

UNIVERSITY TECHNOLOGY MARA

JOB SATISFACTION AMONG NURSES IN QUEEN ELIZABETH HOSPITAL
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DECLARATION

I hereby declare that the work contained in this research proposal is my own except those with have duly identified and acknowledge.

Signed

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Job satisfaction among nurses in Queen Elizabeth Hospital

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The widespread nursing shortage and nurses' high turnover has become a global issue which is of increasing importance to both the developed and developing countries. In light of this, concern about recruitment and retention of nursing staff is increasing in a number of countries. While numerous factors have been linked to nurses' turnover, job satisfaction is the most frequently cited, and therefore merits attention.

In the 1980s and 1990s, many researchers have been addressed nurse job satisfaction. The understanding of nurse job satisfaction and its contributing variables are important for any health care organization to exist and prosper. Job satisfaction is defined as the degree to which employees enjoy their jobs. Nurse Job satisfaction is a multidimensional phenomenon that is influenced by many variables. Autonomy has been identified as the strongest predictor of nurse job satisfaction, which in turn reflects positively on nurse retention supported Hinshaw and Atwood (1984), who are in a comprehensive literature review identified variables that influence nurse job satisfaction. These factors included: (1) demographic variables: education, experience, and position in the hierarchy; (2) job characteristics: autonomy, tasks repetitiveness, and salaries; and (3) organizational environment factors: degree of professionalisation, type of unit, and nursing care delivery model. Recent research identified new variables that influence nurse job satisfaction such as environment and job settings. Non-supportive work