

**THE STUDY OF JOB SATISFACTION AMONG NURSES
IN GOVERNMENT HOSPITAL AT HOSPITAL
TEMERLOH**

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ABSTRACT

The purpose of this study is to determine nurses' level of job satisfaction through an examination of the relationship between Herzberg's motivation and hygiene factors and job Satisfaction. The study used a non-experimental, quantitative design with a theoretical framework based on Herzberg's Motivation Versus Hygiene theory. The independent variables were motivation and hygiene factors and the dependent variable was nurse job satisfaction. The Work Quality Index and a demographic survey were given to approximately 50 registered nurses at Hospital Temerloh Pahang. The data was collected over three weeks and was analyzed using descriptive and correlational statistics. The results showed that nurses in this sample had a moderate level of job satisfaction. It was also found that Motivation Factors and Hygiene Factors correlated almost equally with job satisfaction, meaning that nurses must be satisfied with both types of factors to be overall satisfied with their jobs.

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CHAPTER 1

INTRODUCTION

1.0 BACKGROUND OF THE RESEARCH

In many medical organizations or private institutions around the world, nurses maybe the most undervalued employees, although they are the ones who take care of us and our loved ones in times of sickness (Masroor & Fakir, 2010). In Malaysia, nurses are the ones who have diversified tasks and are required to take up multiple responsibilities at their workplace, which is the hospital. However, they are still underpaid and undervalued. There are significant differences in the level of satisfaction between Registered Nurses and Assistant Nurses in the different unit types/work groups in the government hospital. (Cheng, 2008). According to the Malaysian Association of Nurses, until 2009, there are no concrete plans implemented by the Government of Malaysia to increase the motivation of nurses in Malaysia (Masroor & Fakir, 2010). In order to do this, “the nurse administrators should not forget the classic job satisfaction research that uses in the Motivation Factors and Hygiene Factors”. (Herzberg, as cited in (LaShonda, Lynne, Robin & Karen, 2004).The extensive nursing shortage and nurses’ higher turnover are become a worldwide problem (Kingma, 2001) which is of growing significance to both the developing and developed countries.