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Does Banking Employees' Mental Health Affect their Creativity?

Nur Izzati Ahmad Sabri[1], Nor Hazana Abdullah[1]*

[1]Department of Management and Technology, Faculty of Technology Management and Business,
Universiti Tun Hussein Onn Malaysia, 86400 Batu Pahat, Johor, MALAYSIA

*Corresponding Author Designation

Abstract: Nowadays, the success of organizations depends on employees' creativity to spur innovation. Employees' creativity will help an organization to achieve their competitive advantages and sustainability. Banking sector is an economic sector that has been dedicated to holding financial assets for others and also investing those financial assets in order to generate more wealth. Banking sector is heavily invested in technologies and focus on optimizing customer services. Thus, banking employees' creativity will influence the changes in an organization in order to pursuit success. At present, studies on the impact of mental health on creativity have been lacking, especially in the banking industry. Thus, this study aimed to examine the relationship between mental health and employees' creativity among bank employees' at selected premier banks. This study adopted quantitative method as research strategy and questionnaire as a research instrument. A total of 114 questionnaires were collected from the banking employees' located in Pahang, Johor and Kuala Lumpur. Non-probability sampling technique which is convenience sampling was used to select respondents. The findings showed that there is a positive relationship between mental health and its components with employees' creativity. These findings provide an understanding about the mental health of the employees and its components impacts on the employees' creativity.

Keywords: Mental Health, Employees' Creativity, Banks' Employees

1. Introduction

Organizations value creative employees as they enable goal achievement as well as providing quality goods and services. According to Rabi and Masran (2016), creativity is defined as combination of an individual ability to generate accumulated knowledge and information that can be present by an individual towards a different ways. It is also the procedure of bringing something new and required a passion as well as commitment. Fluency, flexibility, originality and a quality elaboration are the

components of creativity. Individuals with creativity can build specific variation of ideas that have uniqueness (Rabi & Masran, 2016).

Mental health can be affect employees' creativity through numerous mechanisms such as interactions between types of work, organizational and management environment, skills of employees and support available for employees to carry out their work (Bhui et. al, 2016). Employees with low mental health are not optimizing their abilities and commitment at work because they are easily distracted. In addition, mental health negatively impacts on individual creativity when the working environment was uncomfortable such as the interaction among employee is hostile or work demanding more than employees' capabilities.

Employees' creativity can be clarified as unexplored area in organizational change and innovation. In addition to what has been stated, employees' creativity is installing a valuable and useful products or services and ideas, procedure or process by individuals (Woodman, Sawyer, & Griffin, 1993).

Banking system in Malaysia can widely be divided into banking sector and non-financial intermediaries (Sufian, Kamarudin, & Nassir, 2016). Banking sector is probably the most crucial financial intermediary in an economy because banks provide essential financial services that can facilitate economic growth. As banking sector is the authoritative financial institution in Malaysia, banks control most of the financial flows and own more than 70% of the financial system's total assets (Sufian, 2010). Besides, banking sector is also a sector of economy that has been dedicated to holding financial assets for others and also investing those financial assets in order to generate more wealth (Hall, 2020).

Consequently, it is stated that in banking sector the main participant as well as the largest and most significant providers of funds is Commercial banks. This can be proved, as Malaysian commercial banks enjoy the broadest scope of acceptable activities and capable to engage in a full range of banking services. Retail-banking services, trade financing facilities, treasury services, cross border payment services and custody services are the primary functions of Malaysian commercial banks. Apart from that, Malaysian commercial banks are the only financial organizations that authorize to engage in foreign exchange activities. Therefore, by offering these services, it can gives contribution towards Malaysian economies.

According to Hirschmann (2021), the number of people that been employed in the finance and insurance industry in Malaysia shows an increasing year by year starting from 2015 to 2020. This can be seen as in 2015, there are 349 thousand people were employed in finance and insurance industry and this number indicates a continuously increasingly until 2020 which 376 thousand people were employed in this industry. These statistics indicate that banking sector employees contribute significantly to nation development and they are indeed important human resource for the nation.

Nowadays, the success of organizations depends on the creativity as well as innovation. Apart from that, employees' creativity and innovation will help an organization to achieve their competitive advantages and at the same the organization also will always ensure their sustainability because organizations with creative employees not only give benefits to an organization but also towards their employees. Employees' creativity is important not only for an organization's competitive advantage, but also for Malaysia's development. Malaysia is supposed to be the country's which consists of human resource that supported high skills in technology with capable of being creative and innovative rather than only able to replicating or renovating.

However, there are various problems have occurred in banking sector work environment because of the change in structure and pattern of the work as well as implementation of using advanced up-to-date technology (Lau et. al, 2018). According to George and Zakkariya (2015) stressful, depressed and feel dissatisfied employees' would not be able to provide the good quality of work and productivity because employees cannot adapt with the changes. This can be demonstrated as banking sector

experienced higher level of stress rather than other sector due to the same issue which is overload with work (Chienwattanasook & Jermsittiparsert, 2019). Moreover, how creative the banks' employees are has not been adequately measured and this indicates a gap in the literature.

Employees' creativity could not only be improved if employees are mentally healthy. However, the number of mental health cases in Malaysia is increasing. According to National Health and Morbidity Survey (2015), mental health is expected to be the second biggest health problem affecting Malaysians after heart diseases by 2020.

Moreover, there are limited studies on studies that investigate the relationship between mental health and employees' creativity in banking sector. Majority of studies were conducted in education sector and hospital sector (Abdullah & Nusari, 2019) rather than banking sector. Due to the changes of work pattern, changes in progress as well as evolution of up-to-date technology in banking sector, it shows that the studies of the relationship between mental health and employees' creativity in banking sector are required.

Therefore, to achieve the research objectives the level of mental health among employees at selected banks and the level of employees' creativity among employees at selected banks are measured. Consequently, the relationship between mental health and employees' creativity among employees at selected banks is identified.

This research focuses on the relationship between mental health dimensions which are self-efficacy, social well-being and individual behavior with employees' creativity among employees working at selected banks. This research emphasizes the level of both mental health and employees' creativity and the relationship between both variables. To obtain data from the respondents, this study used a questionnaire as a research instrument.

Mental health can be affect employees' creativity through numerous mechanisms. Previously, the impact of mental health on employees' creativity in banking sector has been poorly understood. Therefore, this study helps future researchers to understand the impact of mental health on employees' creativity in banking sector. Rather than that, this study helps an employee or individual to adapt with the organizations that implementing employees' creativity. Besides, this study helps employers to improve their awareness on mental health and its effects on employees' creativity. Moreover, the study directly will benefit organizations to design the best strategies in order to overcome mental health to improve employees' creativity. As for industry, this study helps industries to know that there is existence of a mental health problem that affected employees' creativity in banking sector. Therefore, this study helps banking sector industry to early planning the ways to overcome mental health issues.

2. Literature Review

This part discusses conceptualizations and related models or theories of mental health and employees' creativity. The definition of mental health as well as employees' creativity based on previous studies will be discussed. Besides that, the researcher will review past studies to find the significance of the relationship between mental health and employees' creativity which is the basis to the construction of conceptual frameworks as well as the development of research hypothesis.

2.1 Employees' Creativity

Organizations have shown increasing interest in creativity since creativity is seen as the main factors of organizations to maintain their competitive advantage. According to Amabile (1988), creativity is defined as the generation of ideas of products that are correct, useful, valuable or meaningful. In an organization, an individual or a small group has to working together in order to achieve creativity. Furthermore, the successful implementation of creativity from individuals or groups will lead to an

innovation. Also state that, employees' creativity can be identified as unexplored area in organizational change and innovation. Although there are differences between creativity and innovation, it is useful to think that creativity as the main part and innovation as a later part of continual process in organizations to achieve competitive advantages.

Barron and Harrington (2012) argued that personal attributes and cognitive styles play significant roles of determining individuals' creativity aside from organizational factors. Additionally, Amabile et. al, (2004) emphasize those contextual factors that include goals and expectations for creative activities, social influence on individual's creativity, relationship with supervisor, co-workers and customers and organizational planning also plays significant role in determining employees' creativity.

2.2 Models of Employees' Creativity

According to Amabile's Componential Model, domain-relevant skills, creativity-relevant processes and task motivation are three models that influence creativity within individuals' components (Kessler, 2013).

(a) Model of Creativity-relevant Processes

Creativity-relevant processes model include an individual cognitive style and personality characteristics that are beneficial to individuals' independence, risk-taking, taking new points on problems, as well as individuals disciplined work style and skills in generating ideas. Cognitive style refers to individuals' ability to use wide, flexible categories for combining information and the individuals' capabilities to break out of perceptual and performance "scripts". The personality characteristics include individuals' self-control and a tolerance for ambiguity.

(b) Model of Intrinsic Task Motivation

Intrinsic task motivation model include the motivation of individuals to handle a task or solve a problem based of whether it is interesting, involving, personally challenging, or satisfying rather than undertaking tasks or problems out of the extrinsic motivation that agrees for rewards, competition, evaluation or requirements. When individuals feel motivated primarily by interest, enjoyment, satisfaction and tend to challenge itself, they will be most creative.

(c) Model of Social Environment

Social environment model refer to the outside component of creativity. Social environment includes all of the extrinsic motivation that has been shown to reduce intrinsic motivation. Not only that, social environment model also include the other factors in the environment that can present as barriers or as stimulants to intrinsic motivation and creativity. Besides that, social environment model determine that there are a number of work environment factors that can block individuals' creativity such as political problems within the organization, low risk attitude among top management and excessive time pressure. However, there are other factors that can inspire creativity such as collaborative of work teams, encouragement from supervisors towards development of new ideas and supportive top management towards creativity and innovation.

2.3 Mental Health

World Health Organization (WHO) defined mental health as a state of complete physical, mental and social well-being which an individual recognized his or her own abilities, can work productively and able to make a benefaction to his or her community. However, if an individual inadequate to control mental health, it will adversely show harmful effect towards individuals. Apart from that, mental health can be controlled by socioeconomic, biological and environmental factors. For instance, mental health cause risks if there is a rapid social change, uncomfortable organization environment and biological risks that include genetic factors. According to Gibson, Alloy and Ellman (2016), some of the types of

mental health illnesses are anxiety disorder, psychotic disorders which are hallucinations, impulse control and addiction and stress response syndromes.

Mental health was expected to be the second highest form of health problem by 2020 (Lee & Lai, 2017). Mental health is one of the difficulties in terms of conceptualizing. Mostly previous studies define the concept of mental health that derived from World Health Organizations (WHO). Thus, mental health can be defined as an individual realizes his or her own capabilities, can work productively and capable to make a contribution to his or her community. Also mentioned that, mental health include individuals abilities to manage their behavioral, emotional well-being, perceived self-efficiency as well as social well-being. Besides that, mental health can influence norms of society and culture, environment as well as organizations.

A study by Humpel and Caputi (2001) mentioned that stress in neither the environment nor the individual but is a product of the two. This means that, stress is described as a particular interaction between an individual and the environment that is evaluated by individual's ability to either exceed or threaten his or her well-being. Therefore, if employees' feel distressed with their work environment, it will affect their mental health as well as creativity. Cushway, Tyler and Nolan (1996) stated that other factors that influence mental health towards employees' creativity are individuals behavioral such as poor job satisfaction, absenteeism and quitting the job.

2.4 Theories of Mental Health

According to Elder, Evans and Nizette (2008), mental health theories can be broadly divided into three paradigms which are biomedical or biological theories, psychological theories that consist of psychoanalytic, behavioral, cognitive and humanistic theories and sociological theories. Therefore behavioral psychology theory, humanistic psychology theory and sociological theory was adopted for this study.

(a) Behavioral Psychology Theory

Behavioral psychology theory is a theory that advocated by well-known psychologists which are Watson, Skinner and Pavlov. Behavioral psychology theory refers to the view that behavior is influenced by external factors to the individual. In other word, behavioral theory is based on the idea that all behaviors are acquired through conditioning which is individual interaction with the environment. This theory was adopted for the elements of mental health which is individual behavior.

(b) Humanistic Psychology Theory

Humanistic psychology theory focuses on the development of a self-belief and the striving of the individual to achieve his or her personal goals. Humanistic psychology theory also can be refers to a perspective that looking at the whole individuals concepts such as self-efficacy and self-actualization. Therefore, individual's freedom to choose on what they wish to do in order to achieve their own goals. This theory was adopted for the elements of mental health which is self-efficacy.

(c) Sociological Theory

Sociological theory focused at a wide range of social matter including group behavior, social perception, leadership, nonverbal behavior, conformity, aggression and prejudice. Social theory is not just looking at social influences but also considering at the social perception and social interaction that leads to the understanding of social behavior. This theory was adopted for the elements of mental health which is social well-being.

2.5 Previous Studies

There are several studies that studies on mental health and employees' creativity. Lauronen et. al, (2004) showed that there are evidence exists to support the association between creativity and mental

health. As a results, most of the remainder that are not included in our examination show a fragile association between creativity and mental disorder, but the link is not apparent for all groups of mental disorders or for all forms of creativity. Additionally, studies by Noori *et al.* (2012) indicated the findings that when some personality factors such as self-efficacy, social well-being and individual behavior to approach normal life come along with individuals' creativity, innovation are achieved. Therefore, both of these studies showed that there is a positive relationship between creativity and mental health.

Furthermore, Waddell (1998) has identified 29 empirical studies on creativity and mental illness in order to review the specific evidence that associating both variables. Unfortunately, results showed that most of the studies are not support and association between creativity and mental illness. As studies by Moslemi, Ghomi and Mohamadi (2019) and Kalyar *et al.* (2021) used the same research methodology which is distributed of questionnaire, the results showed that there was no significant relationship between creativity and mental health. Therefore, these studies indicated that there is a negative relationship between creativity and mental illness. It should be noted, however, that the negative results have been focusing on mental illness per se and not mental health which comprises a broader set of behaviors.

However, different from others, the study from Naseem (2017) identified their findings by used emotional intelligence as a mediating role. As a result, this study finds out that emotional intelligence mediated the relationship between job stress and employee creativity. Furthermore, (Ding et. al, (2019) also used a mediating variable which is enterprise social networking (ESN) usage in a way to indicate the findings. Task-oriented ESN usage and relationship-oriented ESN usage are two types of ESN usage. At the end of the study, it can be analyze that task-oriented ESN usage positively moderates the relationship between perceived work stressors and employees' creativity while relationship-oriented ESN usage negatively moderates the relationship between perceived work stressors and employees' creativity.

3. Research Methodology

This part describes the research methods used to conduct this study. Research methodology can be defined as a set of procedures and also as the description of method used. There are two types of research methodology which are quantitative research and qualitative research.

3.1 Research Design

Research design refers to analyze information needed by using specific method to find out the problem of the studies. In this study, explanatory research design was used as it involved hypothesis testing. As quantitative research method is fast and can cover wide selection of sample to present the population that desired for this study, this study used quantitative method as research strategy and questionnaire as a research instrument.

3.2 Research Population and Sampling

In this study, employees' from selected banks Maybank, CIMB Bank, RHB Bank and Public Bank that located at three area from three state which area Kuantan Pahang, Batu Pahat Johor and Kuala Lumpur was selected as a target population. The total number of population of this research is almost 1800 employees. Therefore, the sample size of this research that was determined by the Krejcie and Morgan table is 317 employees'.

(a) Sampling Technique

Generally, sampling techniques can be divided into two types which are probability or random sampling and non-probability or non-random sampling. Non-probability sampling is usually associated with case study research design and qualitative research. Non-probability sampling consists of four types which are quota sampling, snowball sampling, judgment sampling and convenience sampling. This study decided to implement non-probability sampling which is convenience sampling since access to banks are restricted. Convenience sampling tends to be a favored sampling technique as convenience sampling are easily available and unchallenging sampling option compared to other sampling technique.

(b) Sampling Size

Generally, sample size is the technique of selecting the number of observations to be included in a sample and sample size was aim to make an inferences about the population from a sample. According to Krejcie and Morgan (1970), the sampling size can be determined based on total population as shown in Figure 1 below. Therefore, researcher estimated that there is almost 1, 800 banking sector employees', thus the estimation of the sample size that needed for this study is 317 employees'.

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	152	600	234	2000	322	40000	380
85	70	250	155	650	242	2200	327	50000	381
90	73	260	159	700	248	2400	331	75000	382
95	76	270	162	750	254	2600	335	1000000	384

N= Population size, S= Sample size

Figure 1: Determination of sampling size by total population

3.3 Research Instrument

In this study, quantitative method was conducted with questionnaire as a research instrument. Researcher was distributed the questionnaire to the respondents which is employees at selected banks. Questionnaire was divided into three sections which are Section A, Section B and Section C. Section A describe the demographic background of the respondents while Section B provided questions related to the level of mental health elements which are social well-being consists of 14 items that adapted from Nieboer and Cramm (2018), self-efficacy consists of 10 items that adopted from Yang *et al.* (2020) and individual behavior consists of 8 items that adapted from Miller (1990). Section C consists of 12 items related to the level of employees' creativity with 12 items that adapted from Yang *et al.* (2020). Likert scale was used for Section B and Section C.

3.4 Data Collection

Data collection is an important element and also plays a very crucial role in analyze research studies. Data collection is a process of collecting and analyzes suitable information for making decision in order to ensure that the studies are well-founded. Gathering data can be accomplished through two types of data collection methods which are primary data and secondary data.

(a) Primary Data

Primary data is the data gathered from first-hand by the researcher and also known as real time data. Primary data is data that not been published yet, therefore it is more reliable and actual. In analyzing surveys primary data is importance because it is necessary to obtain information from primary sources. Primary data sources include surveys, observations, experiments, questionnaire and personal interview. Therefore, for this study researcher was distributed primary data which is questionnaire among banking sector employees' in Pahang, Johor and Kuala Lumpur.

(b) Secondary Data

Secondary data is any form of data that has already been published and also known as past data. Secondary data is data that collected by other researchers but will be modified for some purposes. Therefore, secondary data will be less valid rather than primary data. Secondary data include journal articles, websites or any published or other statistical data.

3.5 Data Analysis

In research study, data analysis was a final stage. Data analysis is the process of data and information obtained will be analyze and processed to finalize the conclusion and solutions of the problems in the studies. Data analysis also will identify whether the studies achieved research objectives. At the end of the study, the questionnaire attained is reviewed to make sure that the questions meet the objectives of this study. Additionally, the data collected was analyzed according to each item and category by using Statistical Package for Social Science (SPSS) based on the frequency of scores, percentages and mean.

(a) Reliability Analysis

To ensure that the data that has been analyzed are stable, predictable and can produce accurate findings towards the variables, reliability analysis was used. Besides that, reliability analysis can indicate the stability and the goodness of the research instrument. In this study, the reliability of the research instrument was measured using Cronbach's Alpha method. Table 1 demonstrates the range of coefficient of Cronbach's Alpha and its reliability level (Arof, Ismail, & Saleh, 2018).

Table 1: Range of reliability level and coefficient of Cronbach's Alpha

Coefficient of Cronbach's Alpha	Reliability Level
More than 0.90	Excellent
0.80 – 0.89	Good
0.70 – 0.79	Acceptable
0.60 – 0.69	Questionable
0.50 – 0.59	Poor
Less than 0.59	Unacceptable

(b) Descriptive Analysis

Descriptive analysis is more on describing what data is being shown, thus the main purpose of descriptive analysis is to describe the behavior of the sample data. Descriptive analysis can be measured either by measures of central tendency or measures of variability. Measures of central tendency indicate to one number that summarizes the entire of data or measurement which are a central to the complete set. There are three measures of central tendency which are mean, median and mode. Measures of variation involve information about the range and spread of values described for variables. The main measures of variation are range, variance and standard deviation.

(c) Normality Test

There are many types of tests for the evaluation of normality but Kolmogorov-Smirnov test and Shapiro-Wilk test are mostly being used. This is because, rather than other types of normality test, Kolmogorov-Smirnov test and Shapiro-Wilk test can be conducted through SPSS. Kolmogorov-Smirnov test will be used if the sample size is more than 50 whereas Shapiro-Wilk test will be used if the sample size is less than 50. In this study, Kolmogorov-Smirnov was used as the sample size is more than 50.

(d) Correlation Analysis

Researcher was implement correlation analysis in a way to measure the relationship between independent variable and dependent variable. Generally, there are two types of correlation coefficient which are Pearson's correlation coefficient and Spearman's correlation coefficient. Consequently, if the results indicate shows normal, Pearson's correlation coefficient will be used while Spearman's correlation coefficient will be used if the results indicate shown non-normal. According to Zou *et al.*, (2010), Table 2 shows various strengths of correlation coefficient.

Table 2: The strengths of correlation coefficient

Correlation coefficient	Strengths
± 0.00 - ± 0.20	No correlation
± 0.21 - ± 0.40	Weak
± 0.41 - ± 0.60	Moderate
± 0.61 - ± 0.80	Strong
± 0.81 - ± 1.00	Perfect

4. Results and Data Analysis

According to the questionnaires that have been distributed, researcher had successfully collected 114 completed questionnaires from the respondents. Based on the sample size mentioned earlier, the return rate for this study is 114 or sample size 36%. These respondents consisted of male and female banking sector employees' from administrative department and operation department. The questionnaire consists of three sections which are Section A (Demographic), Section B (Mental Health) and Section C (Employees' Creativity). In order to answer on research objectives, the completed data were analyzed using Statistical Package for Social Science (SPSS). Therefore, in this chapter, the reliability analysis, demographic analysis of respondents, descriptive analysis, normality analysis and correlation analysis were discussed.

4.1 Reliability Analysis

(a) Reliability for Pilot Study

In this study, a pilot test was conducted on 15 respondents which were random distributed before the actual data collection process carried out. Pilot test been conducted to test the reliability of the questionnaires instruments used for conducting the study. This reliability analysis is divided into two variables, which are mental health and employees' creativity.

Table 3: Reliability analysis for pilot test

Reliability Analysis	Total No of item	Cronbach's Alpha	Interpretation
Mental Health	32	0.898	Good
Employees' Creativity	12	0.847	Good

The Cronbach' Alpha value for pilot test that has been analyze as shown in Table 3. The Cronbach's Alpha value for mental health is 0.898 while the Cronbach's Alpha value for employees' creativity is 0.847.

(b) Reliability Analysis for Actual Study

The respondents for actual study were conducted on 114 employees from banking sector.

Table 4: Reliability analysis for actual study

Reliability Analysis	Total No of item	Cronbach's Alpha	Interpretation
Mental Health	32	0.858	Good
Employees' Creativity	12	0.916	Good

Table 4 show the Cronbach's Alpha value for the actual study that has been analyzed. The Cronbach's Alpha value for mental health is 0.858 while the Cronbach's Alpha value for employees' creativity is 0.916.

4.2 Demographic Analysis

For demographic information of the respondents, descriptive analysis is been used. Demographic information which is Section A includes questions such as gender, race, age, working experience, department and bank. Table 5 shows demographic information that has been analyzed. This matter aims to obtain information on the background of the respondents who have been successful in this study.

Table 5: Frequency and Percentage of Demographic Information

Demographic	Items	Frequency (N)	Percentage (%)
Gender	Male	52	45.6
	Female	62	54.4
Race	Malay	76	66.7
	Chinese	31	27.2
	Indian	7	6.1
Age	21 – 30 years old	49	43
	31 – 40 years old	49	43
	41 – 50 years old	15	13.2
	51 - 60 years old	1	0.9
Working experience	Below 5 years	59	51.8
	6 – 10 years	40	35.1
	11 – 15 years	6	5.3
	16 – 20 years	2	1.8
	20 years and above	7	6.1
Department	Administration	56	49.1
	Operation	58	50.9
Bank	Maybank	41	36
	CIMB Bank	36	31.6
	RHB Bank	13	11.4
	Public Bank	24	21.1

4.3 Descriptive Analysis

Data analysis was made based on the research questions and guided by the items in the questionnaire that been distributed to the respondents.

Table 6: Descriptive Statistics Data

	Mean	Level of Tendency
Independent Variable (Mental Health)		
Social well-being	4.323	High
Self-efficacy	3.504	Moderate
Individual behavior	4.462	High
Total average	4.096	High
Dependent Variable		
Employees' Creativity	4.410	High

Based on Table 6, the components of the independent variable which are social well-being and individual behavior have a high level of tendency, but self-efficacy has a moderate level of tendency. In terms of mean score, individual behavior was the highest mean score (4.462), followed by social well-being (4.323) and self-efficacy (3.504). As a result, mental health has a mean of 4.096 which indicates a high level of tendency. Employees' creativity as a dependent variable has a mean of 4.41, indicating a high level of tendency. As a result, both variables have a high level of tendency.

4.4 Normality Test

Based on Table 7, the Kolmogorov-Smirnov test was used to test the normality of the data for the study conducted. The results of the analysis in Table 4.6 show that the independent variable and the dependent variable expressed a p value <0.05.

Table 7: Normality Test

Variable	Kolmogorov-Smirnov			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Independent Variable						
Mental Health	0.112	114	0.001	0.944	114	0.000
Dependent Variable						
Employees' Creativity	0.147	114	0.000	0.895	114	0.000

Based on Table 7, shows that the significant level of the both independent variable and dependent variable by Kolmogorov-Smirnov are 0.001 for mental health and 0.000 for employees' creativity, which the value obtained is less than 0.5 (p<0.5). Therefore, the data obtained is not normal. Due to these findings, the researcher would proceed with nonparametric analysis is the Spearman correlation analysis.

4.5 Correlation

From the result of normality test, Spearman's correlation analysis is used for this study will be used due to the data that is not normally distributed. When the significant value is less than 0.05, there is a relationship between two variables while the value is greater than 0.05, there is no relationship between the two variables.

Table 8: Result of Spearman's Correlation Coefficient

		Social well-being	Individual Behavior	Employees' Creativity
Self-efficacy	Correlation Coefficient	0.261**	0.195*	0.191*
	Sig. (2-tailed)	0.005	0.037	0.042
Social well-being	Correlation Coefficient	1.000	0.652**	0.627**
	Sig. (2-tailed)		0.000	0.000
Individual Behavior	Correlation Coefficient	0.652**	1.000	0.598**
	Sig. (2-tailed)	0.000		0.000
Employees' Creativity	Correlation Coefficient	0.627**	0.598**	1.000
	Sig. (2-tailed)	0.000	0.000	

Table 8, shows the results of Spearman's correlation coefficient between mental health elements such as self-efficacy, social well-being and individual behavior and employees' creativity. There is a weak significant relationship between self-efficacy and employees' creativity as the results indicates that r = 0.191 and p-value is 0.042 which is p<0.05. Therefore, H_1 is accepted. There is a strong significant relationship between social well-being and employees' creativity where the r = 0.627 and the p-value is 0.000. The p value show the value less than 0.05, H_2 is accepted. There is a moderate significant relationship between individual behavior and employees' creativity where the r = 0.598 and the p-value 0.000. The p value shows the value less than 0.05. H_3 is accepted. When significant value is less than 0.05, it indicates that there is relationship significant between two variables. Meanwhile, if the value exceeds 0.05, it means there is no relationship between two variables.

5. Discussion, Conclusion and Recommendation

The first objective for this study is to measure the level of mental health among banking sector. There are three components of mental health which are self-efficacy, social well-being and individual behavior. Based on the results obtained, the level of mental health among banking sector employees' are high. Among the mental health components, individual behavior has the greatest impact towards the variable of mental health, which has the highest mean, M = 4.462, followed by another components which are social well-being and self-efficacy.

The second objective for this study is to measure the level of employees' creativity among banking sector. Based on the results obtained, the level of employees' creativity among banking sector is high. This can be shown as the value of mean for employees' creativity indicating 4.410. Therefore, the second research objectives for this study have been achieved.

The third objective for this study is to identify the relationship between mental health and its components and employees' creativity is accepted. Based on the findings obtained, the three elements of mental health which are self-efficacy, social well-being and individual behavior shows that there is a positive significant relationship between the mental health components and employees' creativity. This can be proving, as the findings indicate that the mental health components which are self-efficacy, social well-being and individual behavior are less than 0.05. Among the components of mental health, social well-being representing a strong relationship with employees' creativity as r = 0.627. Based on

the findings, there is aligned with studies by Noori *et al.* (2012) which there is a positive relationship between creativity and the elements of mental disorders.

5.2 Limitation of Study

Despite the fact that this study was completed effectively and satisfying outcomes, there are certain limits to the study's completion. One of the limitations is the difficulty and time required in obtaining feedback from respondents is very long. Most of banking sector employees are currently experiencing work overload as a result of the pandemic Covid-19. There are several frequent explanations for this, including work that is pending, job expectations that exceed an individual's ability to deal with and the need to adapt to "work from home". Therefore, certain employees do not cooperate in responding to the questionnaire that has been distributed.

Aside from that, the sample for this study was limited to four banks which are Maybank, CIMB Bank, RHB Bank and Public Bank from three separate branches. In order to complete the questionnaires, some bank branches exclusively focus on staff with less than five years of experience. As a result, the data gathered from this group of employees may not be accurate.

Another limitation of this study is the lack of transparency in the questionnaire responses. Some respondents did not answer the questionnaires honestly because they believed there were questions that demanded personal and confidential information from respondents that could not be published. As a result, respondents were not truthful in their responses to the questionnaire.

5.3 Recommendation

During the course of this study, the researcher made a few recommendations. This research only involves quantitative method where questionnaires were distributed to obtain data. As a result, researchers recommend that this study could also focus on qualitative research rather than focus only one research design which is quantitative method. This is because qualitative methods such as observation and interview can assist to improve the study's findings.

Rather than that, the researcher recommends future research to increase the period of this study. This is because a longer period of time to complete the research allows for more respondents as well as can generate the good results of this study. Furthermore, this study conducted only in four banks which are Maybank, CIMB Bank, RHB Bank and Public Bank. Hence, researcher recommends that future researchers conduct similar study at all banks in order to collect more data and better understand about the between mental health and employees' creativity.

As a conclusion, according to the analysis that has been made, the researcher found out that all of the three objectives of this study are successfully achieved. This study demonstrates that there is a positive relationship between mental health and its components with employees; creativity among banking sector employees. The issues of mental health among employees are important to be emphasized and the elements of mental health also play importance roles towards employees' creativity. Therefore, organizations should take responsibility for overcoming mental health issues and to increasing employees' creativity. Last but not least, throughout the data analysis and discussion, the objectives of the research have been achieved, as evidence by previous studies.

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