



**THE IMPACT OF JOINT COMMISSION INTERNATIONAL (JCI)
STANDARDS ON EMPLOYEES' JOB SATISFACTION AT
MAHKOTA MEDICAL CENTRE, MELAKA.**

ERNI BINTI ISMAIL

2009874808

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

FINANCE

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDAR MELAKA

APRIL 2011

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH (HONS)

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BANDAR MELAKA

"DECLARATION OF ORIGINAL WORK"

I, **ERNI BINTI ISMAIL**

(IC Number:880505045158),

Hereby declared that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being currently submitted for this degree or any other degrees.
- The project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:

Date:

.....

.....

LETTER OF SUBMISSION

APRIL 2011

The Coordinator Industrial Training
Bachelor of Business Administration (Hons) Finance
Faculty of Business Management
University Teknologi MARA
75200 Melaka

Dear Sir,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “THE IMPACT OF JOINT COMMISSION INTERNATIONAL (JCI) STANDARDS ON EMPLOYEES’ JOB SATISFACTION AT MAHKOTA MEDICAL CENTRE, MELAKA” to fulfill the requirement as needed by the Faculty of Business Administration, University Teknologi MARA.

Thank you.

Your sincerely

ERNI BINTI ISMAIL

2009874808

Bachelor of Business Administration (Hons) Finance

ABSTRACT

Project paper titled **“The Impact of Joint Commission International (JCI) standards On Employees’ Job Satisfaction at Mahkota Medical Centre, Melaka”** is conducted as partial requirement to fulfil the requirement as needed by the faculty of Business Management, MARA University of Technology (UITM). The purpose of this study is to identify the most factors that influence job satisfaction among employees in the Mahkota Medical Centre, their level of job satisfaction and the significant relationship between factors influencing their job satisfaction. The researcher chooses to use descriptive research design as method and the researcher use survey in order to collect the data. Data used in this research are primary and so on secondary data such as journal and books. Researcher also use questionnaire to obtain the data in order to get the feedback from Mahkota Medical Centre employees.

The sample size in this research is 60 respondent of MMC’s employees’ itself. Based on reliability test, respondent profile, frequency, pearson correlation and multiple regression, a clear findings and result is observed. The finding showed that most of the staff have moderate of satisfaction with the organizational trust, reward and recognition and organizational culture and have strong of satisfaction with the teamwork. The researcher is also able to give some recommendations and suggestion on how to

improve and increase job satisfaction of the staffs after analysis, findings and interpretation. The conclusion of this study was the outcome from the survey analysis and findings.