

Effects of Quality of Service and Activities on Life Satisfaction of Residents in Nursing Homes

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Abstract

With the ageing of population and social changes, more and more older people are living in nursing homes in Malaysia. Yet there is still a dearth of research on institutional living arrangement among older Malaysians. This paper aims to examine the effects of quality of service, and number of daily activities on the life satisfaction of older persons living in nursing homes to provide some inputs for service providers to improve their services to cater to the needs of the residents. A survey was carried out in 2010 to solicit information from 173 residents of 24 nursing homes in the Klang Valley, the administrative, commercial and industrial hub of Malaysia. The finding shows that seven independent variables, age, sex, education, marital status, health status, quality of service, and daily activity participation, accounted for 22.6% of the variation in the life satisfaction. Quality of service is the most important predictor in the life satisfaction of residents, and hence it is crucial to have quality service in the nursing homes. Having recreational activities in the homes is also one of the ways to enrich the life of residents in nursing homes.

Keywords: activity, quality of service, nursing homes, life satisfaction

1. Introduction

The continuing decline in mortality and fertility has resulted in population ageing in Malaysia. The percentage of population aged above 60 increased from 5.5% in 1970, to 5.9% in 1991 and 6.3% in 2000. The number of persons above 60 years old has increased from 546 thousand in 1970 to 1.0 million in 1991, 1.4 million in 2000 (Pala, 2005), and is projected to reach 4.4 million in 2025 (United