

MENTAL HEALTH, SAFETY CLIMATE AND JOB SATISFACTION AMONG PHYSIOTHERAPISTS IN KLANG VALLEY

Mohammad Rosli NS¹, Zulkifly SS^{2*}, Shamsudin MS³

¹Department of Physiotherapy, KPJ Healthcare University, 71800 Nilai, Malaysia

²Institute for Business Competitiveness, Standards and Sustainability Initiative (IBCSI), School of Business Management, Universiti Utara Malaysia, Kedah 06010, Malaysia

³School of Business Management, Universiti Utara Malaysia, Kedah 06010, Malaysia

*Corresponding author: Syazwan Syah Zulkifly, Institute for Business Competitiveness, Standards and Sustainability Initiative (IBCSI), School of Business Management, Universiti Utara Malaysia, Kedah 06010, Malaysia. Email: syazwan.syah@uum.edu.my

Introduction

Physiotherapists in Malaysia play a vital role in healthcare delivery, often working in demanding environments with heavy patient loads, emotional challenges, and complex treatment expectations. Such pressures can affect mental health, increase burnout, and reduce job satisfaction. Organizational factors, particularly a positive safety climate, are also critical in shaping well-being and workplace fulfilment. Job satisfaction itself is central to workforce stability, productivity, and quality of care. Klang Valley, Malaysia was selected as the study location because it has the highest concentration of physiotherapists and healthcare facilities, with high service demand that reflects both occupational strain and the importance of workplace dynamics.

Methods

A cross-sectional design was applied, targeting physiotherapists working in hospitals, rehabilitation centres and private clinics across Klang Valley. A total of 200 participants were recruited using stratified random sampling to ensure representation across workplace settings. Data collection employed a structured self-administered questionnaire that measured mental health, perception of safety climate, and job satisfaction. Demographic data included age, gender, educational attainment, years of experience and type of workplace. Statistical analysis was carried out using SPSS version 26. Pearson correlation was used to test associations, One-Way ANOVA assessed demographic differences, and multiple regression was used to identify significant predictors of job satisfaction.

Results

The analysis revealed a moderate positive correlation between mental health and job satisfaction. Safety climate showed a strong positive correlation with job satisfaction. Demographic factors such as age, gender and years of experience were not statistically significant. Regression analysis indicated that mental health and safety climate together explained 67.4 percent of the variance in job satisfaction. Among these predictors, safety climate was the strongest factor, highlighting the importance of organizational culture and safety practices in determining employee satisfaction.

Discussion

The findings highlight the crucial role of safety climate in enhancing job satisfaction among physiotherapists. While good mental health contributes to job satisfaction, the presence of strong organizational safety policies, supportive leadership and effective training appears to be more influential. For healthcare administrators and policymakers, this suggests that investment in safety climate improvements can strengthen staff motivation, reduce turnover and ensure better service delivery. Although the study provides valuable insights, it is limited by its reliance on self-reported data and by its focus on a single professional group in Klang Valley. Broader research involving multiple healthcare professions and regions, ideally with longitudinal designs, is recommended to extend the evidence base and improve generalizability.

Keywords: Mental health, safety climate, job satisfaction, physiotherapists, workplace safety, healthcare workforce, Malaysia