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RESEARCH & INNOVATION TOWARDS  
ACHIEVING SUSTAINABILITY**

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**ABSTRACT BOOK**

# International Virtual 2023 Medical Research Symposium

*'Spearheading Responsible  
Research & Innovation towards  
Achieving Sustainability'*

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OC025	Optical coherence tomography characteristics of diabetic macular oedema and its association with near vision among patients presented at an east coast Malaysia hospital	34
OC026	Incidence of diabetic macular edema among diabetic patients post cataract surgery in Sultan Ahmad Shah Medical Centre @IIUM – 3 years review	35
OC027	Beyond the lens: Surgeon experience and incidence of posterior capsular rupture (pcr) in the largest tertiary hospital in Pahang	36
OC028	Glycaemic control and quality of life among older population with diabetes in three districts of peninsular Malaysia	37
<b>ORAL PRESENTATION (NON-CLINICAL)</b>		
ONC001	Comparative analysis of colorectal cancer cells responses to trail treatment: investigation into the role of interleukins, potential regulators and mechanisms	38
ONC002	Receptor-like molecules (vdr and icam-1) genetic polymorphism is associated with dengue infection in Sabah population	39
ONC003	Workplace violence: Exploring the experience of workplace violence among healthcare practitioners in Klang Valley	41
ONC004	Dosimetry evaluation based on radiation interaction probability of <i>Rhizophora</i> spp. bonded with soy protein phantom for medical physics applications	42
ONC005	Directional cloning of HIV-1 vpr gene into mammalian expression vector	43
ONC006	The current provision of post-stroke vision care in malaysia: A qualitative interview among stroke-care professionals	44
ONC007	Effects of kelulut honey on female reproductive function in letrozole-induced polycystic ovary syndrome rats	45
ONC008	Spatial autocorrelation and hotspot analysis of notified hfmd infections in Pulau Pinang, Malaysia between 2017 and 2022	46
ONC009	Schizophrenia and apolipoprotein: A 10-year bibliometric analysis	47
ONC010	The effect of mindfulness as the psychological intervention on perceived stress among breastfeeding mothers with intrauterine growth restriction (IUGR) babies	48
ONC011	How mptp neurotoxin mirrors dopamine entry into dopaminergic neurons: Insights from molecular docking analysis	50
ONC012	Effects of zerumbone on the invasiveness of mda-mb-231 breast cancer cells under hypoxia	51
ONC013	Total phenolic contents and free radical scavenging activity of selected edible flowers available in Malaysia	52
ONC014	Prediction of iron deficiency anaemia using artificial intelligence	53
ONC016	Antinociceptive activity of petroleum ether extract of muntingia calabura leaves and its possible mechanism of actions	54
ONC017	Effect of estrogen replacement therapy on depression-associated neurotransmitters in perimenopausal mice	55
ONC018	Bibliometric insights into schizophrenia and genetic variation	56
ONC019	Assessing the therapeutic potential of saffron on cataracts in hypercholesterolemic new zealand white rabbits	57
ONC020	The aqueous extract from aquilaria malaccensis leaves exhibits non-toxic effects on maternal parameters in pregnant rats	59
ONC021	Parental knowledge regarding childhood constipation: questionnaire development and validation	60
ONC022	Food insecurity, nutritional status and mental health of low-income pregnant women in Kota Kinabalu, Sabah	61

ONC003

## Workplace Violence: Exploring the Experience of Workplace Violence among Healthcare Practitioners in Klang Valley

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**Background:** It is well known that the workplace violence among healthcare practitioners is higher than other profession, therefore every healthcare practitioner may experience workplace violence by becoming a victim from assault or interact with other coworkers who have been attacked. Training and education are crucial to minimize the possibility of becoming a victim of workplace attacks. However, there is a limited fundamental knowledge that could support the establishment of such the training and education within Malaysian healthcare setting. **Aims:** This study aimed to explore the experience of workplace violence among healthcare practitioners working in the major hospitals in Klang valley. **Materials and Methodss:** Using a generic qualitative design, data were collected using face to face semi-structured interviews among 18 nurses, seven (7) medical assistants, and two (2) medical doctors. The interviews were transcribed and analysed using framework analysis. **Results:** Three themes were developed from the interview data, namely tolerating with violence culture, understanding multifaceted triggers and causes, and achieving positive organizational change. Most of the incidents recounted by the participants involved verbal violence, only a few responses described physical violence. They described that the most common reasons for workplace violence were congested clinical areas, shortage of staff, long waiting time, and failure in communication. **Conclusion:** Reinforcement of the existing standard guidelines, effective communication courses are recommended as strategies to prevent workplace violence in the hospital setting.

Keywords: Experience; healthcare setting; qualitative research; workplace violence