

# UNDERSTANDING HEALTH INFORMATION-SEEKING BEHAVIOUR AMONG TYPE 2 DIABETES MELLITUS PATIENTS IN SELANGOR AND NEGERI SEMBILAN

(NMRR-20-2990-57182)

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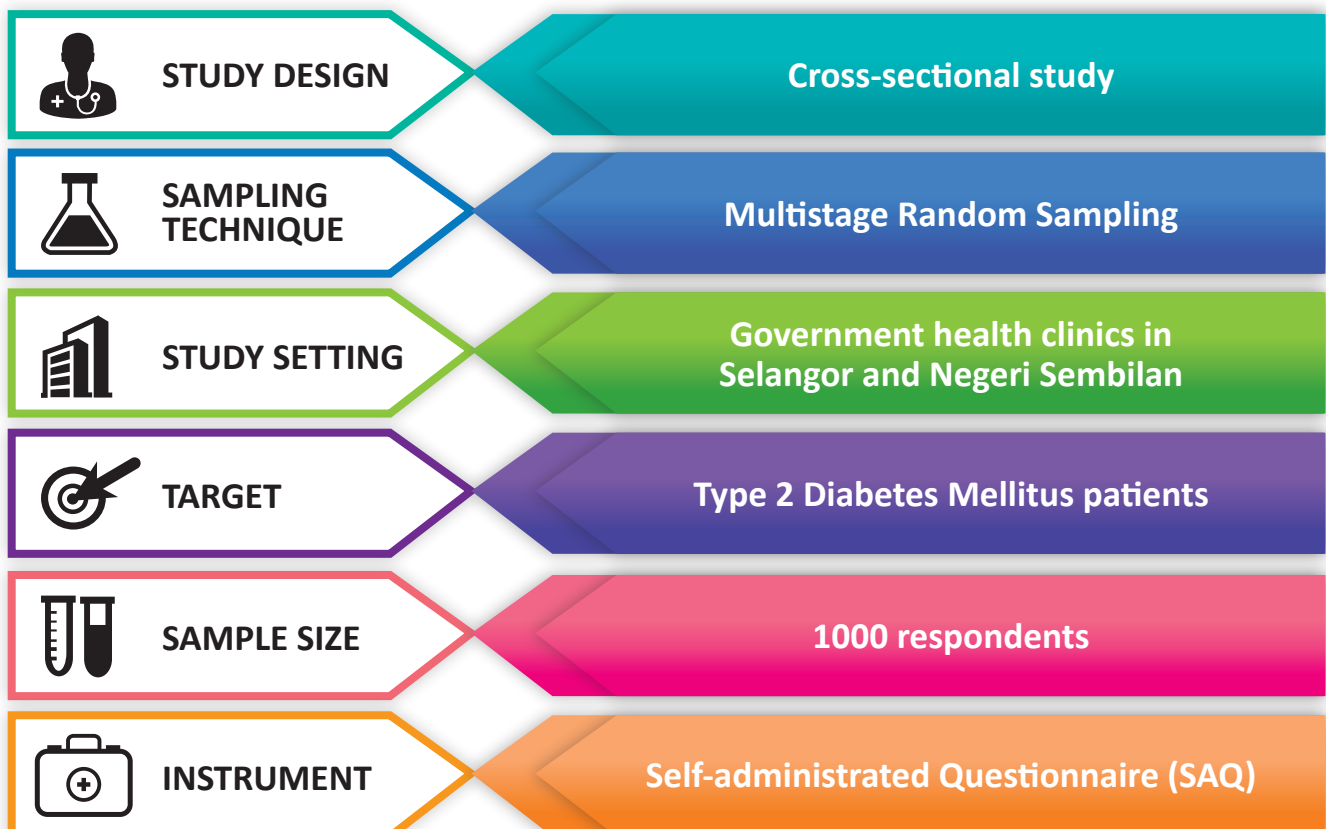
# INTRODUCTION

The process of gathering information on health treatment for the purpose of decision-making is known as health information seeking behaviour (HISB). It also can be defined as a problem-focused coping mechanism in medical decision-making. Understanding diabetes patients' information seeking behaviour is critical because knowledge helps patients manage their diabetes and improve their quality of life through better self-care behaviours.

## OBJECTIVES

- 1) To identify health information seeking behaviour among T2DM
- 2) To identify level of Health Literacy (HL) among T2DM patients
- 3) To identify the difference of demographic profile against HISB
- 4) To measure the association between HISB and Health Literacy

## METHODOLOGY

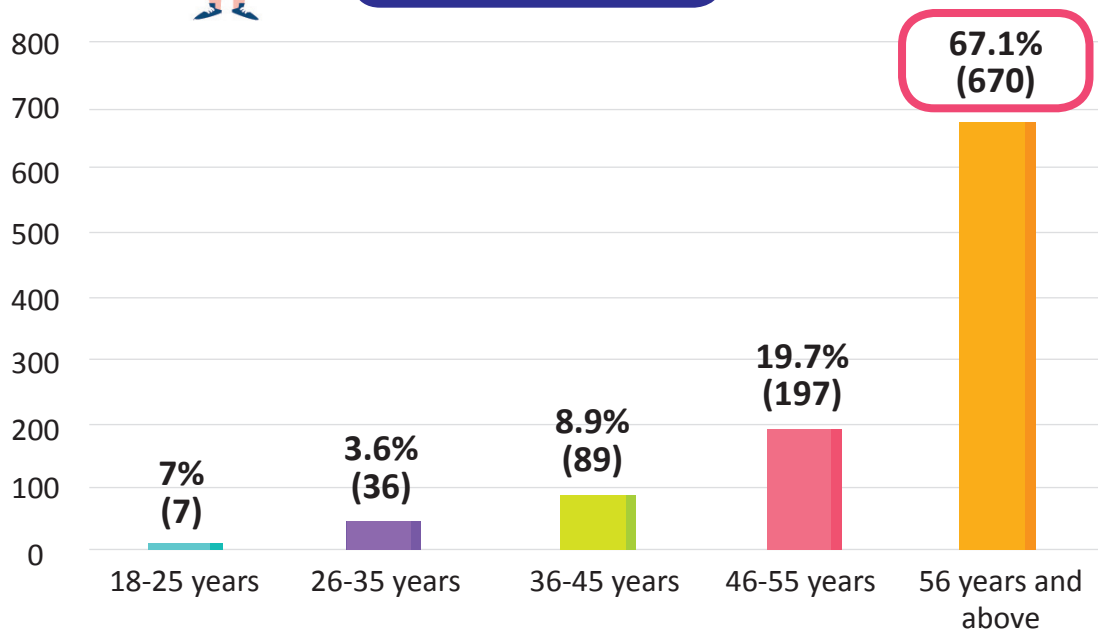


## SECTION A: DEMOGRAPHIC PROFILE



**999 respondents**

### AGE

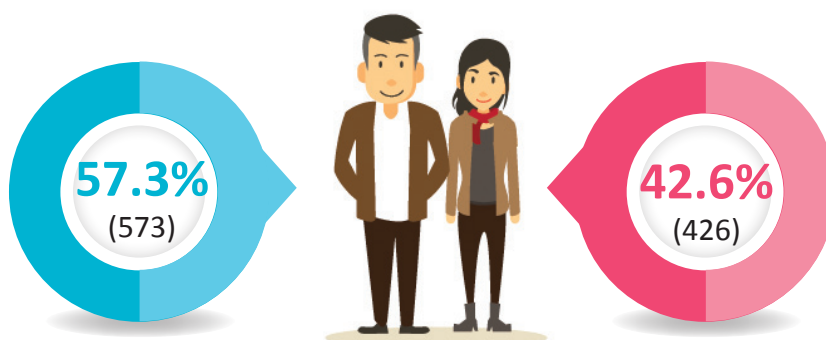


**67.1**

**AGE**

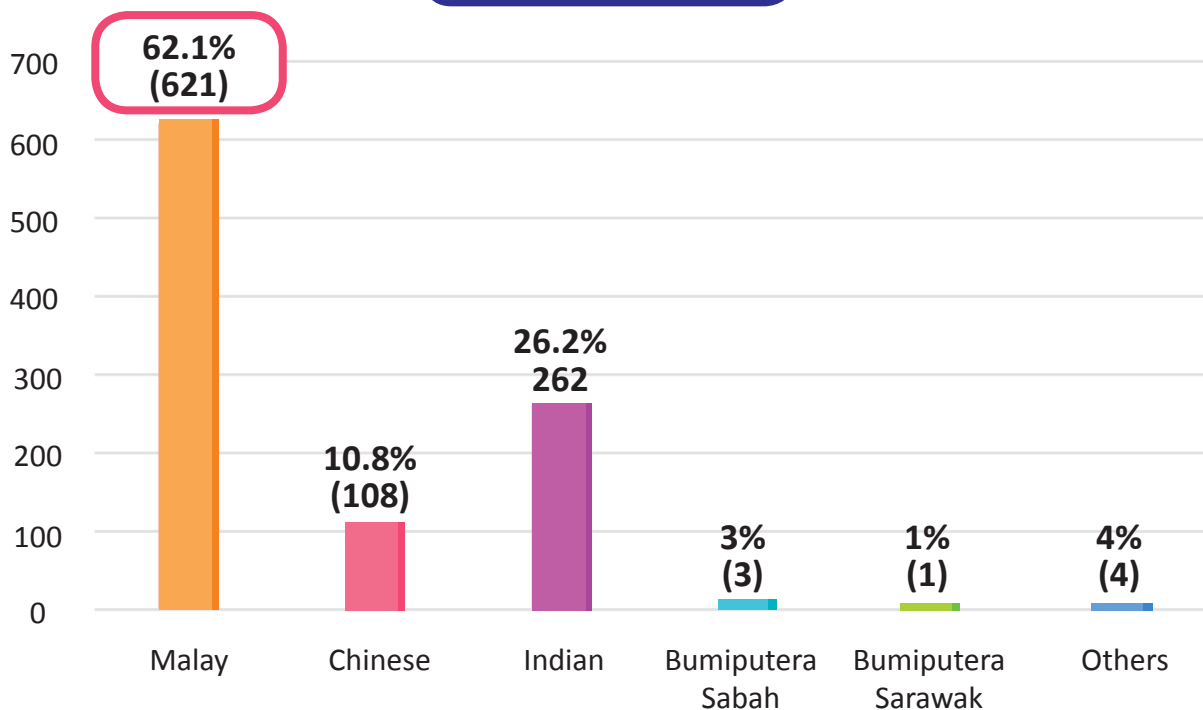
**56 year and above**

### GENDER



## SECTION A: DEMOGRAPHIC PROFILE

### RACE

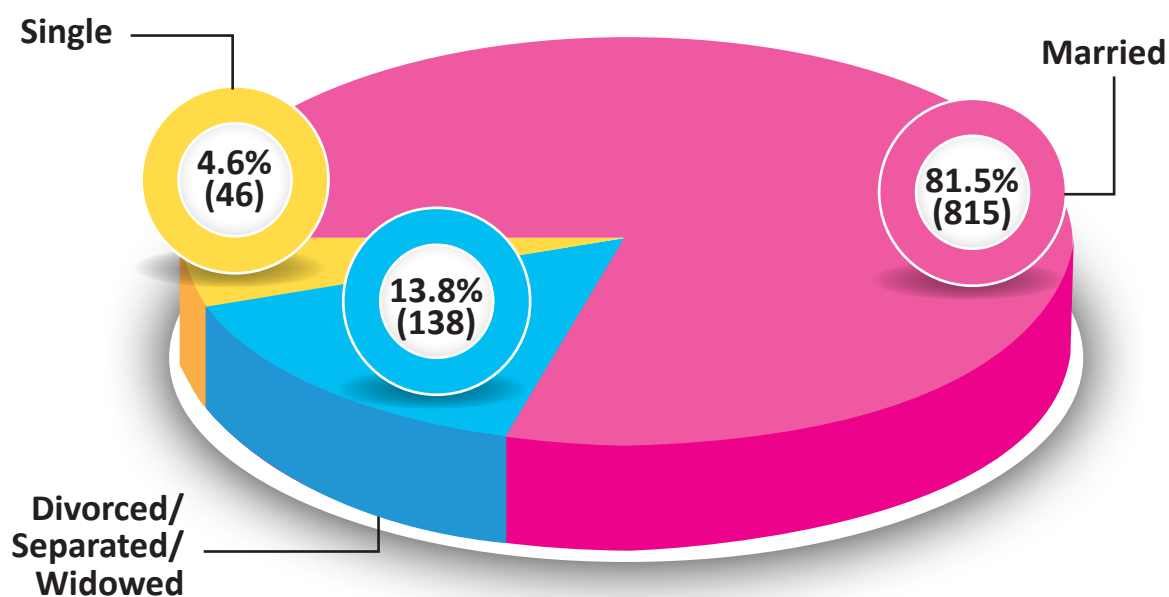


### EMPLOYMENT

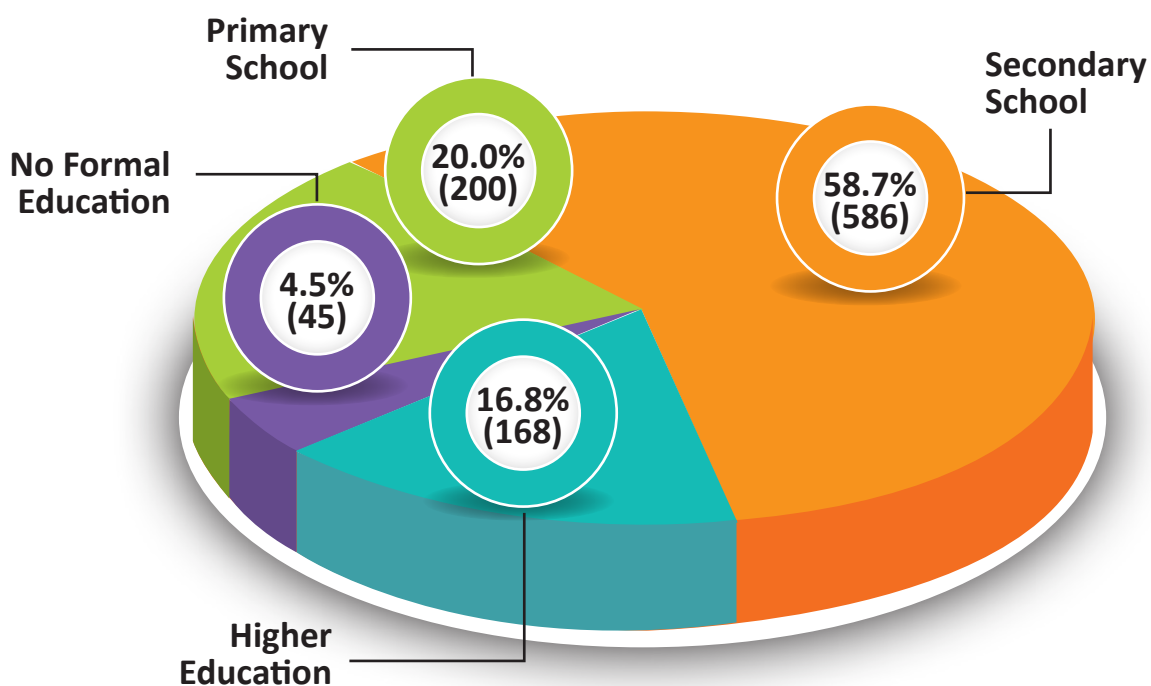


## SECTION A: DEMOGRAPHIC PROFILE

### MARITAL STATUS

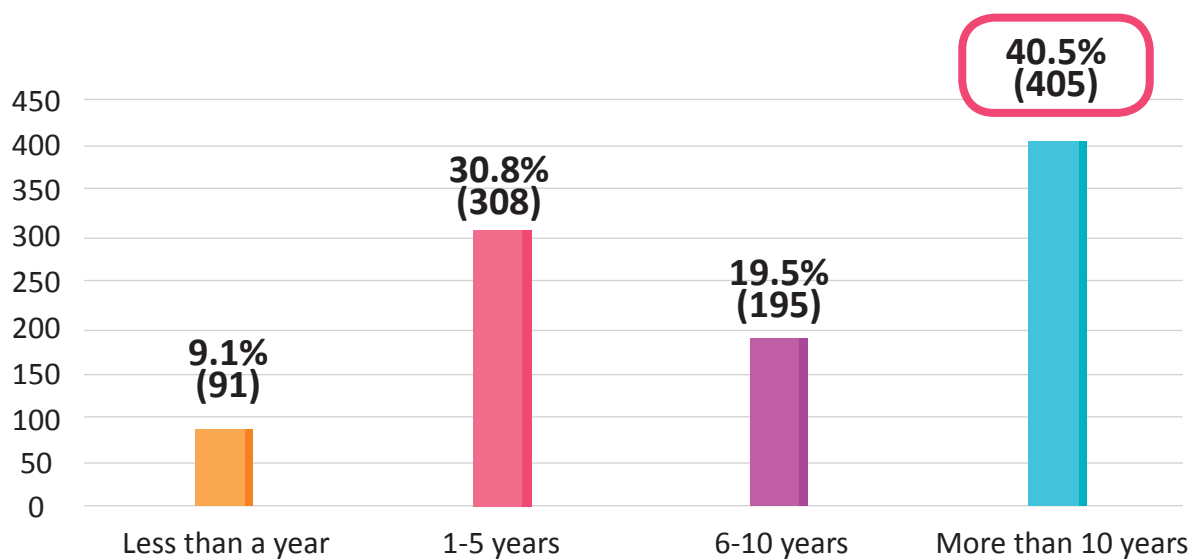


### LEVEL OF EDUCATION

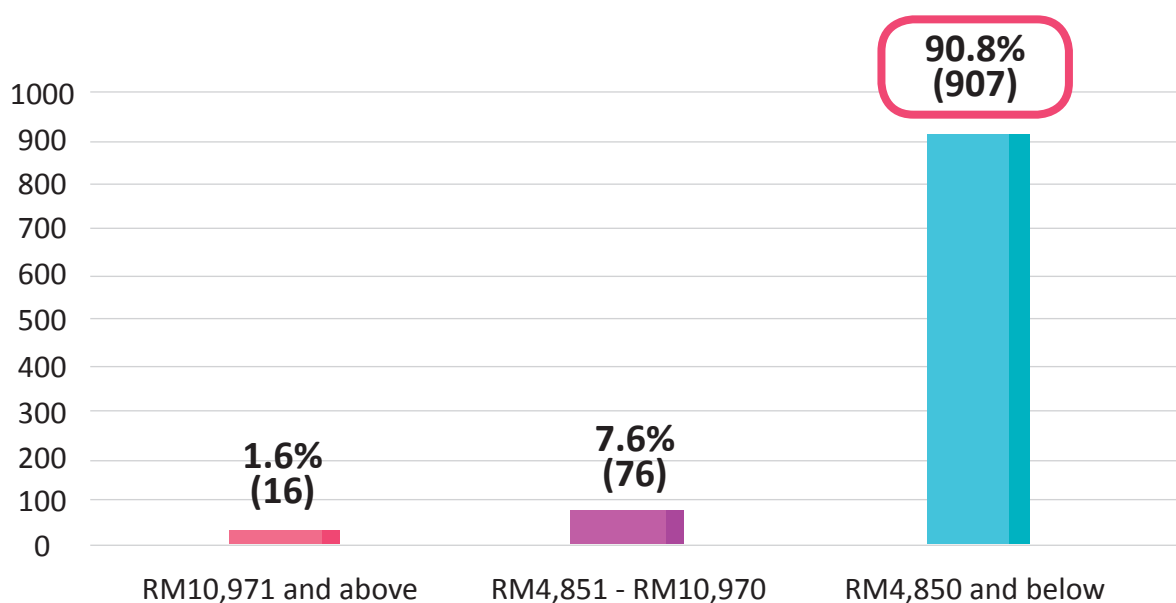


## SECTION A: DEMOGRAPHIC PROFILE

### NUMBER OF YEARS BEING DIAGNOSED WITH DIABETES

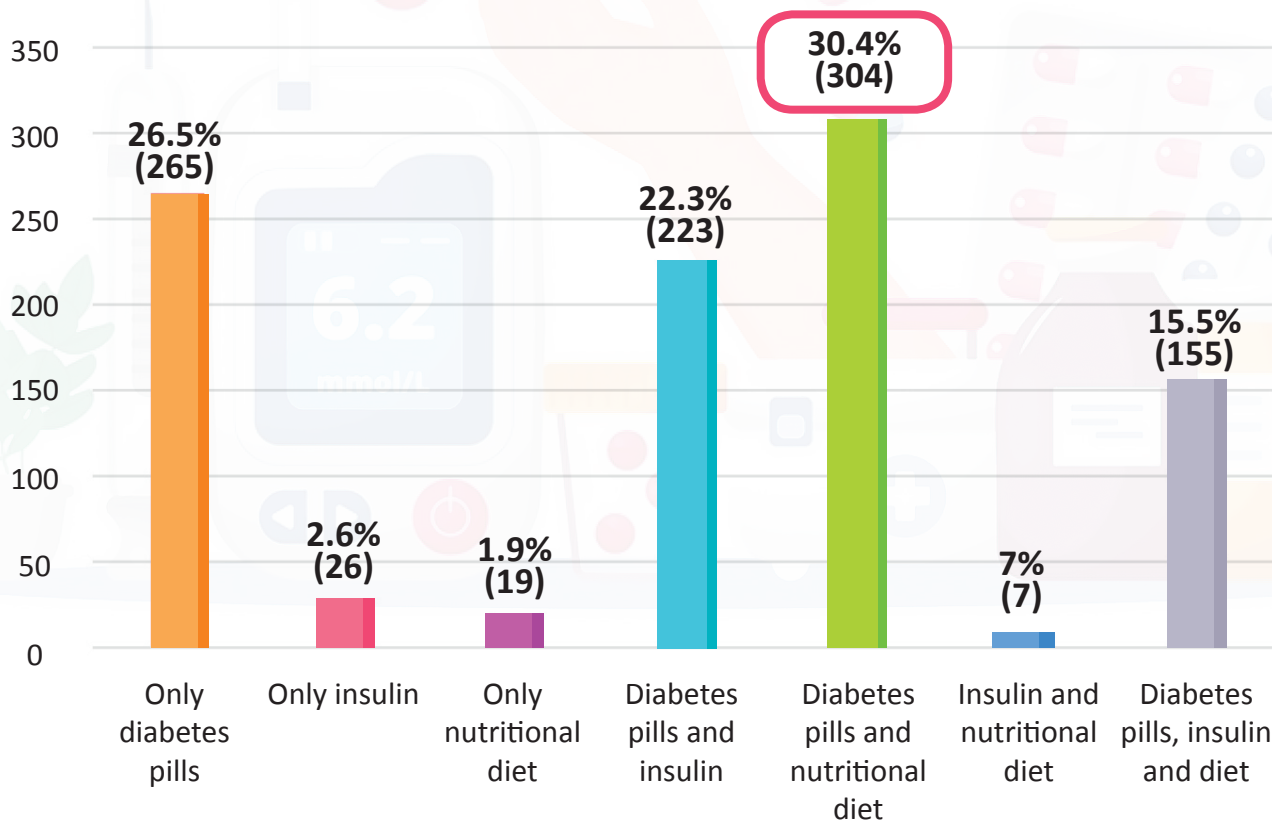


### HOUSEHOLD INCOME



## SECTION A: DEMOGRAPHIC PROFILE

### TREATMENT PLAN FOR DIABETES PATIENTS



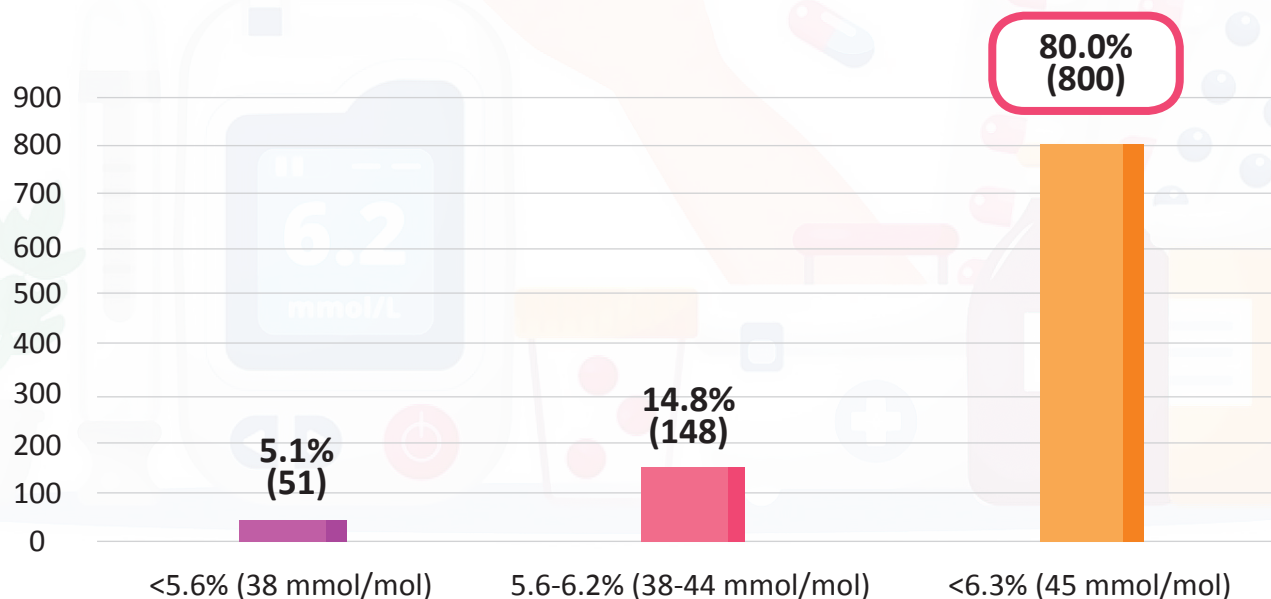


# UNDERSTANDING HEALTH INFORMATION-SEEKING BEHAVIOUR

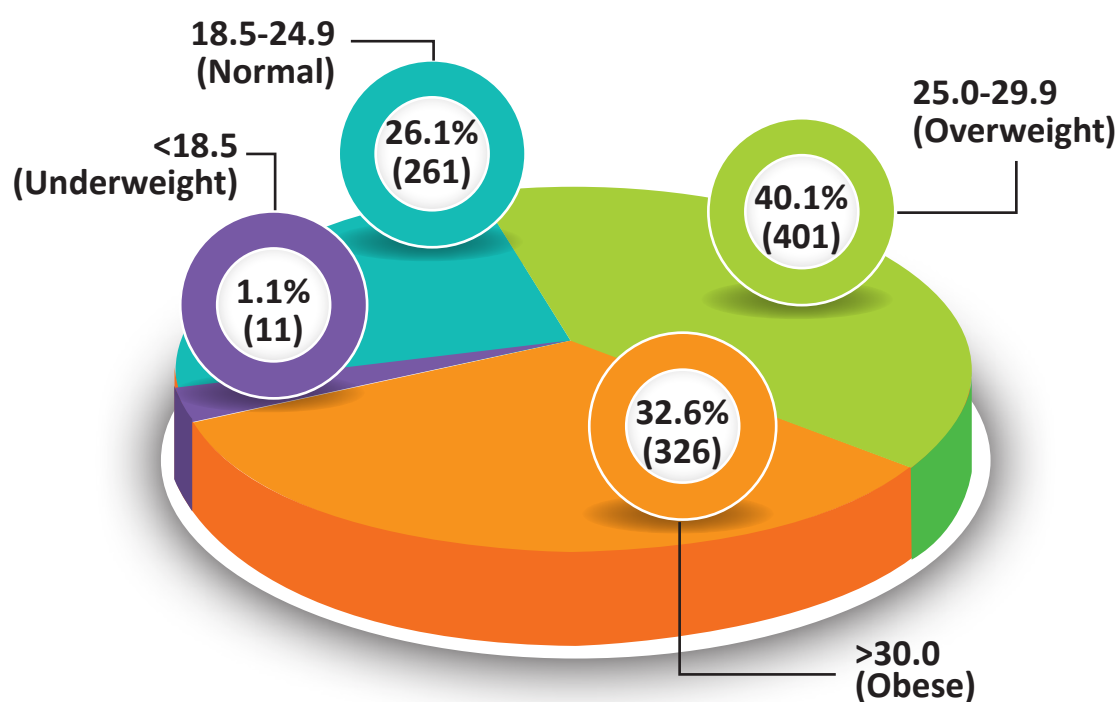
AMONG TYPE 2 DIABETES MELLITUS PATIENTS IN SELANGOR AND NEGERI SEMBILAN

## SECTION A: DEMOGRAPHIC PROFILE

### LATEST HbA1c RESULTS



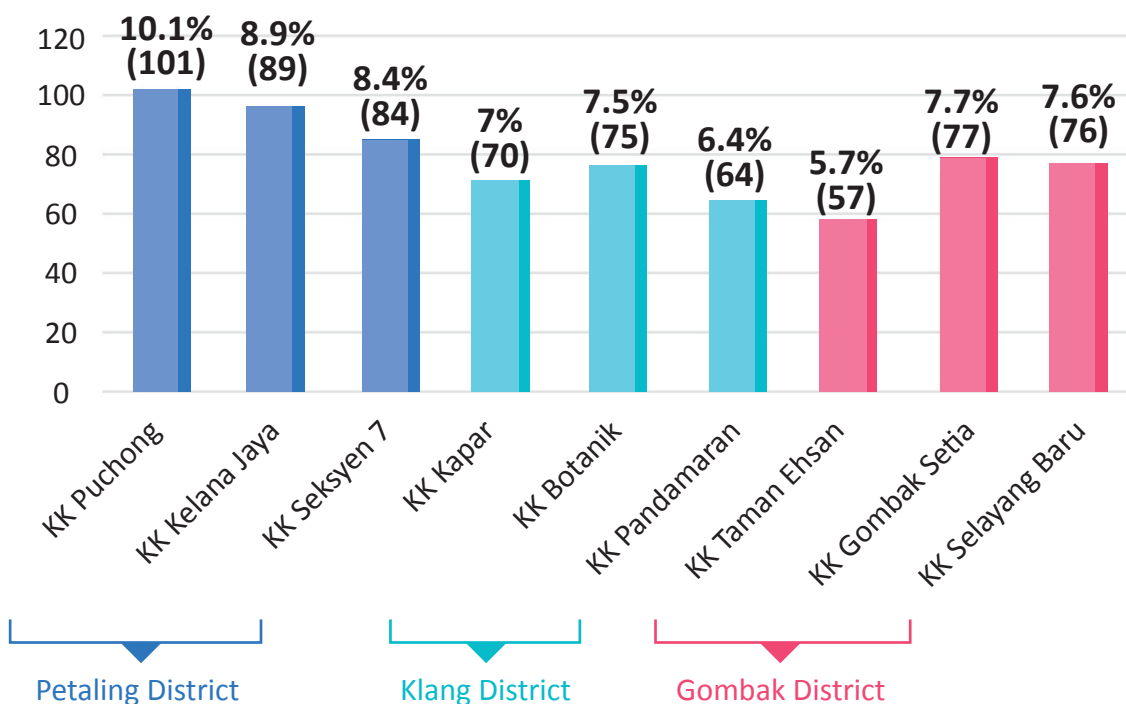
### BODY MASS INDEX (BMI)



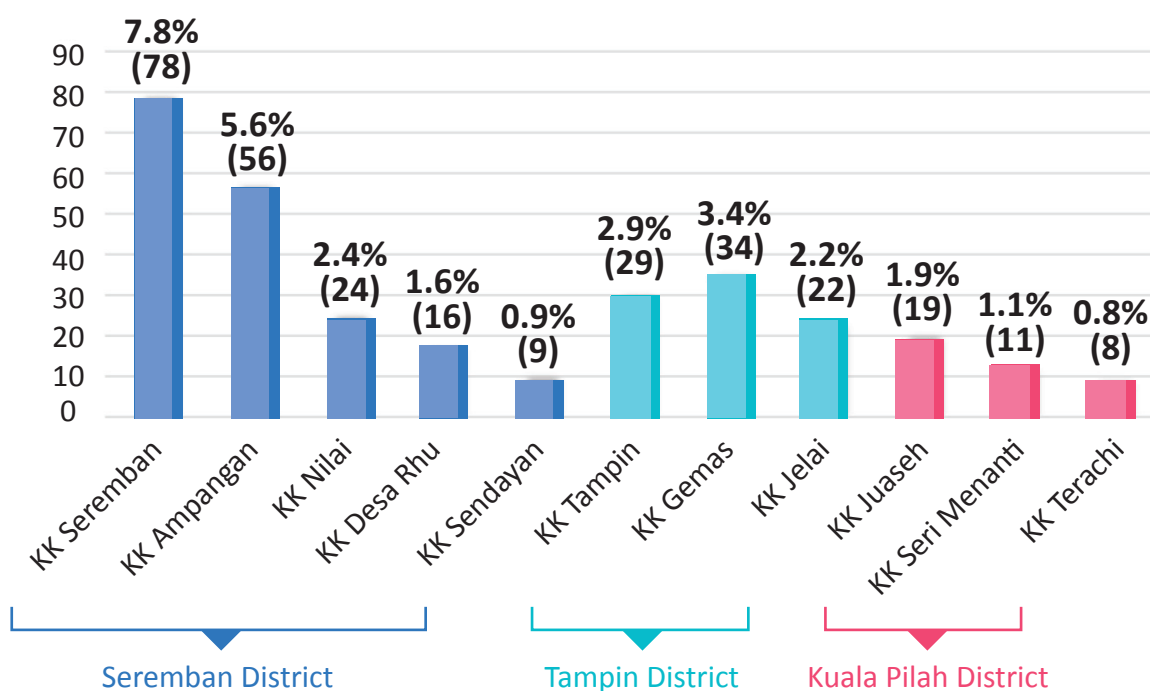
# UNDERSTANDING HEALTH INFORMATION-SEEKING BEHAVIOUR

AMONG TYPE 2 DIABETES MELLITUS PATIENTS IN SELANGOR AND NEGERI SEMBILAN

## FREQUENCY OF RESPONDENTS IN SELANGOR



## FREQUENCY OF RESPONDENTS IN NEGERI SEMBILAN



KK : Klinik Kesihatan

# FINDINGS

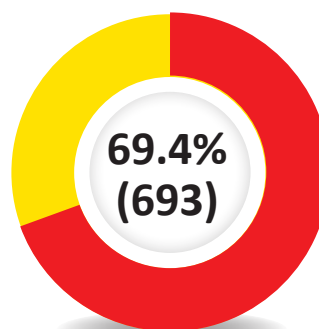
## DEMOGRAPHIC PROFILE

### STATE

**Selangor**



Total of respondents:



### DISTRICT

**Gombak**

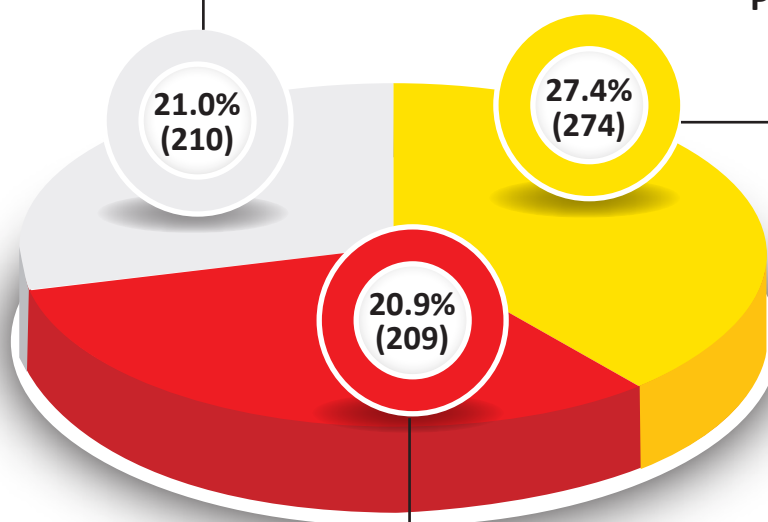
21.0%  
(210)

**Petaling**

27.4%  
(274)

20.9%  
(209)

**Klang**

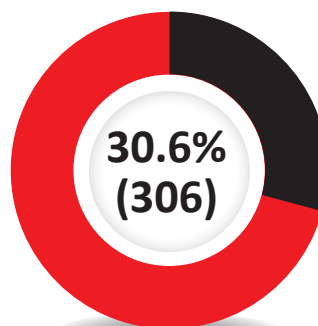


## DEMOGRAPHIC PROFILE

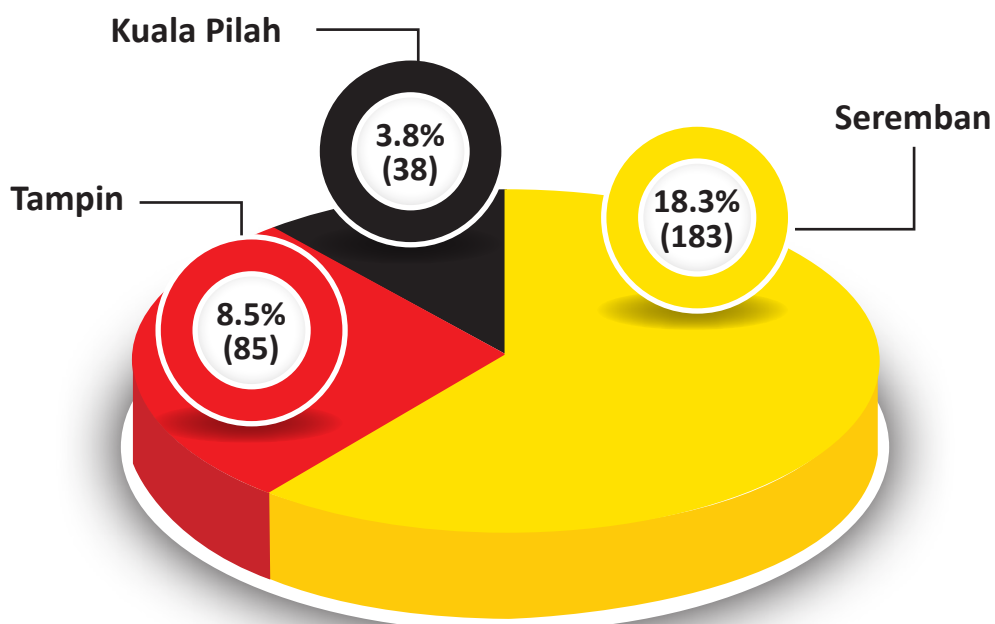
### STATE

**Negeri Sembilan**

Total of respondents:



### DISTRICT



# UNDERSTANDING HEALTH INFORMATION-SEEKING BEHAVIOUR

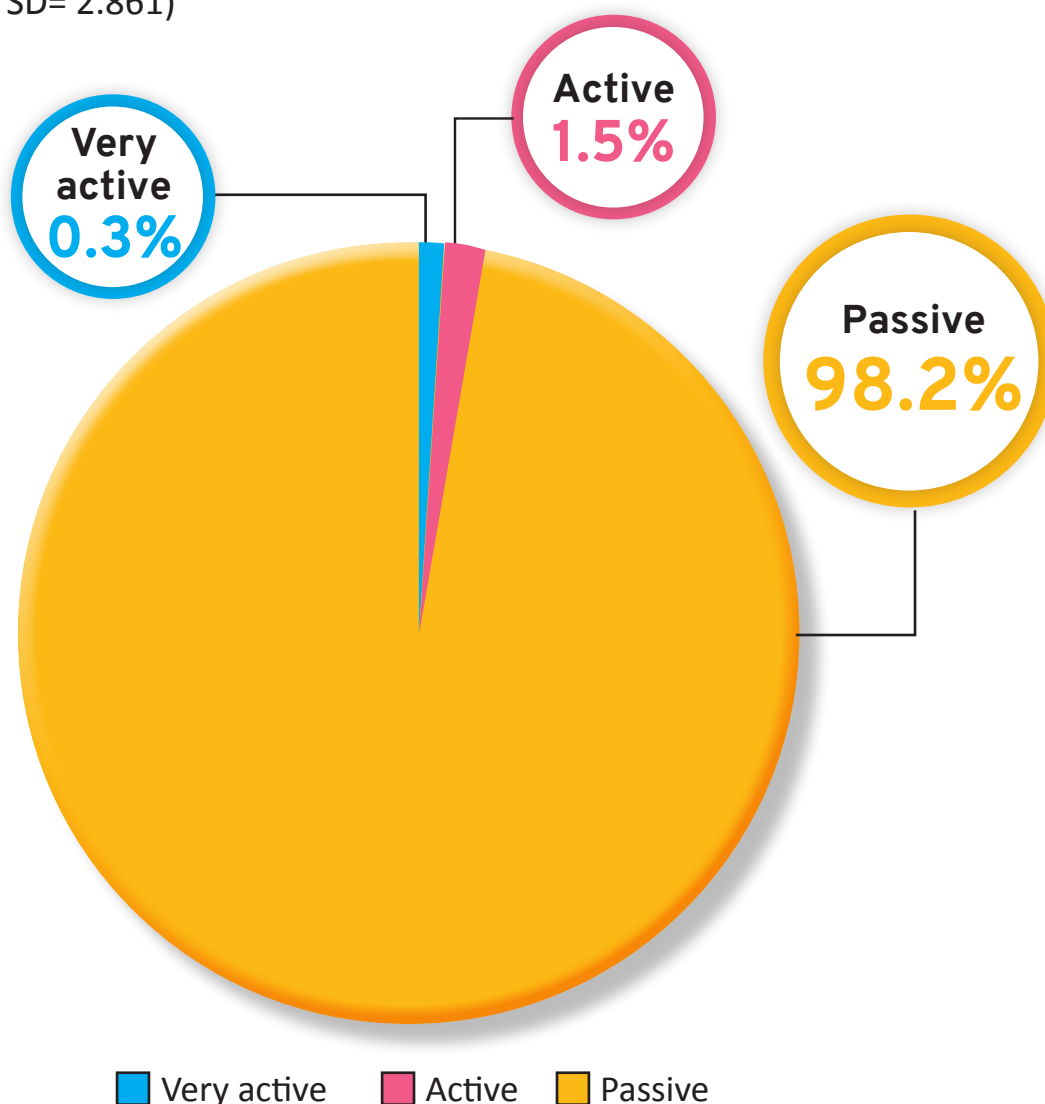
AMONG TYPE 2 DIABETES MELLITUS PATIENTS IN SELANGOR AND NEGERI SEMBILAN

## SECTION B: FREQUENCY OF HEALTH INFORMATION SEEKING

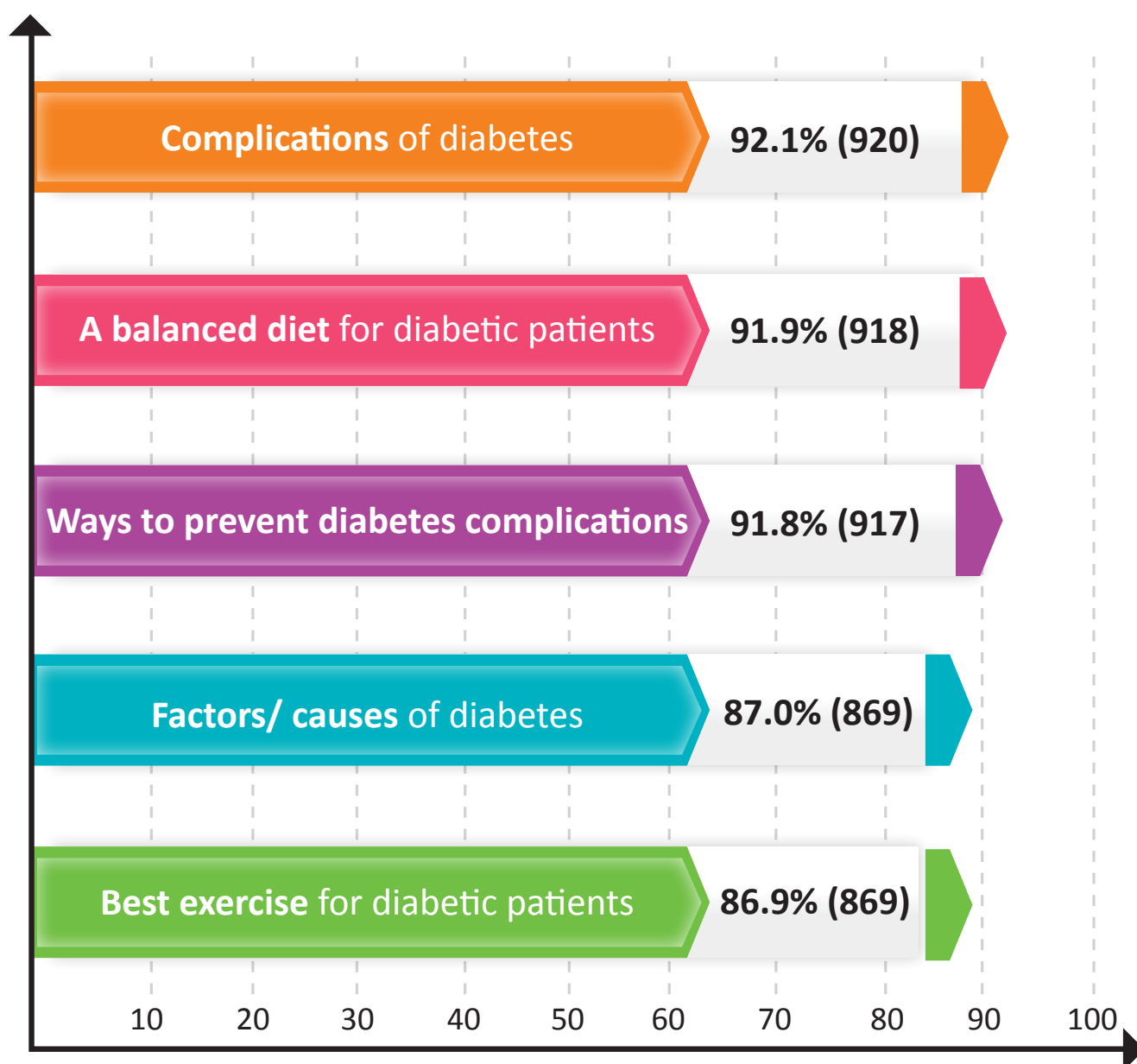
The scoring for this pattern was determined using Bloom's cut-off point, where a score between 0.0-5.9% falls under **passive**, 6.0-7.9% for **active**, and 8.0-10.0% for **very active**.

The mean for HISB is 4.355; indicate that it falls under passive category.

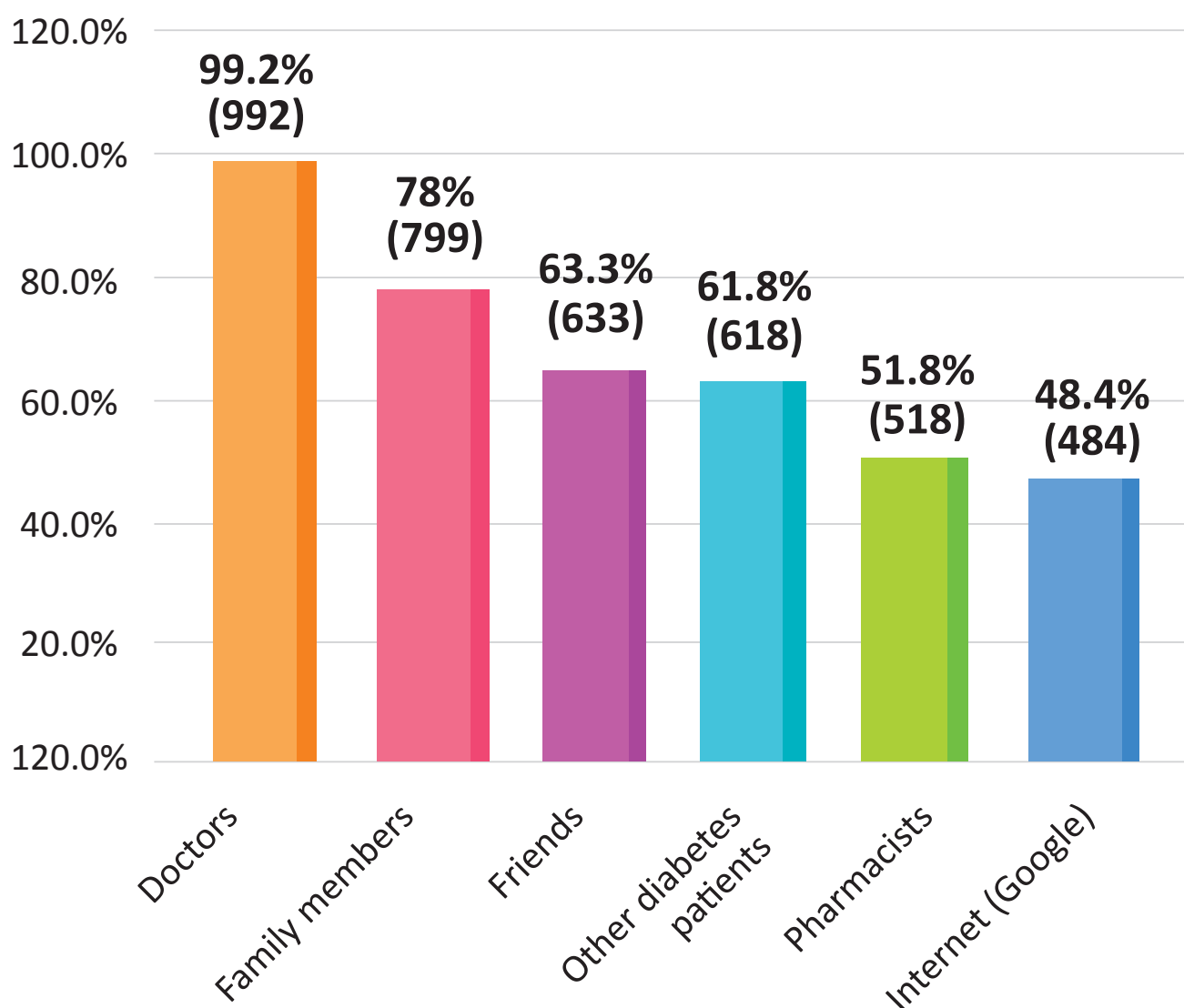
(Mean = 4.355, SD= 2.861)



## SECTION C: THE MOST SEARCHING TYPES OF INFORMATION



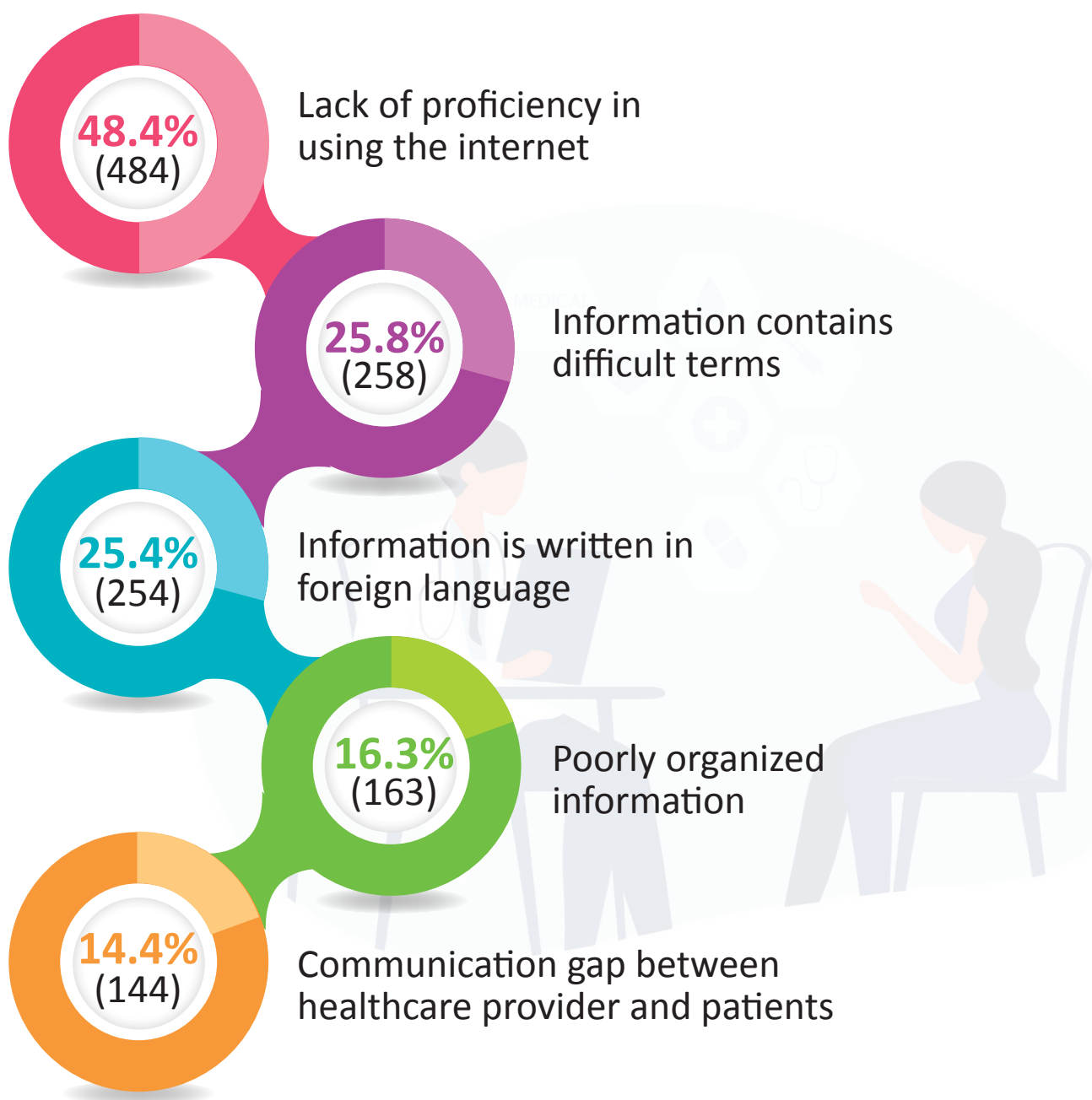
## SECTION D: SOURCES OF INFORMATION





## **SECTION E:**

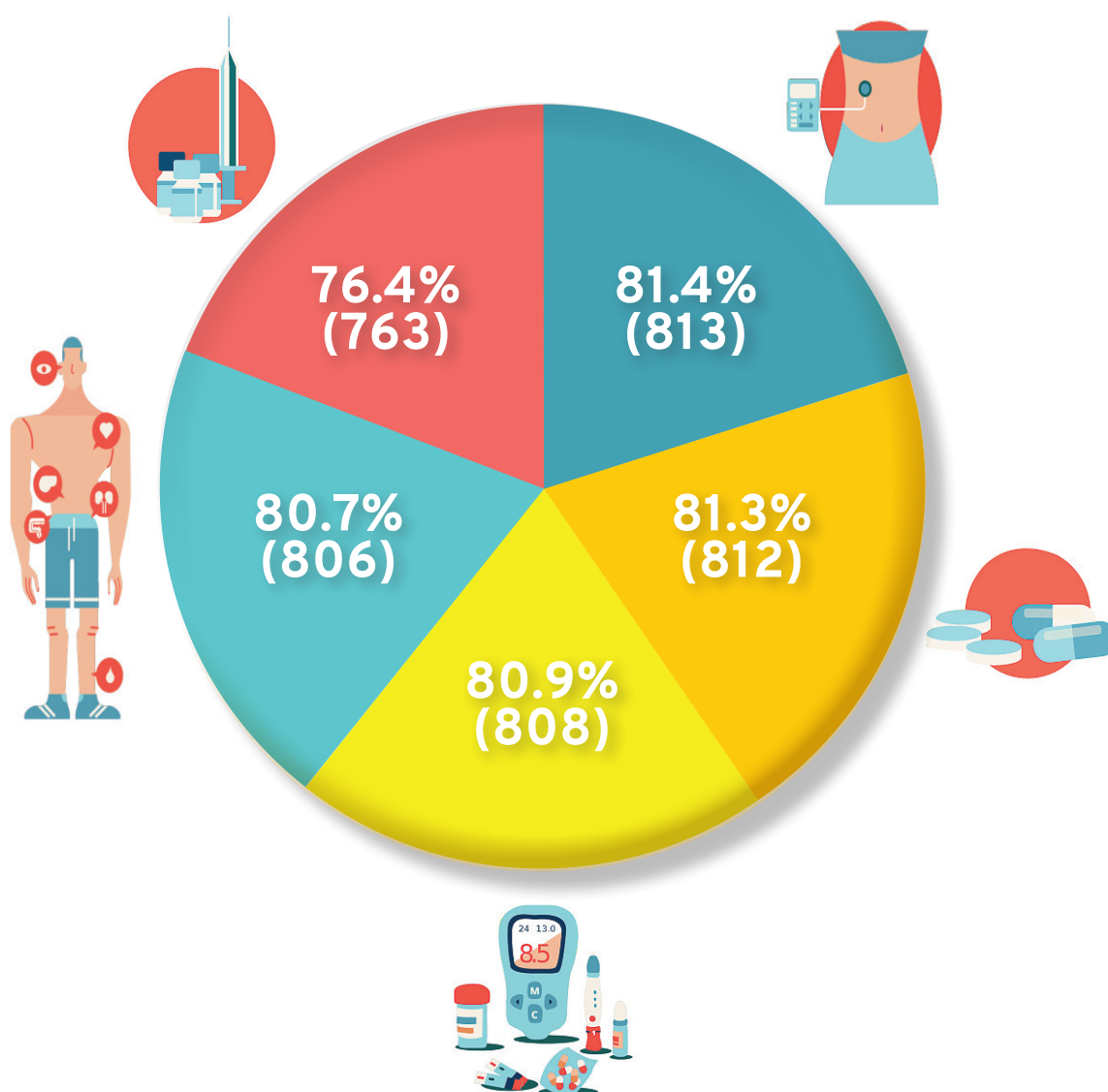
### **WHAT ARE THE BARRIERS IN SEEKING INFORMATION?**





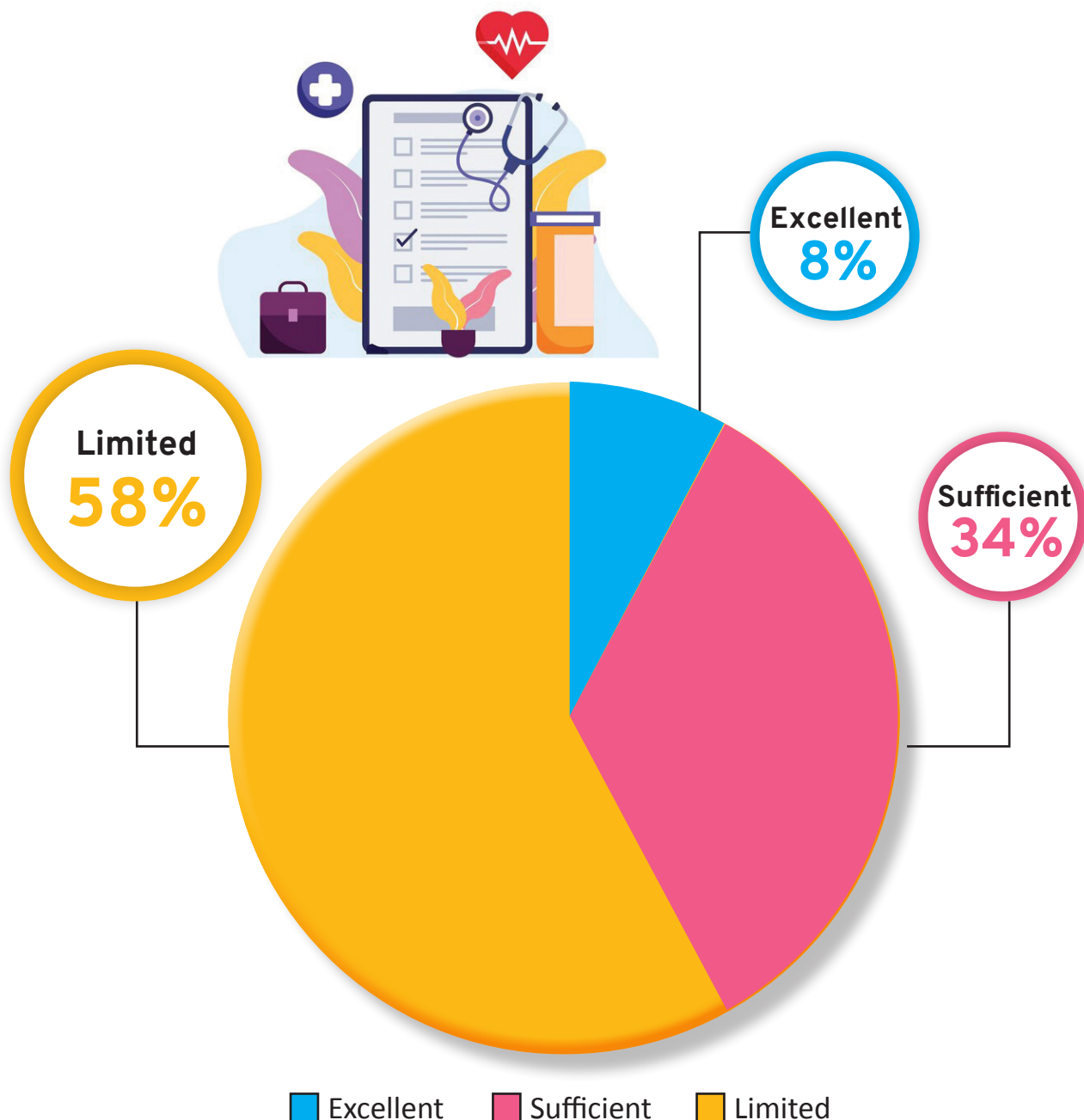
## SECTION F:

### REASONS FOR SEEKING HEALTH INFORMATION



- To ensure that my condition is not serious
- To understand more about diabetes management
- To fully understand diabetes
- To identify effects or complications of diabetes
- To choose the best option for diabetes

## SECTION G: LEVEL OF HEALTH LITERACY



(mean = 31.828, SD = 0.572)

The mean score for pattern of HL is **0-33 for limited**,  
>33-42 for sufficient and >42-50 categorized as excellent.

## THE DIFFERENCE OF DEMOGRAPHIC PROFILE WITH HISB

Variables	N	Mean	St. Deviation	t	Sig
<b>Gender</b>					
Male	426	4.0282	2.67962	-3.130	0.002*
Female	573	4.5986	2.96827		
<b>State</b>					
Selangor	963	4.4242	3.07029	1.274	0.203
Negeri Sembilan	306	4.1993	2.31661		

\*  $p < 0.05$

\*\*Independent sample T-test analysis

There is a **significant difference** between...



**GENDER**

Male & female

While, there is **NO significant difference** between

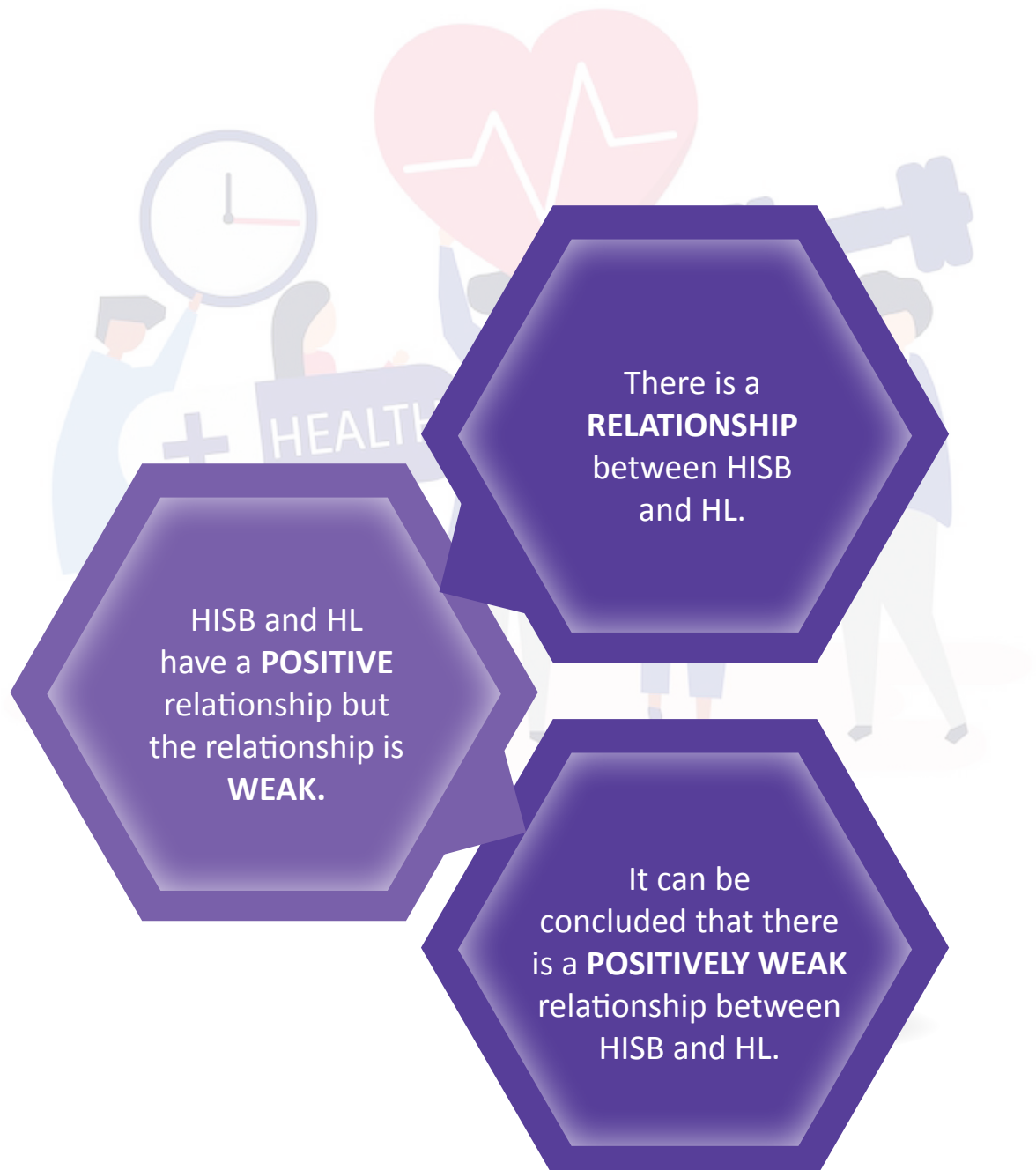


**STATE**

Selangor & Negeri Sembilan

## THE CORRELATIONS BETWEEN HISB WITH HL

There is an association between HISB and Health Literacy ( $r=0.351$ ,  $p<0.001$ ) which is positive with a weak association between HISB and Health Literacy.



# DISCUSSION

1.

## Sources

**Doctor and family members** were the leading sources of information mentioned by T2DM patients.



## Previous literature

People considerably preferred **doctors** when seeking out trustworthy information (Kostagiolas et al., 2020; Rani et al., 2019)

Participants' informal sources of information were from their **family members** and friends, especially from those who were also diagnosed with T2DM (Abdullah et al., 2020).

2.

## Types

Patients likely to search information on **complications of diabetes**, a **balanced diet** for diabetic patients and **ways to prevent** diabetes complications.



## Previous literature

Typically, a patient looks for general information about diabetes, **complications** and **risks** linked with diabetes, medication adverse effects, **dietary practices**, exercise, as well as **guidance on managing** their diabetes (Zhang et al., 2019; Kuske et al., 2017).

3.

### Reasons

Majority of the patients search for health information **to ensure that their diabetes condition is not serious and to understand more about diabetes management.**



### Previous literature

Most of the participants in this study reported that the primary reasons for searching health information were **general health knowledge, management of health, and for health and wellness info**, respectively (Jamal et al., 2015).

4.

### Barrier

Patients' barrier in seeking information mainly due to **lack of proficiency in using the internet.**



### Previous literature

Many older adults perceive themselves as **unable to learn to successfully use ICTs or lack the confidence** in their ability to learn and master the technology, which in turn can inhibit learning (Berkowsky & Czaja, 2018).



# UNDERSTANDING HEALTH INFORMATION-SEEKING BEHAVIOUR

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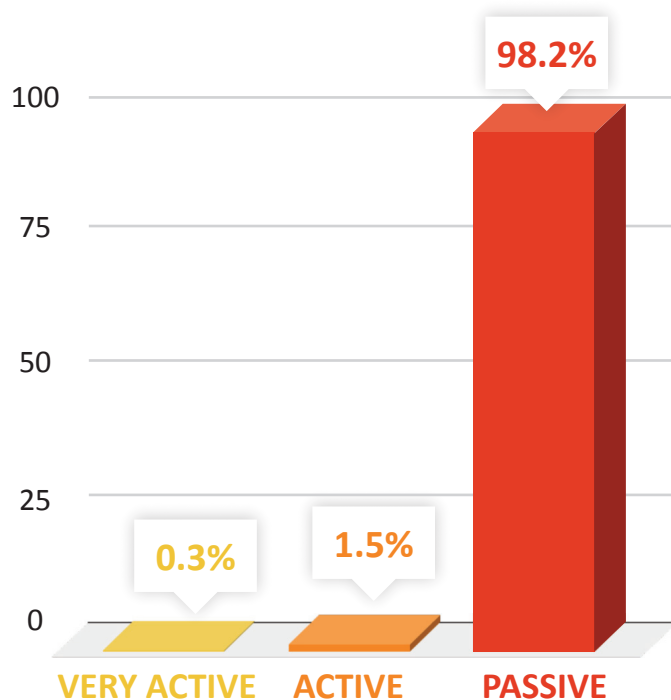
## CONCLUSION

Health Information Seeking Behavior (HISB) among T2DM patients in Selangor and Negeri Sembilan falls under **PASSIVE** category with **LIMITED** Health Literacy.



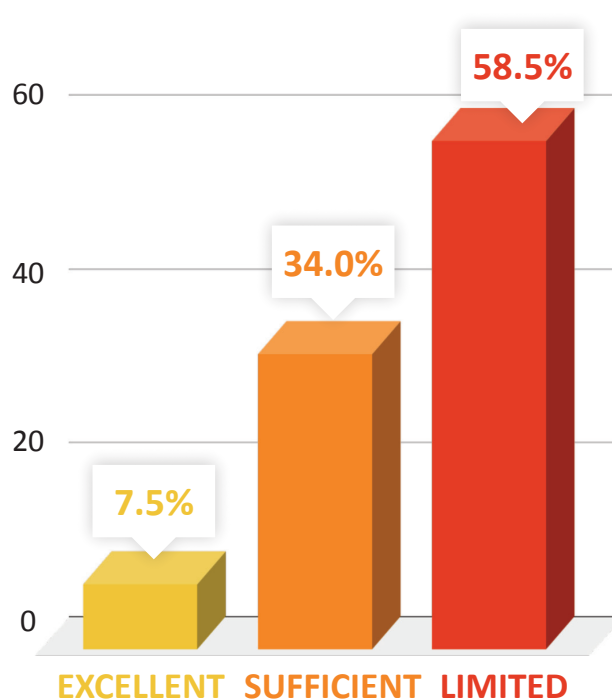
### HISB PATTERN

Most of the respondents are under **passive category**



### HEALTH LITERACY LEVEL

Most of the respondents are falls under category **limited HL**



## RECOMMENDATIONS

### **Begin with the most vital information**

1.

Managing diseases such as diabetes requires a life-long commitment. Determine what is most critical and emphasize to the patient that transformation is a gradual process, necessitating consistent behavior changes.

### **Allocate additional time during consultations**

2.

Doctors are advised to allocate additional time during consultations to effectively communicate and offer valuable guidance to their patients.

### **Encourage the patient and family members to take part in the learning process**

3.

Involving family members in the learning process to encourage support and allows both the patient and family members to better understand the health condition.

### **Refer the patient to a dietician**

4.

Monitoring carbohydrate intake is a key strategy in effectively achieving glycaemic control and promote healthy lifestyle to reduce complications in patients.

### **Reinforce patient education through frequent repetition**

5.

Repeated and continuous education sessions about glucose management and treatment support follow-through especially for the elderly patients.