



**A STUDY ON FACTORS THAT INFLUENCING JOB SATISFACTION AMONG
NURSES IN KPJ AMPANG PUTERI SPECIALIST HOSPITAL**

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DECLARATION OF ORIGINAL WORK



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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This 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.

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LETTER OF SUBMISSION

1st July 2013

The Head of Program
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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached Is The Project Paper Titled “A Study On The Factors That Influence Job Satisfaction Among Nurses” to Fulfil The Requirement As Needed By The Faculty Of Business Management, University Teknologi MARA.

Thank You.

Yours sincerely,

.....

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TABLE OF CONTENTS

CHAPTER 1 INTRODUCTION

1.0	Introduction	1
1.1	Background of Study	2
1.2	Background of Company	3-5
1.3	Problem Statement	5-7
1.4	Research Question	8
1.5	Research Objective	8
1.6	Research Hypotheses	8
1.7	Scope of Study	8
1.8	Significance of Study	9
1.9	Limitation of Study	10
1.10	Definition of Terms	11

CHAPTER 2 LITERATURE REVIEW

2.0	Introduction	12-13
2.1	Dependant Variable	
2.1.1	Job Satisfaction	12-14
2.2	Independent Variables	
2.2.1	Working Environment	14-16
2.2.2	Compensation	17-18
2.2.3	Career Development	18-19
2.3	Research Framework	19
2.4	Theoretical Framework	20-23

ABSTRACT

“A STUDY ON THE FACTORS THAT INFLUENCE JOB SATISFACTION AMONG NURSES”

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In the era of the intense competition and strong-survive business environment has fostered business firms to not only attract but more importantly to retain the workers within their business environment. Every head of services are been pressure to ensure that their nurses have a conducive work environment that may link to job satisfaction and good outcomes. Many firms, no exception for healthcare business, strive to differentiate themselves from the rest of the competitors. Retaining workers especially nurses which we focus in this research is somewhat much lower cost than to acquire new workers. This paper investigates and determines the factors that have possibility to influence job satisfaction especially among nurses. It consists of investigating the factors that might influence nurse's job satisfaction in their workplace. The factors might influence job satisfaction among nurses is working environment, compensation and career development. The finding presented will focus on the main issue. This study was conducted at KPJ Ampang Puteri Specialist Hospital. All nurses working were the target subject. Suggestions for future studies in decreasing nurse's job dissatisfaction were discussed.

Keyword: Job Satisfaction, Working Environment, Compensation, Career Development

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