



THE INTERNAL ENVIRONMENT AND BASIC REQUIREMENT POLICY ON THE PERFORMANCE OF RETIREMENT HOMES

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ABSTRACT

This study aims to examine the relationships between the internal environment (IERH), basic requirement policy (PRRH), and the performance of retirement homes (PRH). 205 out of 400 questionnaires returned and used for the study. The three variables under study were IERH (8 items), the PRRH (6 items), and PRH (8 items). Reliability analysis was run and all three variables showed high Cronbach Alpha values ranging from 0.83 to 0.87 thus indicating high reliability. The findings of the Pearson Correlation analysis suggested that the relationship between IERH and PRH is $r=0.80^{**}$; $p=0.00$, while the relationship between the PRRH and PRH is $r=0.63^{**}$; $p=0.00$. The findings suggested that there was a positive and significant relationship between PRH with IERH and PRRH. IERH had a strong positive relationship with the PRH. In terms of the relationship between IERH and PRRH, there was a positive and a moderate relationship ($r=0.54^{**}$; $p=0.00$). Hence, in order to promote good performance, a RH must ensure that the IERH either meets or exceeds the expectations of the tenants and fulfils the basic requirements of PRRH.

Keywords: Retirement, Homes, Performance, Policy, Internal Environment

RESEARCH HIGHLIGHTS

There was a direct and significant relationship concerning PRRH, IERH and PRH. Hence, all three hypotheses are accepted.

Five critical elements included under IERH were elderly centric treatment by professionals, the relationship between elderly and professionals from the hospital, events to remain the elderly happy, fit, and active, 24-hour professional and ambulance service, and an integrated database system for health, treatment, etc.

The PRRH consists of government collaboration with NGOs in providing transport and medical assistance, integration of the multipurpose intelligent card for public transport and grocery shopping, food bank supply in collaboration with social volunteers, a publicly accessible and integrated database, and effective and efficient activity space management.

The PRH can be measured by the increasing number of new check-ins and retained elderly, quality of food and facilities, health screening equipment, caretaker skills in creating activities, and internet connection.

GRAPHICAL ABSTRACT

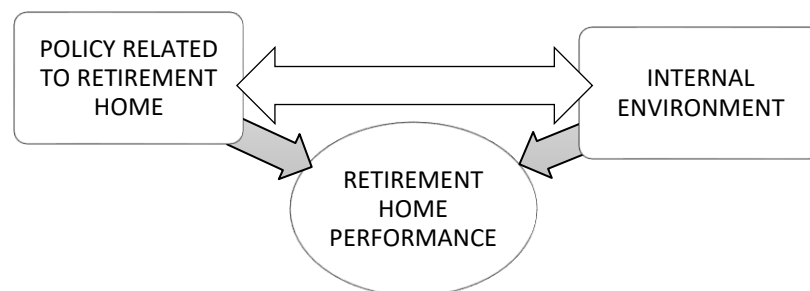


Fig. 1. Relationship between Policy, Internal Environment and Retirement Home Performance

Research Objectives

RO1: To determine the relationship between IERH, PRRH and PRH,

RO2: To determine the relationship between PRRH and the IERH.

RO3: To identify the elements critical for IERH, PRRH and PRH.

This study concentrated the critical elements for the IERH, the PRRH and the PRH.

The findings of this study have implications to improve private as well as government retirement homes in terms of the IERH, PRRH, and PRH.

Methodology

The research instrument is questionnaire for data collection. It is divided into two parts: Part A is on respondent profile, and Part B is on the three variables which include PRRH, IERH and PRH.

About 400 questionnaires were distributed to several retirement homes in Kuala Lumpur (100), Selangor (100), Johor (100), and Kelantan (100). A total of 210 questionnaires was returned, with 205 uses for the analysis. The method used was dropped and collect, whereby the questionnaires were sent to the retirement homes and collected over two weeks. The respondent's participation in the survey was voluntary.

Out of 205 respondents, 51.2% were males while 48.8% were female respondents. In terms of racial breakdown, 58.5% were Malays, 35.1% Chinese, and 6.3% Indians. About 38% of them were 44 to 55 years old, 52.7% were aged between 56 and 70 years old, and 9.3% of the respondents were over 70 years old. In terms of location, 41% respondents hailed from Selangor, 24.9% from Kelantan, 21% from Johor, and 13.2% from Kuala Lumpur.

Reliability analysis revealed that the reliability was above average of Cronbach's Alpha scores for PRH ($\alpha=0.88$, 8 items), PRRH homes ($\alpha=0.86$, 6 items), and IERH ($\alpha=0.83$, 8 items).

Results

Pearson Correlation analysis, among the three variables under study. The three variables include PRRH with a mean of 3.79 and standard deviation of 0.72, followed by PRH with a mean of 3.55, and standard deviation of 0.62, and IERH with a mean of 3.51 and standard deviation of 0.60.

The results indicated a very solid relationship between PRH and IERH ($r= 0.80^{**}$; $p=0.000$), while there was a moderate relationship between PRH and PRRH ($r=0.63^{**}$; $p= 0.000$). Furthermore, the correlation between IERH and PRRH was moderate ($r=0.54^{**}$; $p=0.000$). As such, H1, H2, and H3 are accepted.

Findings

The findings of the research were similar to previous studies indicating that PRRH and IERH are critical for the PRH. The IERH includes elements such as elderly centric treatment, the

relationship between the elderly and professionals from hospitals, activities, and 24-hour professional ambulance service (Tyvimaa, 2011). The important elements for PRRH on the other hand, comprise collaboration with NGOs for transport and medical assistance, the multipurpose intelligent card for the elderly, and foodbank supply (Shaw, Rosen, & Rumbold, 2011). On the other hand, the important elements included under the concept of PRH consist of the increasing number of new check-ins and retained elderly, quality of food and facilities, and health screening equipment.

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Author's Biography



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