

THE MODERATING EFFECTS OF MOONLIGHTING ON THE RELATIONSHIP BETWEEN SELF-EFFICACY AND JOB PERFORMANCE AMONG FEMALE STAFF AT KLANG VALLEY PUBLIC HOSPITALS

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ABSTRACT

Moonlighting or taking up two or more jobs simultaneously is not only as a supplement to the main income, but it also to provide satisfaction in terms of improving one's skills and expertise. The trend of moonlighting is evidently increasing among female staff who work at public service departments. This paper explores the effects of moonlighting on the relationship between self-efficacy and job performance among female staff at Klang Valley public hospitals. A total number of 229 female staff participated in this study and out of the total number, 23.6% are engaged in moonlighting. Additionally, this study explores three factors of self-efficacy namely: personal, behaviour and environment; only two factors were found to have significant influence on primary job performance; behaviour ($p < 0.001$, $\beta = 0.293$) and environment ($p < 0.001$, $\beta = 0.211$). The findings of the PROCESS analysis discovered that moonlighting moderates the relationship between behaviour factor and job performance ($p < 0.05$, $\beta = 0.4329$, [LLCI=0.0766, ULCI=0.7891]). This study concludes that behaviour acts as the main factor of self-efficacy, which influences job performance among female staff who work at public hospitals in Klang Valley. Furthermore, this study also proved that moonlighting (whether the respondents have or do not have side jobs) can be significantly associated to the behaviour factor (believe in one's capabilities and skills) and primary job performance. In conclusion, this study provided useful information on the effects of moonlighting on employees' self-efficacy and their job performance particularly among female workers who work in health sector.

Keywords: Moonlighting, self-efficacy, job performance, female staff

INTRODUCTION

Moonlighting usually refers to people who are taking up one or two jobs alongside having a primary job. The main reason for employees engaging in moonlighting is mainly due to increased standards of living. This situation is commonly known as 'moonlighting' which is defined as to work on an extra job. Shishko & Rostker (1976) defined 'moonlighting' synonymously to second jobs, dual careers and multiple careers. An individual is considered moonlighting or said to be moonlighted if he is still attached to a primary job but at the same time he has another job to attain extra money. According to Betts (2011), moonlighting is performed to supplement one's primary job income. In addition, Betts (2011) stated that moonlighting comprise outdoor work, which means having two or more part-time jobs or additional work. This usually occurs to someone who has a career which is more dominant and acts as a principal occupation.

Employees engage in moonlighting to balance their source of income due to burden of expenses which they face, particularly in today's fast-paced environment. However, due to their attempt in balancing multiple jobs to sustain their needs, sometimes, public officials forget to perform their given tasks responsibly. This is one of the main challenges faced by the government in addressing the issue of poor performance by public officials. Normally, in the discussion of moonlighting, there are two issues which are immensely debated. Firstly, employees who moonlight with the approval by the employer and secondly, those who do it illegally. Majority of employees engage in moonlighting without informing their main employers or superiors.

According to the statistics recorded by Ministry of Health, since 2012 to 2015, there were 492 cases of moonlighting involving staff in Klang Valley public hospital which reported affecting the staff performance. The highest number moonlighting was reported in 2015, with the total number of 178 cases. Notably, the trend of moonlighting in public hospitals is increasing yearly particularly among female staff. The increased trend of female staff who moonlight, particularly in public hospitals is consistent with a study conducted by Rispel et al, (2014) which argued that moonlighting affects the performance of the primary jobs despite it is still considered high (Rispel et al. 2014). This paper concentrates on two main objectives:

- (1) The influence of self-efficacy (environmental, behaviour and personal factors) on job performance.
- (2) The moderating effects of moonlighting on the relationship between self-efficacy (environmental, behaviour and personal factors) and job performance.

LITERATURE REVIEW

Moonlighting

Research surrounding moonlighting has tremendously undergone evolution up until recent years. In the early years, the involvement of moonlighting has been highlighted, particularly the rate among the employees. Baba & Jamal (1992) reported that the rates of moonlighting in 1960s was much higher than anticipated by the government. During that time, moonlighting rates were far higher than other occupations such as blue-collar workers, rank and file workers, unemployed groups, engineers and scientists (Baba & Jamal, 1992). Moonlighting revolves around hourly constraints, where people tend to moonlight based on the predominant view which states that it affects and put constraints on working hours of their primary job (hours constraint view) or they seek heterogeneous jobs (job portfolio argument) (Shishko & Rostker, 1976; O'Connell, 1979; Krishnan, 1990).

According to Shishko & Rostker (1976), economic literature classified moonlighting in two categories. First, there are several attempts to extend the traditional micro-economy theory to explain the individual moonlighting supply curve. Second, some researchers have presented demographic profiles of the typical moonlighter. The author then reported that no one has combined these two approaches to estimate a moonlighting supply curve. In addition, in terms of the economic terminology context, moonlighting has a correlation with two distinct reasons. First, many employees engage in moonlighting due to small or insufficient pay from their primary jobs. Moonlighting is taken up because the salaries as well as benefits from their primary jobs may not complement the cost of going to work and the working environments in which employees have to endure. Majority of the employees engage in moonlighting in an attempt to seek for financial stability. For this reason, they have to find alternatives such as moonlighting to eradicate or lessen the problem. Moonlighting is deemed essential in today's era to live a comfortable life (Vermeeren, 2016). One of the most recent studies undertaken by Johannessen & Hagen (2014) highlighted on the consequences of moonlighting on one's primary job performance. According to Johannessen & Hagen (2014), moonlighting employees experience poorer job content as well as lower promotion opportunities. Moonlighting employees reduced access to training possibilities. Furthermore, moonlighting employees are less likely to have planning and supervisory responsibilities.

More women turn to moonlighting

The issue on women moonlighting has been debated on entire research for several decades (Stinson, 1986, 1990; Amirault, 1997; Winters, 2010; Betts, 2011; Banerjee, 2012; Rispel et al. 2014). According to Betts (2011), the trend of moonlighting in America changed through the late 1990s, which indicated that the number of female moonlighters amounted to 67%, which is prominently much higher to male moonlighters; 38%. The government of the United States of America Report from the Bureau of Labor Statistics (BLS) indicated a steady shift in the rate of moonlighting among females throughout the 1980s (Stinson, 1986; 1990). In 1990s, the moonlighting rate among women exceeded the rate among men (Amirault, 1997). The survey revealed that between 1980 and 1985, the number of females with two jobs or more rose by almost 40% to 2.2 million. Over the same period, the moonlighting rate for females (percent of employed with more than one job) increased from 3.8% to 4.7%. In 1985, females made up nearly two-fifths of all moonlighters. Moonlighting among female has been rising steadily since the 1970s, parallel to their continued increase in overall labour force participation.

Over the recent decade and a half, the number of females holding at least two jobs has more than tripled and their moonlighting rate has risen from 2.2% to 4.7% (Stinson, 1986). In addition, according to Stinson (1986), females whose primary jobs are in industries such as entertainment and recreation services, professional services, educational services and public administration are the most likely to engage in moonlighting. Majority of females engage in moonlighting both for financial as well as non-financial reasons (opportunity to learn new skills) (Rispel et al. 2014). However, the percentage of staff from public hospitals in South Africa engaged in moonlighting fell from 35.1% for men and 17.6% for women in 2001 to 25.0% and 14.2% respectively in 2009. For both genders, financial debt and interest payments are apparently correlated to having a new born baby (Johannessen & Hagen, 2012). It is not surprising that female workers who engage in moonlighting are reported spending less time with families to earn more money for better lives (Winters, 2010). In contrast, there is limited studies which focuses on female moonlighting in Malaysia. Among the factors that encourage women in Malaysia to engage in moonlighting include the encouragement from families, to earn extra income, to look for new experiences, interests of needs and to gain new skills (Selvaratnam & Yeng, 2011). There are a substantial number of research which focuses on moonlighting issues in Malaysia but not specifically on female moonlighting (Loh, 2007; Shah, 2010; Mohd Nor, 2011; Mohd Nizam & Othman, 2014). Studies on female moonlighting in Malaysia needs to be more thoroughly explained to enhance the understanding as to why women tend to take up multiple jobs.

Moonlighting and performance

There are a number of research being undertaken to explore moonlighting and its effects on employee performance (Ballout, 2009; Maninger et al. 2011; Mustapha, 2011; Banerjee, 2012). The debates on moonlighting and performance issues in research comprise:

i) Effects of moonlighting on employee performance

In review of research, a moonlighting job may be physically demanding and result an employee to become physically unable to perform at a high level of job performance (Davey & Brown, 1970; Factor, 1991; Miller, Balkin & Allen, 1993). In addition to providing outcomes of value to the employees, engagement in moonlighting might affect the behaviour and work attitudes of an employee. It can affect the behavior of an individual by changing their ability of job performance or motivation in their primary jobs (Aebi, 1998). In terms of performance, it is similar to that of the term of productivity as for example, the effective and efficient use of resources to achieve certain outcomes. However, the meaning of performance is wide, not like the narrow definitions of productivity effectiveness for example. Many private sector organisations request an emphasis on efficiency and classify it as a distinguishing feature of public performance

that is guided and evaluated by multiple, equally important standards of success, coherence and worth. Substantially, 75% of the respondents indicated that they wanted to quit moonlighting but were unable to do so. 50% of respondents felt that moonlighting jobs did not affect their primary job performance. However, performance is a sensitive issue and everyone can manipulate the fact for self-satisfaction. Not a single person said that their performance is bad. They said that their performance is still high and good (Maninger et al. 2011). Overall research indicated that employees who moonlight experience frustration and stress which affects their primary job performance. To avoid conflict of interests among employees, some organisations implement rules and procedures to those engaging in moonlighting. The employees must first obtain the approval of the employer before engaging in moonlighting. This will benefit both the employee as well as the employer. The employees will be free of the fear of being discovered and the guilt of hiding something. The employer can also ensure that the moonlighting jobs do not arise any conflict or hamper the employee's performance in their primary jobs (Banerjee, 2012).

ii) Effect of moonlighting on organisational performance

According to Taylor & Filmer (1986), moonlighting jobs bring about negative impacts on employees' job performance and also affects organisational productivity. This is because the secondary job may consume substantial energy that an employee would otherwise use for the primary job which will lead to poor job performance in the organisation, higher absenteeism and reduced job commitment. In contrast, moonlighting jobs that utilise similar knowledge, skills and abilities to the primary jobs may result in a training effect with increased primary job performance (Henry & Rogers, 1987; Factor, 1991). Organisations also adopt policies to counter act controversial issues which may affect its reputation. These issues may result in legal liabilities or loss for the organisation. Some employers may restrict their employees to be involved in any advocacy groups which are highly active in social activities or political causes because the employees' involvement might create an association between the cause and the primary job. One of the most prominent concerns of an organisation is that its reputation is maintained and not tainted (Miller, Balkin & Allen, 1993). Although explicit restrictions are necessary, employers are also concerned with employees that are engaged in illegal activities such as moonlighting. In addition, changes in attitudes and perceptions lead to changes in decision making and job related behaviour, ultimately affecting individual and organisational performance (Jamal, Baba & Riviere, 1998). Threat of competition and business secrecy are dilemmas faced by organisations. When an employee works for another organisation which is similar to his first job, there is a fear of competition faced by the first organisation. In such a situation, there are bound to be conflicts of interests. The first organisation may also be concerned about the confidentiality of his business secrets. Aside from that, employees' inefficiency of handling two jobs may lead the employee to be less focused or concentrated on the primary job thereby reducing the efficiency of the organisation (Banerjee, 2012).

Self-efficacy in the workplace

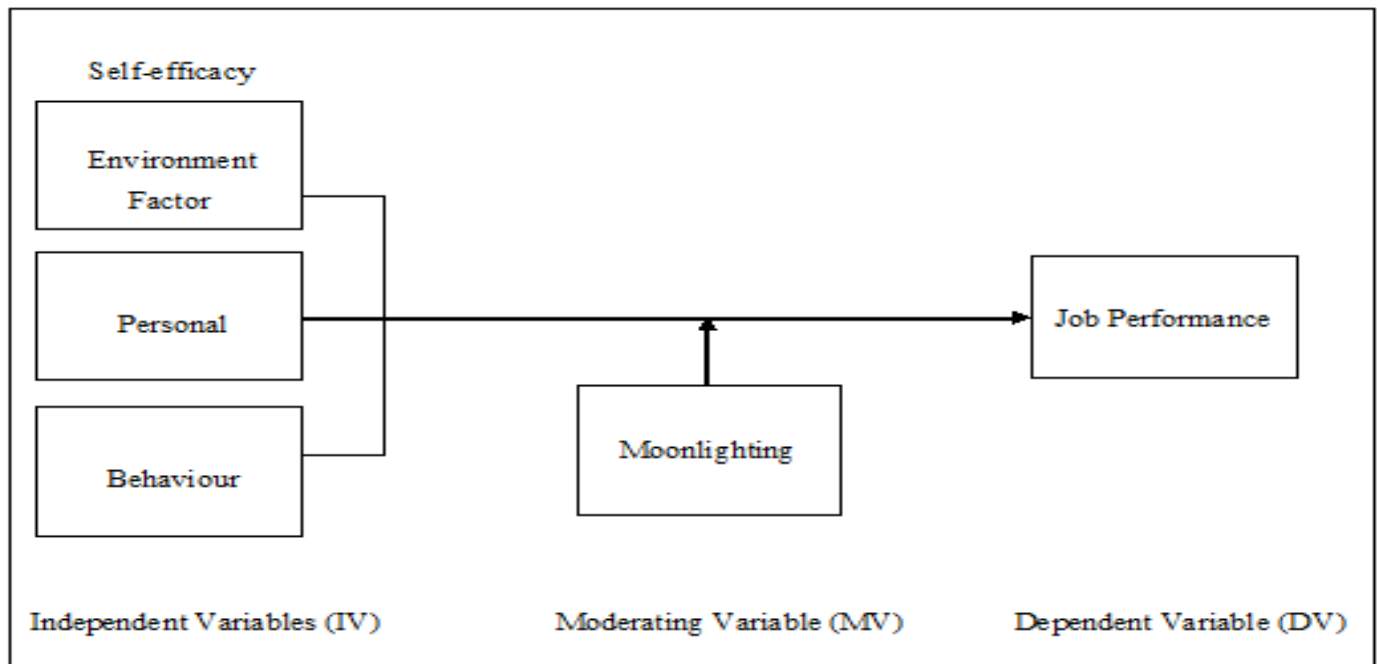
Self-efficacy was introduced by Albert Bandura as a part of larger theory in social learning which was progressed and evolved into the Social Cognitive Theory (Ashford & LeCroy, 2010). In the self-efficacy concept, there are three variables explained; behaviour, personal and environment factors. The concept of self-efficacy provided a suggestion that can be applied into work environments. This is applicable to any task, demographic or individual. This concept can also be applied to an employer's leadership style (Bandura, 1977). The self-efficacy concept would boost employees' motivation and performance. This concept is believed to nurture employees who are successful due to believing in one self (Bandura, 1982). In the workplace, employers can develop and implement self-efficacy beliefs in their employees by focusing on four primary sources. These four primary sources comprise performance outcomes, vicarious experience, verbal persuasion and emotional arousal. With these four primary sources, they can improve employees' effort, persistence, goal setting and performance on specific tasks given by their employers (Bandura, 1977). According to Bandura (1982), the self-efficacy concept affects both learning and performance in the following three ways:

- i) Self-efficacy affect the goals set by employees. For example, employees with lower self-efficacy basically set lower goals than employees with high levels of self-efficacy.
- ii) Self-efficacy affect learning as well as the effort that employees apply to their jobs. For example, when employees have high levels of self-efficacy, they are more likely to perform harder as well as new tasks. Besides that, they are likely to be more confident than employees with lower self-efficacy.
- iii) Self-efficacy would influence employees' attempt to learn a new task. With high levels self-efficacy, employees are taught to be more confident when encountering any problems.

Conceptual Framework

Figure 1.0 presents the conceptual framework developed for this study which has been adopted from the Social Cognitive Theory proposed by Bandura (1997). The main interest of this study is to explore whether moonlighting affects primary job performance. Hence job performance is identified as the dependent variable in this study. As this study adopted the concept of self-efficacy, three factors are identified as independent variables for this study which are: environment, personal and behavioural factors. Whether the respondents moonlight or not is identified as moderating variable which argued to have influence the relationship between self-efficacy and employees' job performance.

Figure 1.0: Conceptual Framework adopt and adapt from self-efficacy concept that derived from Social Cognitive Theory Bandura (1997)



RESEARCH METHODOLOGY

This study adopts the quantitative approach by using surveys as a medium. This survey involved 229 female staff who work at four public hospitals in Klang Valley; Hospital Kuala Lumpur (HKL), Hospital Ampang, Hospital Serdang and Hospital Tuanku Ampuan Rahimah, Klang (HTAR). These four public hospitals were selected due to the size of the hospitals (among the largest public hospitals in Klang Valley) and the number of staff employed by these hospitals. The research design applied in this study is cross-sectional as data collection was conducted over a period of time (April - May 2016). Purposive sampling technique was utilised in this study, in which the samples of this study were limited to women who work at public hospitals in Klang Valley. Data collection for this study is based on self-administered questionnaires. A total number of 300 questionnaires were distributed, and only 229 responses were selected for further analysis. The remaining questionnaires were not included due to incomplete responses and some of the respondents did not return the questionnaires. Furthermore, the data collected were analysed by using Statistical Package for the Social Sciences (SPSS).

This study examines the goodness of measures used in this study. The measurement used in this study includes self-efficacy (personal, behaviour and environment factors) and job performance, they were developed based on relevant literature review. The Exploratory Factor Analysis (EFA) proved that the measurements used were valid [KMO=0.825, Bartlett's Test of Sphericity <0.00; Environment factor (7 questions); Personal (5 questions); Behaviour (6 questions) and job performance (7 questions)]. Furthermore, the reliability analysis undertaken proved that the three constructs used in this study (environment, behaviour and job performance) were reliable where the Cronbach Alpha value was above 0.8. While the Cronbach Alpha value for personal factor was 0.489, the finding of inter-item correlations for the items range from 0.15 to 0.50 is considered an acceptable level of consistency (Pallant, 2005). Finally, the normality test by Skewness and Kurtosis was performed—all four constructs used in this study were normally distributed (Skewness and Kurtosis within +/- 1.00). Hence, all constructs used in this study were considered good, valid, reliable, normally distributed and appropriate for parametric analysis used in this study (Multiple Linear Regression and PROCESS).

FINDINGS

Profile of respondents

A total number of 229 female respondents participated in this study. Majority of the respondents aged below 35 years old. 40.2% of the respondents were among Diploma holders, followed by SPM/STPM (33.6%), Bachelor degree holders (23.6%) and postgraduate level (2.6%). More than half of the number of respondents were among junior staff (54.6%) and the remaining were among executives, middle and top management. Majority of the respondents received monthly salary between RM1,001 – RM3,000 (69.0%). Out of 229 female staff, 147 were married (62.4%). From the total of 147 respondents who were married, 96.6% of their spouses are working. The findings of this study revealed that 54 respondents are working part time (moonlighting) and their part-time income is approximately RM1,000 and below (70.4%) and RM1,001-RM3,000 (27.8%) (See Table 1). Among the reasons for working part time include: to improve household income (38 respondents); to support family/spouse (8

respondents); hobby (6 respondents); looking for another job (4 respondents) and others. The respondents further shared about their part-time job—majority of them were involved in business and online business (21 respondents), photography, baby sitting, kindergarten teaching, promoting, waitressing, tailoring, restaurant assisting as well as being a grocery store worker, baker, caterer, assistant and others.

Table 1: Profile of respondents (N=229)

Characteristics	Frequency	Percentage (%)
Age		
Under 25 years old	29	12.7
25 – 35 years old	123	53.7
35 – 45 years old	55	24.0
45 and above	22	9.6
Educational level		
SPM/STPM	77	33.6
Diploma	92	40.2
Bachelor Degree	54	23.6
Postgraduate level (Master, PhD)	6	2.6
Working position		
Junior staff	125	54.6
Executive	26	11.4
Middle management	73	31.9
Top management	5	2.2
Working experience		
Less than 5 years	80	34.9
6 – 10 years	72	31.4
11 – 15 years	48	21.0
16 years and above	29	12.7
Salary		
Less than RM1,000	12	5.2
RM1,001 – RM3,000	158	69.0
RM3,001 – RM5,000	50	21.8
RM5,000 and above	9	3.9
Marital status		
Single	82	35.8
Married	147	64.2
Working spouse (if married) (n=147)		
Yes	142	96.6
No	5	3.4
Respondents working part time (moonlighting)		
Yes	54	23.6
No	175	76.4
Income earned from part time job (n=54)		
Less than RM1,000	38	70.4
RM1,001 – RM3,000	15	27.8
RM3,001 and above	1	1.9

The influence of self-efficacy on job performance

For the purpose of examining the influence of self-efficacy on job performance among female staff who work at public hospital in Klang Valley, multiple linear regression analysis was utilised. The general purpose of linear multiple regression analysis is to examine the relationship/influence of independent variables or predictors (three factors of self-efficacy—environment, personal and behaviour factors) and a dependent variable or criterion variable (job performance). All assumptions for multiple linear regression were met—data was normally distributed, linear, no multicollinearity issue (TOL>0.3, VIF<4.0) and no autocorrelation issue (Durbin-Watson = 1.701, between 1.5 – 2.5).

The findings of multiple linear regression revealed that the $R^2=0.130$ (1.3% of the variance in job performance) and the whole model used in this study is statistically significant (ANOVA $p<0.001$). The findings of this study discovered that there are significant influences between two factors (environment and behaviour) and job performance. Notably, behaviour was found as the main factor of self-efficacy that influences job performance among female staff who work at the public hospitals in Klang Valley.

Table 2: Multiple Linear Regression analysis

	Beta	t	Sig.	Tol.	VIF
(Constant)		6.288	0.00		
Environment (IV)	0.211	3.276	0.001	0.935	1.070
Personal (IV)	-0.090	-1.090	0.277	0.566	1.766
Behavior (IV)	0.293	3.458	0.001	0.538	1.857

a. Dependent Variable: Job Performance

The moderating effects of moonlighting on the relationship between self-efficacy and job performance

In examining whether moonlighting (working part time or not working part time) moderates the relationship between staffs' self-efficacy and job performance, PROCESS analysis was undertaken. The findings of PROCESS analysis revealed that staff who engaged in moonlighting moderates the relationship between 'behaviour factor' and job performance ($p < 0.05$, $\beta = 0.4329$, [LLCI=0.0766, ULCI=0.7891]).

Table 3: PROCESS analysis (moderating effects)

Outcome: Job Performance

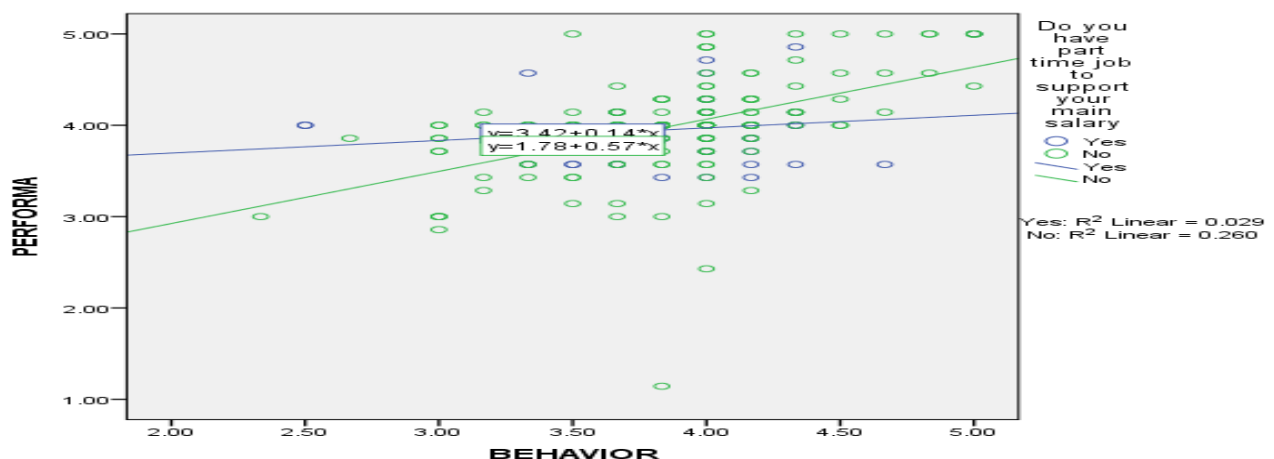
Model	R ² Change	coeff	p-value	LLCI	ULCI
Moonlighting and Environment factor	0.0853	0.2058	.1241	-.0569	.4686
Moonlighting and Personal factor	0.0193	0.1365	.2779	-.1108	.3838
Moonlighting and Behaviour factor	0.2332	0.4329	.0175	.0766	.7891

Furthermore, the findings of PROCESS analysis—conditional effect of 'behaviour factor' and 'job performance' revealed that moderator (moonlighting or not) only moderates the relationship when female staff are not doing any part time job (not moonlighting) (See Table 4 and Diagram 1).

Table 4: Conditional effect of X on Y at values of the moderator(s)

Moonlighting	Effect	Se	t	p-value	LLCI	ULCI
Yes	-.7642	.1379	.1683	.8192	.4135	-.1938
No	.2358	.5707	.0660	8.6491	.0000	.4407

Diagram 1: Scatterplot Graph – Moonlighting (moderator) moderates the relationship between behaviour factor and job performance



DISCUSSION

The findings of this study revealed that environment and behaviour factors of self-efficacy do influence job performance among the female staff of public hospitals in Klang Valley. This corroborates the findings to Maninger et al. (2011) and Banerjee (2012). The findings from the analysis showed that there are significant influences of good environment and behaviour among the female staff which affects the job performance among the female staff. Behaviour was believed to be the main factor of self-efficacy that influenced job performance among the female staff who works at the public hospitals in Klang Valley. This is also supported by the findings from Maninger et al. (2011), where 50% of the respondents felt that moonlighting jobs did not affect their primary job performance. This also showed that significant moonlighting has implemented effective and good process

environment within the organisation as this was proven with the high percentages of process components variable analysis. This factor was also dominant in the study carried out by Bandura (1997). The findings in this study is also similar to results from other countries such United States, where moonlighting does not affect primary job performance among respondents (Stinson, 1986, 1990; Amirault, 1997; Betts, 2011).

In contrast to other studies, moonlighting bring about some implications such as low pay, poor training opportunities and development in terms of status. Conflicts that may be faced by female moonlighters who work at public hospitals include being too busy for their families due to their hectic work schedule. For female staff who are also wives and mothers, the conflicts tend to be more severe. By and large, women are still expected to accommodate their work lives to the demand of home and health. Interrupted patterns and moonlighting employment still dominate the labour force activity of many female staff who adopt such employment behaviour in order to design their work around their families' lives. Moonlighting is not a negative issue but with improper management, it can affect everything. Female staff who moonlight should uphold and adopt high levels of self-efficacy to maintain their level of primary job performance. This is to avoid any conflicts with employers that can affect female staff such as termination.

Secondly, the findings also showed that moonlighting does moderate the relationship between behaviour and job performance. The vital part of the finding is that the behaviour of 54 female staff who were moonlighting did not portray that their extra jobs affect their primary job performance in any way. However, this study in somewhat contrary. It was discovered that the behaviour of female staff who did not moonlight, portrayed some effects to their job performance. The findings are supported by other studies (Aebi, 1998; Baba & Jamal, 1992; Mohd Nizam & Othman, 2014; Rispel et al. 2014; Johannessen & Hagen 2014).

CONCLUSION

Perception of self-efficacy in turn is interpreted as actual performances. Thus, if the female staff are confident that they can perform certain behaviours, then it is more likely that they would display this behaviour as long as this portrayal provides results in the desired outcome, as stated by Berghe (2011). Moonlighting among females are common but these issues have received insufficient policy and scholarly attention in Malaysia. As a result of the study, the Ministry of Health should pull in efforts and emphasis on the management of moonlighting and the regulation of commercial female engagement in moonlighting as important policy priorities. This effort is particularly displayed by the United Nations Development Programme (UNDP) in their strategy implementation to sustain and improve life. Thus, those involved in moonlighting and the general public will be more cognizant of moonlighting, its pros and cons as well as the reasons behind it. In fact, moonlighting can reduce poverty rates in Malaysia. In terms of long-term, moonlighting has numerous benefits. These benefits include improving human resource planning, the development of National Living Wage, the revision of female salaries, betterment of working conditions, on-going monitoring of public hospitals agencies as well as bring about positive effects and further propel the development of goals aligned with the National Living Wage by 2020.

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