

QUALIFYING EXAMINATION

HEROES IN FIREFIGHTERS: IMPACT OF PSYCHOLOGICAL RESOURCES IN PSYCHOLOGICAL WELL-BEING AND JOB SATISFACTION

DIONG SIEW MAAN, PSYCHOLOGY

Abstract

Firefighters are involved in highly stressful and dangerous nature of work. They are frequently exposed to unpleasant stressors and incidents such as gruesome scenes involving death and injuries of victims. Regular exposure to such critical rescue incidents result in firefighters' reporting higher levels of job-related stress, higher number of symptoms related to Post-traumatic Stress Disorder (PTSD) and physical health symptoms. On the other hand, some studies have found that while firefighters reported more PTSD related symptoms, most of them do not develop PTSD even after serving in the fire stations for a long time or having been exposed to traumatic or challenging rescues. The presence of psychological resources in firefighters such as resilience, social support and self-efficacy buffered firefighters' stress experience and well-being levels.

Extending from the work of positive psychology, Psychological Capital (PsyCap) which is conceptualised as an individual psychological resource influences organisational performance and workers' well-being. PsyCap comprises of 4 resources namely; hope, efficacy, resilience and optimism; is adaptable and open to changes and development. Research has found that combining the four resources into one single PsyCap index results in greater impact on behaviours, attitudes and work related performance outcomes than when changes are made to each of the individual factors. However, limited studies have been done on firefighters that examine the impact of psychological resources on firefighters' stress levels and psychological well-being. There are even fewer studies looking at the impact of PsyCap and firefighters.

**Friday
11 Sep 2020**

10am

**Venue:
TEAMS Meeting**

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(continued.....)

Given the challenges faced by firefighters in their work and the potential negative psychological health impact, this research seeks to understand the work experiences of local firefighters; their stress levels, and the impact of PsyCap on their psychological well-being and job satisfaction. Additional psychological resources that are unique to firefighters will also be examined. To the researcher's knowledge, there are no other local studies that have been published in Singapore focusing on psychological resources such as PsyCap and psychological well-being. Finally, as psychological resources such as PsyCap are amenable to change, this study will also explore the temporal changes in firefighters' PsyCap levels as they progress from trainees phase to become career firefighters. Overall, this research hopes to contribute to the understanding of firefighters and provide valuable information to support local fire service department in mitigating work related stress. The results could also help to shape training programmes to enhance firefighters' abilities to manage work related stress and challenges.

Proceedings

Duration	Session
5 mins	Chair Welcome & Introduction of Panel
30-45mins	Presentation by Student
15 mins	Q&A (by audience – faculty / students)
Break	Audience to leave the meeting
30 mins	Q&A by Panel
15 mins	Chairperson to ask candidate to leave the meeting Private Panel Discussion and Decision on the Qualifying Examination
15 mins	Candidate invited back by Chairperson Feedback and Outcome of Qualifying Examination

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