The relationship between job burnout and job satisfaction among Malacca's general hospital nurses

Prepared for:
MISS MUNA KAMEELAH BINTI SAUID

Prepared by:
MAIZATUL ELIANA BT MANSOR
MIRA ADILAH BTE ZAKARIAH
SITI NUR AIN BT KAMAL
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY

JULY 2012
ABSTRACT

The purpose of this study is to examine the relationships between job satisfaction and job burnout. The study focused on nurses who work at Malacca's General Hospital. The respondent of this study were those nurses who are currently working at Malacca's General Hospital. Questionnaires were used as method of collecting data. Out of 92 questionnaires distributed, only 64 were returned. Results showed grief to have significant correlations; negative with burnout, positive with job satisfaction. It seems that despite the scope of literature job satisfaction and burnout, the empirical evidence does not yet provide the nursing profession with a cogent conceptual framework in fully understanding and explaining the antecedents, consequences, and process involved in job satisfaction and job burnout among nurses. Therefore, further study should be conducted in order to identify whether Malaysian nurses as a whole were satisfied with their work and they do not feel burnout.
First and foremost, we would like to say thank you to my advisor, Miss Muna Kameelah bt Sauid which has been our supervisor for this whole two semester. She had taken a lot of efforts to meticulously go through our group work and came up with helpful suggestion. Without the help from her, we surely came into deep problem in completing this research and also because of her cooperation and endless patience in letting our group master about the fieldwork of this research. Her cooperation indeed make our work became easier and faster. She also gives us a lot of knowledge and information regarding this research.

Not to forgotten to our co-advisor Encik Norazman bin Harun, deepest gratitude for his unwavering support and guidance throughout our research proposal. We also offer our warm thanks to the Puan Suriana binti Jantan staff of Clinical Research Centre (CRC) at Malacca’s General Hospital who had help us throughout the data collection as well as the staff nurses for participating in the study.

This work would not have been possible without the help of our group members and friends, who provided invaluable personal support to us. We also offer our deepest thanks to our family for their insightful advice and financial support. Last but not least, a deep appreciation to the Malacca’s General Hospital for its generous support that enabled us to continue this research to its completion.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>LIST OF TABLES</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIST OF FIGURES</td>
<td>ii</td>
</tr>
</tbody>
</table>

## CHAPTER 1
**INTRODUCTION**
- Background of Study
  - Statement of the Problem
  - Research Objectives
  - Research Questions
  - Significance of the Study
  - Limitation of the Study
  - Definition of Terms

## CHAPTER 2
**LITERATURE REVIEW**
- Job Burnout
- Job Burnout and Nurses
- Emotional Exhaustion (EE)
- Depersonalization (DP)
- Personal Accomplishment (PA)
- Job Satisfaction and Nurses
- Satisfaction with Supervisor
- Satisfaction with Closure
- Satisfaction with Compensation
- Satisfaction with Co-worker
- Satisfaction with Management and HR Policies
- Relationship between Job Burnout and Job Satisfaction
- Conceptual Framework
- Hypothesis

## CHAPTER 3
**RESEARCH METHODOLOGY**
- Research Design
- Population
- Sampling Design
- Data Collection Method
- Data Analysis
- Instrument
- Validity of Instrument
- Work Schedule
- Plan for Data Analysis

## CHAPTER 4
**FINDINGS**
- Demographic Profile

## CHAPTER 5
**CONCLUSION AND RECOMMENDATIONS**
- Conclusion
- Recommendations
CHAPTER 1
INTRODUCTION

This chapter basically presented the overview of this research. This chapter described on background of the company, problem statement, significance of study, and scope of study.

Background of Study

Malacca General Hospital is a government-funded public hospital situated in the state of Malacca, Malaysia and located in the Jalan Peringgit/Jalan Bukit Palah which is about 15 minutes drive from the Malacca City. This Hospital was built in the early 1930s and was officiated by Sir Cecil Clementi, Governor of the Straits Settlements on February 12, 1934. The new building of Malacca General Hospital was officiated by Tun Dr. Mahathir Mohamad on August 9, 1999. The vision of the hospital is to make the hospital as a “Regional Centre of Excellence” which is capable of providing a caring treatment, effectively and efficiently through the culture of teamwork, professional and caring as well as using the latest technology, while its mission is to provide quality medical expertise to the community through teamwork, professional and caring.