provide essential information to law enforcement, corporate executives, and management in order to distinguish the boundaries of Malaysian women in advancing their vocation life and combat the difficulties of advancing and retaining women in the workforce. This study will be significant for certain hospital as they implement code good selection and look at increasing the attendance rates of women in the workplace. Working women benefit from the healthcare efforts to create a pleasant working environment.
- ii. To propose strategic policies to escalate women's workplace efficiency and eliminate gender imbalance. Legislation and published policies are important formal mechanisms for formalizing transformation and delivering a straightforward and reliable integrity plan to help confirm that women's rights goals are met and necessary conditions are carried out correctly. They can effectually emphasize the status of women in society, going to remove employment limitations, trying to address narrative and institutional issues of inequality faced by women and sexual identity people, and providing assistance in the creation of a workforce culture and environment that appreciates and recognizes diversity and equality. Gender equality, whether as a sign issue or as part of the broader inclusion policy and law.

## 1.6 Concept of Definition

### *1.6.1 Decision Making by Women*

Every human being has the right to make decision regardless men or women in any issue, the most important thing is decision take by any party must make sense and must give positive impact towards the circle. Both men and women should have equal participation in make a sensual decision. In the year 1955, the United Nations Fourth World Conference focuses on women's empowerment (Miranda, 2005). They focused on two main strategies which were, give women equal access to power structures and make a solid decision and followed by ensure women participate in power structures and to make a decision (Miranda, 2005). The second major strategy

is to increase women's participation to make a decision and focus towards leadership to become a leader.

Malaysia has authorized that 30 percent of government sector life choice positions be held by women. Just before to the policy's implementation, women held 11.8 percent to 13 percent of choice positions in the public economy (Sharifah, 2016). It has gradually increased since the policy was issued. When women are structured as top management, they can change; allow others to start changing, and opportunities for information. Women continue to be underrepresented in decision-making positions, despite the fact that 60 percent of female degree holders in Asia are women. The Malaysian government is forcing women to participate in the labor force and gives them more decision-making power (Mokhtar, 2020).

### *1.6.2 Gender verbal abuse*

Sexual abuse was among the most common methods of bodily and decency breach, but it is a problem that many working women face. Sexual abuse in the workplace has now been clearly and openly recognized as a major problem that offends a culture of integrity and makes a threatening and hostile atmosphere not only for those who are victimized, but possibly also for some who experience or are knowledgeable of the abuse. Many cases of workplace harassment have been documented, but they have not been investigated by police or properly handled.

In 1999, the Ministry of Human Resources (MOHR) issued a Code of Practice for the Prevention and Eradication of Sexual Harassment (MOHR, 1999). Nevertheless, there is widespread frustration with just this Code of Practice because, although it aims to regulate the behavior of employers and staff members, it appears to lack legal force. It merely serves as a practical guideline. Established regulatory courses of action, such as in the Employment Act of 1955, do not address the discrimination of women, and the regulations in the Malaysian Penal Code are unsatisfactory in giving support to abused women because they position a higher bar on the defendant to demonstrate a case (Employment Act, 1955)

### *1.6.3 Gender discrimination in the Work Atmosphere*

Employment, endorsement, task allocation, discontinuance, reimbursement, and multiple forms of oppression are all considered discriminatory in Malaysia. Gender discrimination affects their income and job employment options through career advancement. In career development, women are hired at a lower rate than men for top leadership positions. Take a look at Malaysia's female board of directors, women's decision-making levels are far behind. There was a research was conducted an observation to determine the availability of females in the boardroom, the government sector has stated that at least 30% of corporate board members must be women, but based on observation, the representation in Malaysian publicly traded companies has yet to be achieved. According to the study, a sample of 250 firms was taken, but only 154 firms appointed at least one woman to represent them on the Board of Directors (Hafizah Abd-Mutalib, 2018). Females in Malaysia are still subjected to the glass ceiling at work in terms of career development and advancement (Lim, 2019).

### *1.6.4 Fears about babysitting*

It was discovered that nearly 67% of married women polled quit their jobs to care for their children or to comply with their husbands' recommendation that they cease to work (UNDP, 2014). And 63% of these females were between the ages of 25 and 39, when they were at the pinnacle of about their careers (UNDP,2014). There seems to be an urgent a need resolve these moral dilemmas because our country is constrained to face a labor shortage issue due to changing workforce demographics, which means that the talent pool will be made up of women (UNDP, 2014). It is essential that we solve the concerns that are going to prevent women from participating fully as productive workers and outstanding players.

Even though they are equally educated, female workforce participation rate in Malaysia is significantly lower than male labor participation rate. Women are generally regarded as less desirable by business owners since they are perceived to be less knowledgeable and helpless than men. Women who enough it the workforce frequently earn lower salaries than their men equivalents, owing in part to discrimination.

## **1.7 The Organization of the Study**

The scope of this investigation is to explore the relation between gender bias for women, to make a decision, gender discrimination, gender verbal abuse and babysitting issues at work as a factor that relates the obstacles facing women at work in Malaysia from a practical perspective. This investigation focuses on only four factors that influence women doctors at work.



## Chapter 2: Literature Review

### 2.1 Introduction

In this section, we will refer to literature reviews of previous studies conducted by various types of research as well as current issues. Women want their abilities and ideas to be recognized without regard for their gender. To generate more ideas, the hospital should allow men doctors and women doctors to work in groups. Women are capable of performing male-dominated roles in most organizations, but they have not been given the opportunity (Lim, 2019). Gender discrimination, fewer female role models in the workplace, pregnancy discrimination, childcare issues, and sexual harassment are the main barriers that women face in the workplace.

#### *2.1.1 Decision Making by Women*

Malaysia has already been purposefully gender equality and empower women as of 1995, by implementing a series of measures to help bolster gender equity and semi arrangements in Malaysian law and procedure. Goals (sdgs of the SDGs stressed that women's empowerment and inspiring all women and children is not only a basic human right, but also a solid substrate for a calm, successful, and live able. Women's achievements in Malaysia are visible in areas such as legislative measures, skills training, wellness, financial system, and strategic planning.

Increased female labor involvement is another area to consider in women's equality to organize transition. In order to tackle the problem of women's under representation at the decision making level, the government has set a goal of at least 30 percent of overall women in choice positions in the corporate sector in 2011. In the year of 2017, July, Prime Minister of Malaysia's had announced a plan to address this issue by releasing the names of electorate companies with no female directors on their boards in for upcoming year which is 2018 onwards. Female GP participation was hampered by a lack of power generation and a geographical location. Female GPs frequently lacked the confidence in speaking (Price & Clearihan ,2015). Women's leadership capacity is limited by energy constraints and a lack of self-confidence (Price & Clearihan ,2015).



### *2.1.2 Gender verbal abuse*

Sexual abuse is an issue that affects laborers all over the world. But even so, the majority of published research is from Developed nations (Crocker, 1999). Of that kind data are limited in developing and emerging economies and particularly in Malaysia (Lui, 1996) (Limpaphayom & Williams, 2006). Nonetheless, news stories in Malaysian magazines and newspapers showed that male colleagues frequently subject female Malaysian employees to sexual assault, Factors Affecting Sexual Harassment in Malaysian Workplaces (Ismail, Chee, & and Bee, 2006).

Workplace harassment is inappropriate and inconvenient. Workplace harassment occurs when an employer takes advantage of the situation in the workplace to sexually assault his colleagues. Because workplaces are 'place of residence' for some more and over half of either a worker's lifetime in terms of the total spending hours, it is essential to creating a pleasant as well as conducive atmosphere for both men and women workers.

Even though sexual harassment involves a woman's right and liberty, applying the meaning and consequences of sexual assault is critical. At about the same time, women seek laws that protect them entirely from sexual assault (Fitzgerald, 1991). Harassment is defined as inflammatory, aggressive, disrespecting, embarrassing, trying to threaten, or challenging actions directed at an individual or a group of individuals (Vandana, 2009). Sexual assault has been defined as unwanted sexual conduct with the effect of textual, body language, sensory, emotional, or verbal violence that receivers may reasonably perceive as placing a sexual condition, or an offence or loss of dignity, or a danger to their fellow human (Mohamed, 2011).

The main focus on interference and attack strongly demonstrates that the perspective of women people who receive of men tendencies is being considered. In the form of organizational power differentials, sexual harassment is defined as the sexualization of a constructive relationship through all the creation or imposed of sexist or sexual remarks, queries, or requirements (Fitzgerald, 1991). Abuse may occur even when no some rather formal different remains if the characteristics are unwelcome or insulting to women (Vandana, 2009).

Sexual assault can take different forms, including cat calls, wolf whistles, 'curb crawling,' and sexual jokes and comments that cause an offensive feeling in the affected employee (Sheppard, 1999). Verbal abuse can be descriptive and includes inconvenient and insulting taunting, kidding,

starting to question, having a little fun, trying to kid, or attempting to make seductive remarks as well as noises, or textual repartees (Blau, 1998). Graphic abuse includes displaying pornographic material, pin-ups, google calendar, illustrations, pictures of naked or barely clothed women, or other intimate relations equipment, and also writing physical intimacy messages (Schauben, 1995) Sexual harassment is perceived differently by different cultures and customs (Fitzgerald, 1991).

Because of the nature of the job, weaknesses in the health system, personal characteristics, inexperience, and interpersonal relationships with colleagues and superiors, specialists experienced high levels of anxiety at work (Petek, Gajsek, & Ster, 2016). The requirements of about their families and children, household duties, and other responsibilities added to the burden. Besides that, Discrimination on the basis cultural beliefs, gendered social roles, and expectations were highlighted as barriers to women's career advancement in Middle Eastern societies. The spillover actually effects of society's standards but rather local cultures traditional gender roles into the organizational realm, resulting in widespread attitudinal and structural organizational barriers.

### *2.1.3 Gender discrimination in the Work Atmosphere*

In Malaysia, there is currently no law regulating minimum wages. As a direct consequence, several more workers in the corporate companies are utilized and being unable to afford a decent quality of life. The Malaysian Trade Union Congress (MTUC) and other non-governmental organizations (NGOs) have repeatedly urged the government to pass legislation establishing a minimum wage of RM1,050.00, exclusive of other allowances (MTUC,n.d ). The concept of gender economic exchanges continues in the corporate companies, particularly for low jobs. Numerous women continue to be paid less than men for the same work in the substantial manufacturing sectors.

Pay inequality disparities are common in the employment market, with men employees generally earning better salary than their women partners. This is a worldwide practice that emerges from employers' perceptions that females are less constructive. In an employment market with competitive equilibrium, companies will pay wages based on overall employment in order to increase profits. Nevertheless, in an inadequate employment market with limited information, amount paid may not have been justified because they have been based on perspective. As a result,

paying female workers less may also include elements of discriminatory practices, especially when those who work in the same classification and have the same productive capacity.

Any pay rate imbalances that persist after trying to control for people's personality are the result of abuse (Becker, 1964). There is a positive relationship between social capital and productivity, and thus salaries and benefits (Becker, 1964). Although male and female doctors may have roughly the same level of these variables, pay rate differences could still come about due to hospital unequal treatment. Hiring a male head of department may recognize female doctors the less constructive, less imaginative, and less skillful of current leader. The goal of this article is to find out the determinants of salaries by gender in Malaysia's healthcare services. Pay rate differences are typically related to variations in productive output features such as human resources accomplishment.

Discrimination against women is a reality that women across the world must deal with. Everything just is one of the most critical obstacles to women's career progression, despite the overwhelming evidence that male and female are comparable in terms of innovation, charisma, vision, and other qualities (Thanacoody, Bartram, Barker, & Jacobs, 2006). Several more cultures around the world think that men have first authority to executive ranks, and women who hold those positions frequently have their authority tried to resist as they are thought to be less skillful and effective than men. Men perceive themselves to be more skilled than women, so men are more likely to be taken into account for higher positions than females. Being married and have children were significantly related to part-time practitioners, indicating that residential responsibilities remain significant barriers that might also discourage women health care providers from working full-time (Nomura, Yamazaki, Gruppen, Horie, Takeuchi, & Illing, 2015).

Gender discrimination begins in infancy, and other such sort of behavior is hardened even during educational process, so it will further saturate in our lives, and even more so if spirituality takes part in it (Giroux, 1991). Gender discrimination, also known as gender bias, exists everywhere throughout the world, regardless of location or context. Gender discrimination is the unfair treatment of women by employers in organizational classification, arrangement, publicity, and strength and conditioning decisions (Yusoff & Seenivasa, 2011). Gender discrimination is defined as people being treated different manner because of their gender or sex (pretty much entirely women) (Putatunda, 2011).

Those in positions of power are typically male, and they strive to maintain the conventional processes and regulations linked to attempting to recruit, publicizing, and other methods that have provided them an advantage. Women are consistently left out of career advancement opportunities as a form of gender discrimination, despite having comparable or possibly higher standard of training or expertise. For instance, typically, female babies in a family receive less instruction than children who are motivated by their relatives to undertake their professional goals (Heins, Hendricks & Martindale, 1982).

#### *2.1.4 Fears about babysitting*

In the year of 2014, research was conducted by the Women, Family, and Community Development Ministry with the assistance of the United Nations Development Programme (UNDP) discovered that nearly 67 percent of married women surveyed quit their jobs to care for their children or to comply with their husbands' request that they stop working (UNDP, 2014). And about 63 percent among these women all between the ages of 25 years old to 39 years old, and they are at the high point of their careers. There seems to be an immediate need to rectify these dilemmas because our country is obligated to confront an employment poverty problems adapting to shifting hiring practices, which means that perhaps the best talent will be made up of women. It is critical that we resolve the problems that protect women from accomplishing goals.

Local employees are also going through a crisis: the majority of female deciding to leave the working population is continuing to increase, and so they want to blame it on a lack of stability. Ignoring the fact that there are now repeated attempts for companies to enforce flexible work schedules over the last century, many have still yet to make any decisions that benefit working parents.

Women today enter the profession to raise children. Among some, this is a simple and direct, private choice. But nevertheless, for the rest of women, the action is hard, several more young moms expect to continue establishing their professions whereas the trying to raise their spouses and children, but confront cost and manpower constraints, particularly when it comes to babysitting.

With a little more recent graduates staying overseas from their own big families, cost of buying, dependable care for children is becoming more difficult. Good reputation personal child

care providers could perhaps start charging up to RM 2,000 per month to pay operating expenses (Child Care for Malaysian Workers, 2018). Baby peace of mind knowing, as well, have been requesting RM 600 per baby for their care, which is a reasonable amount given the amount of effort that ends up going into having compassion for small kids (Child Care for Malaysian Workers, 2018). Family members are influence on the process to use unauthorized providers due to the high costs (Child Care for Malaysian Workers, 2018).

In general, offering babysitting services and assistance to workforce is a smart move in purpose of securing socioeconomic well enough and continuing to develop a government's skillset and working population. Then again, dependable, affordable health care could indeed certainly assist further women remain in the working population while also preventing expertise and decreased productivity from those forced to leave. Working mothers can effectively manage their emotions and babysitting commitments, making work more efficient and productive. However, although many new mothers, hiring managers, and social welfare supporters assert for more obtainable babysitting, many companies purely could indeed afford to provide such solutions.

Is from the other hand, because he is the head of the household and has work all through his business hours, the partner seems to not even to communicate each and every constructive commitment with his partner, quoting "becoming tired from work." This can be emotionally draining after continuing to work for eight hours or more, and yet many people are unaware of the specific tasks conducted by a remain mother, such as continuing to feed her kids, attempting to teach or penalizing her kids, making sure her children are safe, household chores, preparing a meal for the household, and so on. Those kind of can be far more exhausting beyond what her partner does at work. Female doctors had difficulty balancing the demands of work with both the necessities of family life. Female rural physicians had to choose between their professional and personal lives. This was described as stressful by women with young children and those new to rural practice (Phillips, Hustedde, & Bjorkman, 2016).

## **2.2 Theoretical Foundation**

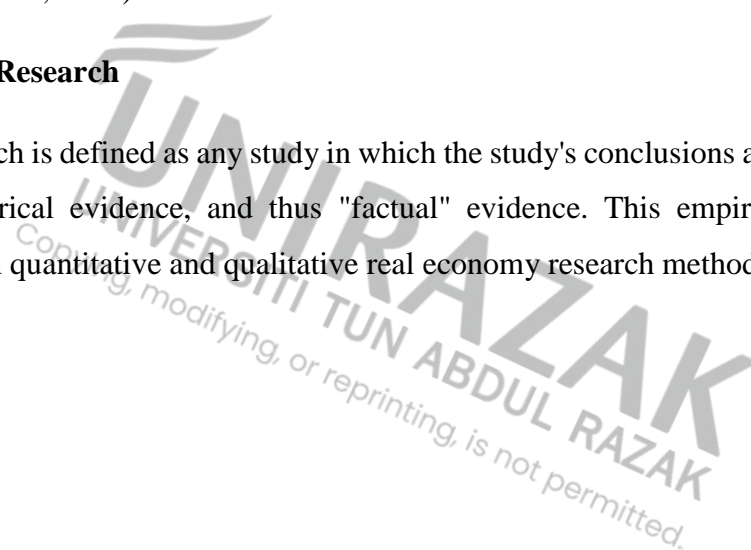
Human Capital theory is related to Gender Discrimination. According to the human capital theory, the wage gap between men and women has grown faster than the wage gap between men and women (Polachek, 2004). Human capital and economic output, as well as wages, have a positive

relationship. According to Human Capital Theory, women are undervalued when their college knowledge is combined with firm-specific knowledge (Ochsenfeld, 2014). Resulting from employee discrimination, male and female workers were divided by the same level of the job, but their wages were different. Employers have discriminated against female workers because they are less constructive, less innovative, and have lower leadership traits.

Critical mass theory is one of the theories relating to women in the labor force. Throughout this theory, it is more about interconnected decisions when it comes to regional cooperation. The number of women in decision-making increased as a result of this critical mass theory, and those who began to modify the judgment call frame of reference to a more female legislation by continuing to increase their great achievements. Women have a larger critical mass in politics (Jeffrey & Kurebwa, 2017).

### **2.3 Empirical Research**

Empirical research is defined as any study in which the study's conclusions are strictly drawn from concretely empirical evidence, and thus "factual" evidence. This empirical evidence can be obtained through quantitative and qualitative real economy research methodologies.



## 2.4 Proposed Conceptual Framework

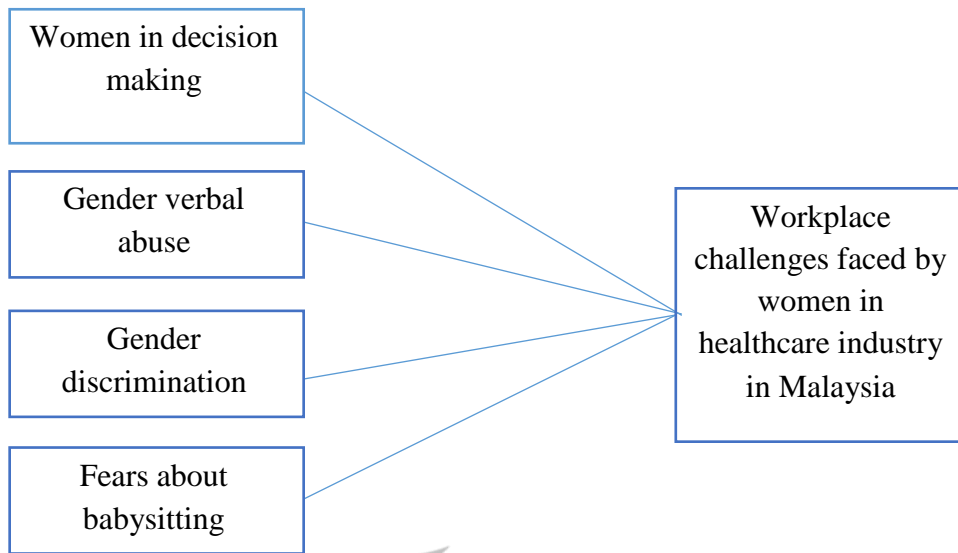


Figure 1. Proposed Conceptual framework

## 2.5 Hypothesis Development

Hypothesis 1: If women are given a chance to make a decision, there is a positive significant to provide more better ideas.

Hypothesis 2: If there is a lesser gender verbal abuse, there is a positive significant for women to look for a better career without fear.

Hypothesis 3: If women faced gender discrimination at workplace, there is a negative significant the lesser they get involve in work things.

Hypothesis 4: If women are more worrying about their babysitting during working hours, there is a negative significant for them to less focus in their work or task.

## 2.6 Summary of Chapter 2

Basically, in the chapter, overall view explained about the definition of each concept of discrimination which faced by women in industry at workplace in Malaysia, based on the certain act as stated in the research. More than over also explained about the proposed conceptual framework and how does it work as well. In the framework clearly showed how the independent variables and dependent variables does flows. Besides that, there a four hypothesis was found based on the conceptual framework, which is output of two positive significant and another two negative significant.





## Chapter 3: Research Methodology

### 3.1 Introduction

The research methodology used in this study will be analyzed and discussed in the third chapter. The researchers would decide whether the study would be qualitative or quantitative. Following that, in this chapter, we will explain how to conduct research in regarding research methods, design of the research, sampling, interview protocol, and data analysis, including techniques for analyzing research data.

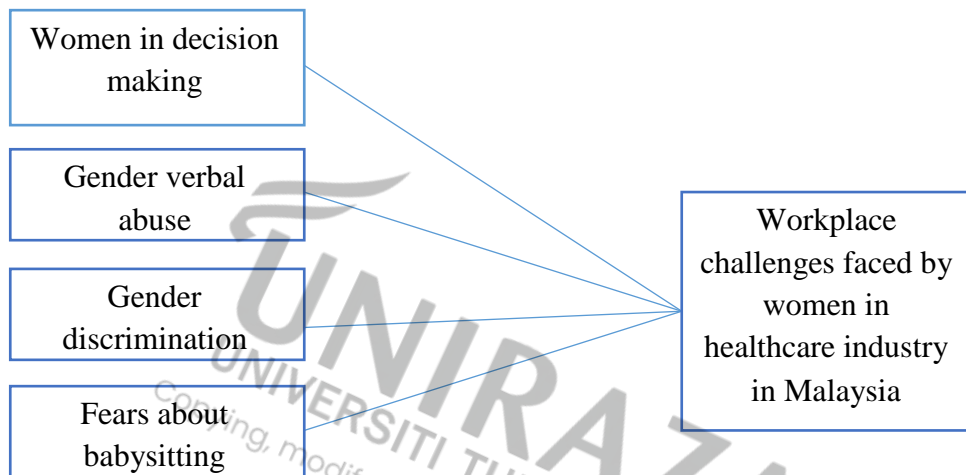


Figure 2 : Conceptual Framework

It has demonstrated the relationship between the independent and dependent variables. Other variables will influence the dependent variable. The control variable would always be unaffected by other variables. As a result, this study was carried out to examine the discriminatory behavior faced by women in industries at workplace in Malaysia as the explanatory variables, while gender discrimination, women in decision making, fears about babysitting, and gender verbal abuse at work are the independent variables.

### 3.2 Research Design

The data analysis was created to identify the dependent and independent variables. Relevant information for a study can be obtained through research design. We seem to have been capable of obtaining proofs crucial to the research question. Implement all methods in the research study,

and also, to achieve the objectives of whether women in decision making at work are obstacles faced by Malaysian women in the healthcare services. The research design used in this study is a descriptive research design. This design in this study into emerging themes with reference to the specific content reasonable explanation.

### **3.3 Mixed Mode**

Mixed mode research is the process of undertaking both quantitative and qualitative research (e.g., surveys and field observation) and utilizing both categories of information to generate further into, and eventually more reliable, actionable, and profitable industry research insights. It should be noted that both quantitative and qualitative research do not have to be conducted at the same time. For example, while undergoing experimental data there in field (quantitative data), researchers do not always need to conduct focus group interviews (qualitative data) at the very same time. However, both data collection methods must be part of the very same overall pilot study and thus carried out at the same time.

Evidently, mixed mode research is useful, and some of the world's largest corporations have relied on it for decades — and with great success. As a result, why isn't mixed mode research used by every business all the time (CFR, 2021). To begin with, mixed mode research is not really required and should not be the default approach. Furthermore, even when it is truthfully deemed potentially beneficial, the data analysis design process can be challenging, time consuming, and expensive. There may also be significant challenges in integrating and supplementing both types of information, and that there is no certainty that the discrepancies will disappear on their own.

### **3.4 Studying and Sampling Procedures**

#### *3.4.1 Sampling Element*

The foremost interviewee for with us study will indeed be working women in healthcare services, as the main purpose of this research study is always to explore the feedback of women employees to the issue of gender discrimination. In a population, the sampling element seems to be the specialized focus of the study or case. To better understand women's responses, research team must collect responses, opinions, and observations from various levels of workplace women.

These study's main survey participants are female doctors in healthcare services who will be interviewed as part of this study to gain a better understanding of women's responses to these

issues. Women between the ages of 20 and 40 will be interviewed. According to Pew Research Center survey findings, 66% of women (age range 18-34) rate professional life high on their list of life first choices (Eileen & Kim, 2012), and scale of birth in this study showed 14.8% between many mothers aged 35 years old or older and 85.2% among mothers average age 20 to 34 years (Herny et al., 2012). This survey focuses on women employees' awareness and responses to gender discrimination in the healthcare services.

#### *3.4.2 Sampling techniques*

Purposive sampling, which is classified as nonprobability sampling, is used in this research study. Non - probability sampling is the method used when the sample's experience response cannot be determined (Amy, 2017). We chose nonprobability sampling because we cannot specify the interviewee and cannot confirm whether the sample chosen can reflect some others (Cvent, 2016).

Purposive sampling is the most appropriate sampling technique for our study. Purposive sampling is much more common than quantitative research and snowball sampling. For example, we may use the interview method and select interviewees based on pre-determined criteria based the research question of our study. Doctors from healthcare services will be chosen as respondents for our study.

Because the goal of this study is to provide information and insight into whether a specific individual, in a specific context, makes sense of a given phenomenon, phenomenological analysis has also been used in this qualitative research. The goal of using explanatory research design is to explore and observe narrative material, anecdotes, and stories (Jonathan, Paul, and Michael, 2009).

#### *3.4.3 Sampling Size*

In qualitative research, there are no rules regarding interview sample size (Patton, 1990). This research sampling size is determined by who can be completed only within available timeline, has useful information, and is credible. Given the expense and time required to perform the question-and-answer session, a total of ten interviewees will participate in this session. The sample size of 10 interviewees is sufficient for primary rational thinking about the given question, and researchers can ask follow-up questions to clarify uncertain or immature responses.

Because this study will only include women in the workplace aged 18 to 34, the results will be from a different perspective. In-depth interview data can be used independently or as part of a larger evaluation. The interviewee will be chosen based on her background, age, and, most importantly, her working environment. When the researchers follow the frequent information from the interviewee, it indicates that the responses are sufficient.

### **3.5 Research Instrument**

The interview method is being used in this study. The goal of an interview is to collect information related to our research through two-way verbal communication between the interviewer and the interviewee. Interviews are better for gathering detailed information from interviewees. The most appropriate method is an interview, particularly for obtaining the knowledge interviewee (McNamara, 1999).

During the interview, audio recording can be used to record the interviewee's responses and transcribe this same data for analysis. An audio clip of an interview allows us to rewind and listen again to confirm the accuracy of the information (n.a, 2013). Typically, interview sessions last 45 minutes to an hour.

We will plan one set of questionnaires and interview questions about gender discrimination. The questionnaire will be designed with open-ended questions. We use open-ended questions in the hopes of provoking more information, opinions, and genuine feelings from interviewees about our topic (n.a. 2012).

#### *3.5.1 Type of Interview Question*

Semi-structured interview session will be used in our studies because they are best suited for one-time interviews, which means you will not have a 2nd chance to interview the participant (Stefanie & Katharina, n.d).

We will ask our interviewee an open-ended question to provide them with relevant information regarding our issue and themes. Thus, in semi-structured interviews, the research study would generally provide such a clear set of instructions for the interviewee, leading the respondent to this in understanding of the situation and question in order to obtain an accurate answer to the research.

The transparent and unofficial conversational style of moderately interview session makes

it easier for interviewees to cooperate and trust you (n.a, 2004). The interviewee will provide detailed knowledge and information about our research. All of the interviewee's responses, opinions, and experiences will be analyzed in our research.

### **3.6 Data Collection Method**

Because we are trying to focus on the interview segment, collection of information can always be implemented in this research (John, 2012). The semi-structured interview is the research tool used in this study. Semi-structured interviews are those in which the interviewer pre-plans the questions and the interviewee can elaborate so much on the spot when responding to the ideas are evaluated (Ali, 2014). We will use in-depth interviews in this semi-structured interview, with a focus on individual interviews for the research. (Roger & Joseph, 2010). Individual interviews differ from focus groups in that interviewers can communicate with interviewees face-to-face, over the phone, or through videoconferencing (Barbara & Benjamin, 2006).

Furthermore, this method can record interviewee responses, achieve a high response rate, and follow up on any misunderstandings or incomplete answers within a 45-minute to one-hour interview session. During an individual interview, the interviewer should be able to capture the interviewee's responses and facial expression so that it can be explicitly identified and understood (Charlie, 2016). Our study objectives and review of the literature enabled us to guide our independent interview questions to interviewees.

The current study only surveyed working women in a professional environment such as office related jobs who had been there for at least half - time. The research was carried out in a few locations in Malaysia, because of its diverse culture, it is much more likely to appeal for with this data analysis. This same study's locations included private and government hospital female doctors.

The interview questions were divided into two sections, first section will be demographics, which will be contain of information such as name, specialization, sector, age, races and years of experiences. Followed by, second section which is dependent and independent variables. There is only primary data in this study, which was generated through library research, policies from the Malaysian government, and interview was executed among 10 female doctors which were specifically chosen, from government and private hospital.

### 3.7 Data Analysis Technique

Thematic analysis is the technique that we chose to use because it is commonly used in performing qualitative research. Thematic analysis is a widely used method for identifying, evaluating, and reporting themes and patterns in data that have been collected (Braun & Clarke, 2006). Thus, thematic analysis assists us in trying to organize and interpreting the information that we have gathered in an even more specific or detailed manner.

have collected, and the second of which is the structure of the codes into samples with high, also known as the thematic elements developing stage, in which each analyst must work on this part and discuss it with the group members multiple times to come up with a suitable themes (Ring, Ritchie, Mandava & Jepson 2011).

Thus, the final stage would be the generation of analytical themes, which is said to be the most difficult stage because it requires moral judgements first from researchers based on the data that they have collected and then also helps to invent a single interpretation that goes far beyond researcher's research literature (Thomas & Harden, 2008).

#### 3.7.2 Coding

Coding is the transition of data into structured words that computer software can understand. It is also used to group and manage the information collected by the researcher during their findings (Glaser & Laudel, 2013). Coding does not contribute to the total amount of research data analysis, but it is a method of storing the information so that the main message conveyed by the data is perfectly clear and bolder for the analyst (Theron, 2015). As codes are a medium for all text forms, they can be supposed to apply to text of any length, from a single word to a passage or an entire text.

In the research of studies, the classifications or tags just on occurrence of specific knowledge are put into key words and phrases, sayings, memorizing, or even numbers (Glaser & Laudel 2013). However, several of the codes may seem so repeatedly as during coding process, that might be an acknowledgement of emerging themes or familiarity among the codes, which may give growth to the classifications (Theron, 2015). Coding, for example, is a cyclical process that involves not only labelling but also linking data to an idea. Thus, the much more cyclic the process of coding a data, the better the meaning, categories, and themes, as well as concepts, that could be

obtained from the information that the analysis had accumulated (Theron, 2015).

### **3.8 Summary of Chapter 3**

Basically, in this chapter, it has been managing to explain on how data will be collected and how will it be executed. Respondent will consist of total 10 doctors from government sector and private sector. So, they would be sharing their knowledge based on their experiences.



## **Chapter 4 : Data Analysis and Research Findings**

### **4.1 Introduction**

This chapter presents the analysis as well as findings from 10 respondents accomplished by doctors from the government and private sectors in a specific hospital. The primary goal of this research is to understand gender discrimination in healthcare services for women in Malaysia.

The following are the research objectives:

1. To identify the important socioeconomic factors influencing women's status in healthcare services.
1. To identify the issues that working women in Malaysia confront at work in healthcare services.
2. To identify potential alternatives that could assist them in resolving workplace problems in healthcare services.

The data from the interviews were statistically analyzed by a statistician. The data were analyzed through thematic analysis. The findings are discussed according to the sections of the interview.

There are three sections of the interview were:

- Section A: Personal (Demographic) data
- Section B: Four Factor which faced by women in healthcare services in Malaysia

This section of the interview covered the respondent's name, age, sector years of experiences, specialization, or race.



#### 4.1.1 Respondent's gender

In this study the targeted respondent will be only women. So those women doctors able to participate in this interview session. So, the total respondent will be 10 of them.

#### 4.1.2 Respondent's age

<b>AGE</b>	<b>FREQUENCY</b>	<b>PERCENTAGE %</b>
20 – 30 years old	3	30%
31 – 40 years old	7	70%
<b>TOTAL</b>	<b>10</b>	<b>100.00%</b>

Table 4.1 Respondent's age at the time of completing the interview

The ranged of doctor that selected hospital will be between 20 to 40 years old from 10 respondents. Most of them are belongs 31 to 40 years old as 7 (70%) out of 10 respondents. There are 3 respondents as (30%) between 20 to 30 years old.

#### 4.1.3 Respondent's Races

<b>RACES</b>	<b>FREQUENCY</b>	<b>PERCENTAGE %</b>
Malay	4	40%
Chinese	0	0%
Indian	5	50%
Christian	1	10%
<b>TOTAL</b>	<b>10</b>	<b>100.00%</b>

Table 4.2 Respondent's races

Out of 10 respondents, manage to found that there are doctors from different races such as Malay, Indian, and Christian. And then they manage to share their knowledge regardless of their background.

*4.1.4 Respondent's Specialization and sector*

<b>Respondents</b>	<b>Specialization/sector</b>
Respondent 1	Gastroenterology/private
Respondent 2	Physicians/private
Respondent 3	Paediatrician/private
Respondent 4	Psychiatrist/private
Respondent 5	Physicians/private
Respondent 6	Gynaecology/ GH Tangkak
Respondent 7	Surgeon/ GH Melaka
Respondent 8	Medical Officer/ GH Tangkak
Respondent 9	Medical Officer/ GH Melaka
Respondent 10	Medical Officer/ GH Melaka
<b>TOTAL : 10</b>	

Table 4.3 Respondent's specialization and sector

## 4.2 Challenges faced by women in healthcare industry.

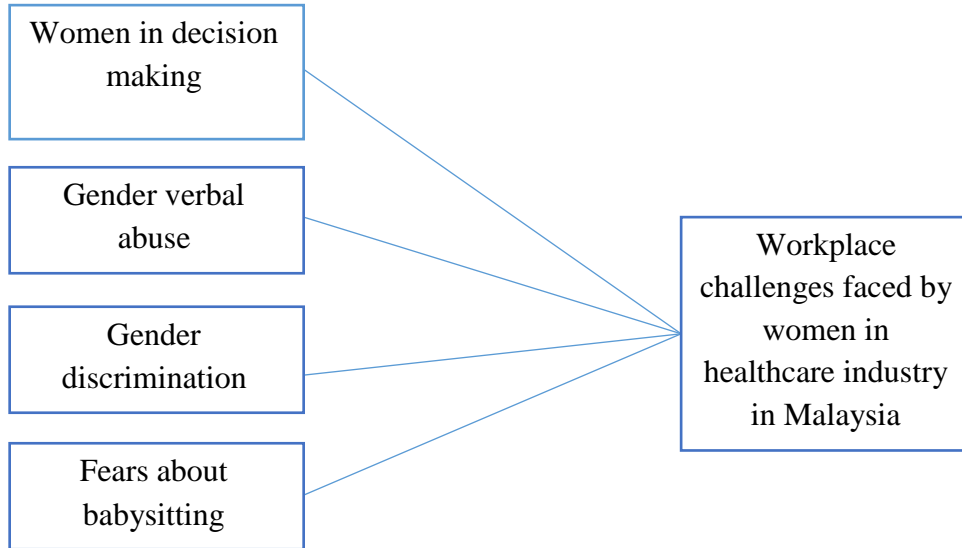


Figure 3: Challenges faced by women in healthcare

Based on the research has been conducted there are four main factor that has been lead women to face challenges in the workplace which are women in decision making, gender verbal abuse, gender discrimination and fears about babysitting. It was clearly illustrated in the figure 1 above. So those respondents manage to share their knowledge based on their experiences. As the past research has been stated that women went through so many things in their workplace (Thanacoody, Bartram, Barker, & Jacobs, 2006).

### 4.2.1 Women in Decision Making

Studies found out the possible outcome which are emotional that lead women are capable enough to make decision. Women's emotionality was thought to affect their abilities to create moral decisions. Women were frequently regarded as normatively inferior to men so even though they made moral decisions based on emotion but instead of logic. Despite popular belief, everyone now knows the said self-conscious moral emotions, such as guilt, are essential for moral judgement and behavior.

According to leadership settings, women report lesser willingness to participate in ethically questionable behavior that provide personally or professionally benefits but cause conceptual harm, such as telling a lie during agreements or trying to bend rules to work in one's favors

(Kohlberg and Gilligan, 2018). The explanations why men and women may have different willingness to participate in these behaviors are largely unknown.

*“Women are so emotion. Sometimes decision will be made when emotional are stable. It’s some sort of emotional quality (EQ)”.*

[Respondent 1]

*“We can decide based on problem. Sometimes women be more emotion, but somehow, we need to be straight to point regardless of any other factors”.*

[Respondent 2]

*“Women always can be firm once decision has been made but as you know women have motherly behavior, and sympathy, so they will decide based on their emotional based”.*

[Respondent 5]

*“Women can prefer the decision makes because women have so much of emotional and principle of their life to hold back”*

[Respondent 6]

*“Women are very stern with every decision. They will take to change their mind and won’t be able to change once has been made”*

[Respondent 7]

*“Based on women’s’ individuality. If they are very brave and confident, they will be able to stay firm”*

[Respondent 9]

### Summary and discussion

Doctors who have explained about women’s making is based on their emotional based. It is understandable that women always think twice from physical and mental based (emotional) even though sometimes we knew that they are unstable situation and that is how it plays and important

role. it is also had exposure how much women need to go through before decision has been made, sometime there are a few who will be against their decision and so on.

#### 4.2.2 Gender Verbal Abuse

It was managed to examine the forces that shape sexual harassment by trying to interview doctors throughout their experiences in this medical field. By ratio of women and wage, discovering that some will be common through certain. It has been discovered that sexual harassment and assault is still a serious, pervasive, and worryingly unresolved issue. Despite the fact that women make up nearly half of the workforce, sexual harassment occurs in practically in healthcare service industries and workplaces to straight woman healthcare services industries.

*“In my point of view, I think women are just not aware what’s going around them, they are too kind with others. Since we are in this medical field, we are not able to make face or be rude to anyone and also not even allowed to react based on your mood. This can lead to the women’s weakness”*

[Respondent 4]

*“Based on my experiences, I think that there is not enough of awareness towards sexual harassment. They are just not aware their circles of friends, some can be genuine and some are not. So that’s how things can be happened”*

[Respondent 5]

*“I think women can be easy target for sexual harassment because of their personality which looks so adorable, but being good looking shouldn’t be a reason for men to harass, it is not appropriate at all. For me, women just need to be extra careful with their intercommunication”*

[Respondent 6]

*“For me, it’s all depends on how people see another person, what is in their mind. And also it’s depends on what we are talking about and to whom we are talking. And if there is any harassment happened, these people are advising to bring the issue to the management, being*

*quite will provoked the other person to do this to other women. They are advised to voice out with their uncomfortable environment”*

[Respondent 7]

*“Even I had experiences in this during my houseman, and I didn’t want to expose that to anyone because I scare it will affect my marks. So, I will have advised to anyone who have been in this trap make sure make a complain to the management, don’t keep it among yourself. Even the management doesn’t have any policy briefing regarding this, so they could have one so that people would be aware of what’s going on as well”*

[Respondent 8]

*“I think women are basically has a weak physique compared to men. Usually women without self-defenses education, they wouldn’t know the techniques to fight the attackers. So, they are easily become victims. And of course, they can always open up about the harassment to someone they’re close with first. From there, they might get some ideas on how to overcome it or they can report to higher management if the harassment is severe and cannot controlled by them”*

[Respondent 10]

### Summary and discussion

Based on the interview session, most of the doctors stated that women are kind and soft spoken because they are in this medical field. The purpose of being like this, it is because not to hurt the unwell patient, but it is seeming like people took advantage on this. Some doctors stated that women are weak as well, and they even advised if things tend to be happened, they need to be brave to stand up for their rights. The management can even introduce a policy regarding this sexual harassment to their employees, so that every individual would be aware of the consequences. One of the doctors had experience as well, but she didn’t turn up because she is afraid of it.

#### *4.2.3 Gender Discrimination*

To be considered illegal, workplace gender discrimination must involve treatment that has a negative impact on the "conditions of service" of your workforce. The terms or conditions of

employment include all of a job's responsibilities, rules, and benefits. They are usually set by either a contractor or negotiated between a worker and an employer somewhere at time of hire. They have always been negotiated and agreed upon in work places as part of the "collective bargaining" process. Someone primary duties, regular working hours, dress and appearance, performance evaluation standards are all examples of conditions of service.

To be declared immoral, workforce gender discrimination should indeed require treatment that seems to have a negative impact on your workforce's "conditions of service." All of a job is actually commitments, rules, and benefits are included in the terms and perhaps even conditions of employment. As component of the "collective agreements" process, those who have often been finally agreed upon in workplaces. Primary responsibilities, ordinary operating hours, personal appearance standards, and measuring performance standards all seem to be illustrations of "contract terms".

*“Women are deserved to be leader, because women’s IQ is higher rank then a man. So they can able to run the organization without hesitating, even the CEO of this hospital is a woman, she are performing very well and conducting a very a good leadership”*

[Respondent 1]

*“In my point of view, everyone is paid equally, because they have the system and guideline. And I think gender not being a reason to be promoted as higher position, because this hospital currently leading by woman CEO, and she is performing very well. So, who said women can’t be leader? They are much more capable enough to be leader with their wise decision making. For me I guess, we need to provide more opportunities”*

[Respondent 3]

*“We have many wonderful women seen as a leader. Being a leader should be judged through their gender but through their experiences and how they lead an organization. Not only that in some area, we need a specialist but as women they have a family restrict them to further their study in that specific area. But somehow, they prove it by leading an organization. Just to let you*

*know that our current leader who leading New Zealand is a woman, this is more than enough to prove that women a better in leading”*

[Respondent 5]

*“Women have a capability to become a leader, they just need a platform to prove it. Take me an example, once I done my houseman, while I was being medical officer, I managed to continue my studies in specialization. And today I’m a gynecology for 4 years, of course it’s not easy, but women can do many things because they are matriculas”*

[Respondent 6]

*“So many leaders are women nowadays, there is one woman being a leader in University Malaya. This is better chances bringing doing good compared to previous management. So, ladies are more suitable to be a leader and to conduct”*

[Respondent 7]

*“I think men are not given as how the women done their task a leader. The reason why I say so because, based on my experiences, most of the task will be pushed to women, even though when they are already done with their job, especially when there is complication situation such as any cases lead to death, I need to handle the whole case as well. Sometimes I felt why they are so irresponsible, but when it has been instructed, I need to follow. So, for me, I guess rather than handle this kind of things, better let women to run the whole thing”*

[Respondent 8]

*“For me men have always been picturized as the dominant gender between male and female due to their physical strength and physique. Even though women have same qualification, when it comes to a situation where a person needs to conduct certain high-risk jobs or heavy-duty jobs, employers tend to give importance to male compared to female. But these factors don’t impact for women to become a leader, because they are performing well because their multitasking is in different level, they are even more responsibilities in settling their task. So, I can clearly state that women can be a great leader”*

[Respondent 9]



### Summary and discussion

Based on this gender discrimination, doctors are agreed, that women can be professional leader by giving few examples based on their experiences. Because women can perform well without any reason or block aging. Some said they are well to do because of their multitasking and put their work as first priority. They even told working in any filed doesn't matter but there are always barriers that face by women, and it has been prolonging till today. But there are women still proving that they deserve to be a leader regardless of any challenges.

#### *4.2.4 Fears About Babysitting*

Ordinary person daycare difficulties for working moms may be a complicated issue in a workplace right now, and you may find yourself in a quandary upon someone return to work. This could have been related to grandparents' inability to facilitate with childcare due to social distancing and health vulnerabilities. Due to increased demand, you would have been unable to look for alternative sources of childcare coverage. You may intend to continue continuing to work from home or negotiate an alternative work schedule with your employer in order to continue working while also managing your parental responsibilities. Even during this Covid-19 has created an obstacle of problems for ordinary working people.

Child care issues are becoming a barrier to employment, particularly for mothers, who are disproportionately responsible for unpaid caregiving because once about there is family could perhaps find and otherwise afford child care. Too often, mothers are forced to make employee judgements based on child development considerations rather than their financial position or career goals. There is a growing understanding of the links between child care access, parental employment, and increased employment. Hospital relies on them depend solely on child care. When there are issues with child care, parents should always scramble to find alternatives or take leave to support the family.

*“Here they are providing outpatient medical benefits for my kids. But I have something to share, if there is any special child, we need someone to look after that kind of kid, so they can provide*

*something like care taker so that the motherhood can be much relax in their workplace, even though there are more stress and workload at workplace”*

[Respondent 1]

*“Okay maybe they can prepare one baby care centre in our hospital, if let say the mother working during their busy schedule, they can leave their child there. May be the mother can make a visitation during their free time or they can contact if there is anything happens”*

[Respondent 2]

*“Women are well to do in any kind of situation, so in this issue yes, they are worry, but being worried nothing can change, so I truly believe women manage their time very well when it comes to work and family. So yeah, even the hospital here is providing medical benefit for my kids, but what I can suggest they can provide some nursery, because sometimes to look after my child kind problem due to busy schedule”*

[Respondent 5]

*“Women are good enough in their time management, so I think they are capable enough to settle their things very well. So childcare issue a sort of problem, but since there are some benefits still provided by my hospital. Other than that, they can provide this kindergarten for the child, so that we can able to look after them and their education as well, we don't need to worry that much if they are nearer to us”*

[Respondent 6]

*“They are only providing medical expenses otherwise in our hospital there is no any nursery for kids. There are no other advantages or anything provided or maybe I am aware of only the medical expenses are free because we are government servant. I think it's good if they provide any nursery in hospital or other work place where the mother can go and see fast than when the mother needs to requested for leave to take care of their children”*

[Respondent 7]

### Summary and discussion

Based on the interview session, most of the doctors said, they their hospital management providing medical benefits for their child. But they have mentioned that they can provide a nursery or kindergarten for their kids, so that it could be easy for them to look after them, somehow, they will be in same compound, otherwise it quite troublesome for them, because they might be busy in their work based. If any emergency cases, they are still can keep an eye on their kids.

### **4.3 Implication of Research Findings**

In the hospital, doctors faced a sort problem in decision making. This can be demonstrated and clearly seen in the responses provided relating to follow the instruction that has been made by others in their respective hospital. Some doctors stated that their hospital recommend to promote women over men because women tend to favors to describe their stories and comprehension with their colleagues.

In a patriarchal society like Malaysia, every hospital will have a different attitude toward female employees. As a result, different women will have different reactions to the same question. As a result, this study is based on female employees' responses to various kinds of harassment in healthcare services. Everywhere in the world, some women may face workplace discrimination. Women are more likely to be victims in this situation, particularly at work in services, whether in the formal or informal sector (Mahboubeh, Homa, & Behrang, 2015).

## Chapter 5 Conclusion and Recommendation

In conclusion based on the findings, I manage to found that there are workplace challenges face among women employee in Malaysia. But they are still being strong by facing those challenges not against them but by prove. Women are so capable enough in handling things no matter in decision making, gender verbal abuse, gender discrimination or fear regarding babysitting. As the days goes on, society are getting matured enough to understand and take action based on the barriers faced by women.

Some of the doctors gave some suggestion on how to overcome any situation such as sexual harassment is a common thing that doesn't only happen in hospital but it's happening everywhere, literally everywhere. So, what they were suggested was, may be the policy related to sexual harassment can be introduced to every organization upon their joining order, these people will be able to create awareness among the women.

So, the recommendation for future studies, need to conduct only in one place to abstract full information, focus on all women including doctors, medical officers, staff nurse, business office team and management team. This can lead to a proper flow to gain feedback. The reason why I would say so because the evidence is still not enough to conduct this research as I randomly picked only doctors from few hospitals.

The next will be, I unable to interview all the related specialist as they are busy, I only manage to choose few, in other word, those who are free for mean time. And some of them are not answered the question directly, so it's kind of challenges for me to explain and get answer from them. Just because I only had conversation from few specialists the content I couldn't able to figure it out based on my expectation. So, there must be more research need to be conducted in different type of field of other industries as well.

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## APPENDICES

### Appendices I : QUESTIONNAIRE

#### RESEARCH TOPIC :

#### **WORKPLACE CHALLENGES FACE AMONG WOMEN EMPLOYEE IN MALAYSIA; A STUDY IN HEALTHCARE SERVICES INDUSTRY**

##### **Section 1: Demographic**

Name: \_\_\_\_\_ Age: \_\_\_\_\_ Sector: \_\_\_\_\_  
Years of Experiences: \_\_\_\_\_ Specialization: \_\_\_\_\_ Race: \_\_\_\_\_

##### **Section 2 : Workplace challenges face among women employee in healthcare services industry in Malaysia**

###### **1.1 Women in decision making**

- i. Why were women decisions are not considered when huge decision making is made?
- ii. Do you think women opinion gives impact on the outcome of decision making?
- iii. Does decision making has a gender standard or it is scaled based on life experiences?
- iv. Do your belief that man's decision is always right compared to women. If yes why and if nowhy?
- v. Do you think women can be firm once the decision has been made?

###### **1.2 Gender Verbal Abuse**

- i. How can we avoid sexual harassment issue from being occurred in our work place for women?
- ii. Does sexual harassment policies were clearly explained to all employees upon joining the organization?
- iii. Do young and attractive women become an easy target for sexual harassment?
- iv. Why does women become an easy target to be harassed?
- v. Is silence being the best answer or solution if one's gotten harassed?

###### **1.3 Gender discrimination**

- i. Do you think man and women were paid equally on the same job scope description?
- ii. Is a women gender have been a reason not be promoted to higher position?
- iii. Do you think women are not suitable to be a leader in leading an organisation?
- iv. Does gender play a role for being employed for a high-risk job even with equal qualification?
- v. Do you think leaders always take advantage on women staff compared to man in the organisation?

###### **1.4 Fear of babysitting**

- i. Do you think most organizations here provide child care benefits to employees?
- ii. Is child care issue being the main reason women were not considered for certain jobscope?
- iii. Why employers avoid giving female employees support when it comes to child care matters?
- iv. Do you believe child care issue is the main reason for productivity of work not achieved?
- v. How can employers play their role in supporting their fellow women employees in terms of child care matters?



Appendices ii

Audio recording while interviewing those interviewees :



**Respondent 1-Dr. Suzilawati (gastroenterology) PSH.m4a**



**Respondent 2 - Dr Leela (Physian) PSH.m4a**



**Respondent 3 - Dr Norhafizahani ( Peads) PSH.m4a**



**Respondent 4-Dr Michael (Psychiatric)- P&C.m4a**



**Respondent 5 - Dr Madhu ( Physian) - PSH.m4a**



**Respondent 6 Dr Azahana ( gynaecology) GH Tangkak.m4a**



**Respondent 7 - Dr Nanthini ( Surgeon) GH Melaka.m4a**



**Respondent 8 - Dr Sangeeyta (MO) GH Tangkak.m4a**



**Respondent 9 - Dr Logeswarry - ( MO) GH Melaka.m4a**



**Respondent 10 - Dr Nor Azlina (MO) GH Melaka.m4a**

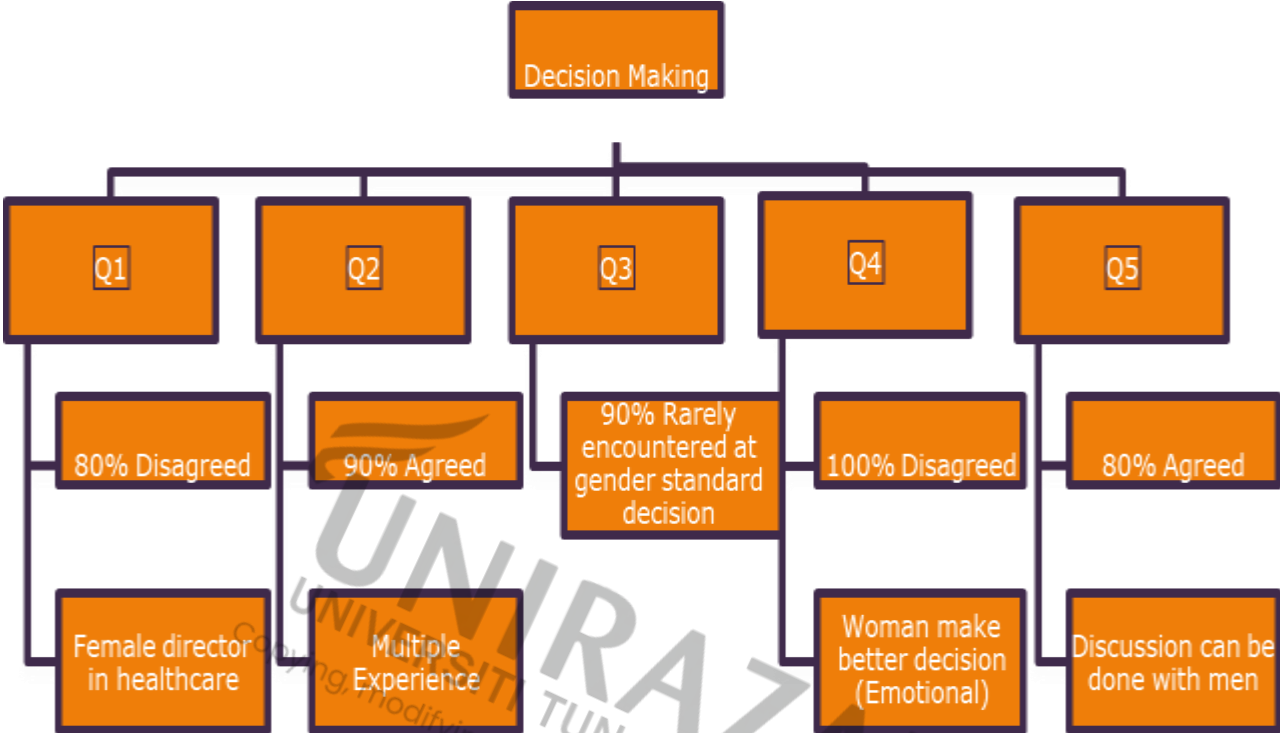


Diagram 1 : Factor Decision Making By Women

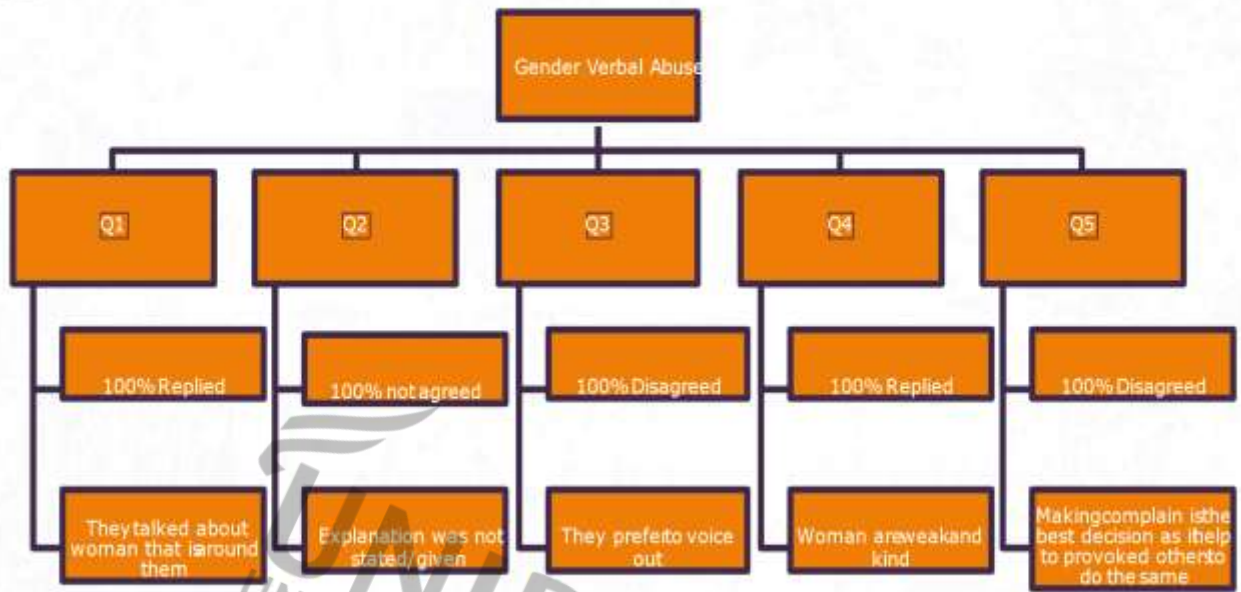


Diagram 2 : Factor Gender Verbal Abuse

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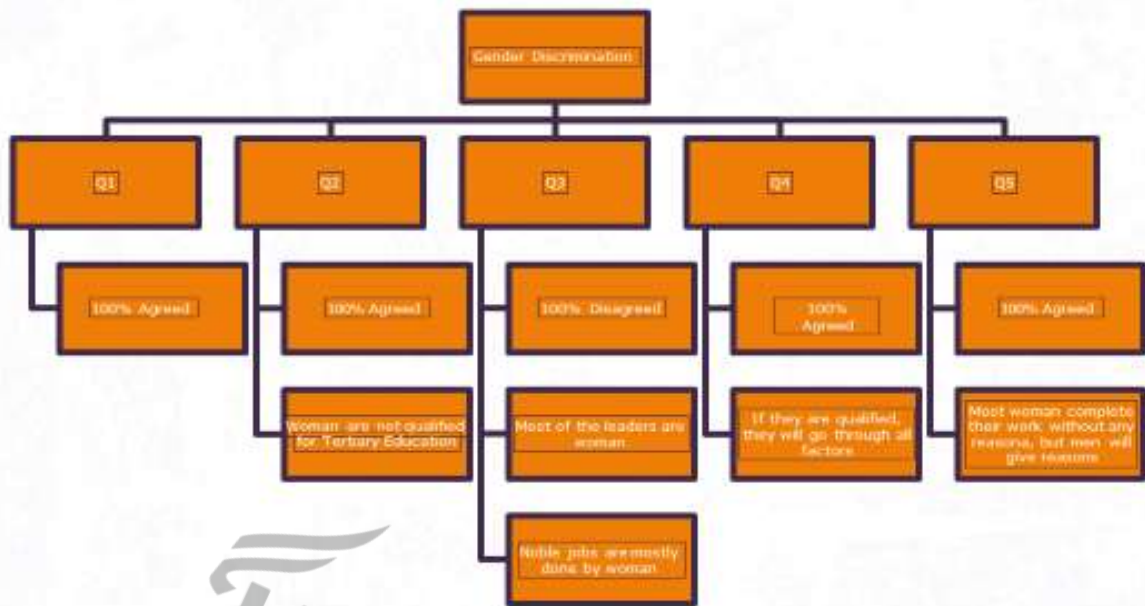


Diagram 3 : Factor Gender Discrimination

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Diagram 4 : Factors of Fears about babysitting

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**APPROVAL PAGE**

**TITLE OF PROJECT PAPER:      WORKPLACE CHALLENGES FACE AMONG WOMEN  
EMPLOYEE    IN   MALAYSIA:    A   STUDY    IN  
HEALTHCARE SERVICES INDUSTRY**

**NAME OF AUTHOR:                PREYAAH A/P R. SELLVARAJ**

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The undersigned certify that the above candidate has fulfilled the condition of the project paper prepared in partial fulfillment for the degree of Master in Management.

**SUPERVISOR**

Signature     :     \_\_\_\_\_

Name         :     \_\_\_\_\_

Date         :     \_\_\_\_\_

**ENDORSED BY**

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Dean  
Graduate School of Business

