UNIVERSITI TEKNOLOGI MARA FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES



A STUDY ON JOB SATISFACTION AMONG STAFF NURSE (U29) AT MALACCA HOSPITAL

Aspalela Binti Salam 2005811600 Noor Azeana Binti Azis 2005638841

Acknowledgement

Bismillahirrahmanirrahim

Assalamualaikum W.B.T

First of all, we would like to thanks to Allah Almighty for His guidance and help to us

through completing this assignment. Without His guidance, all of this will not be realized.

We would like to appreciate to our lecturer, Tuan Hj. Shawal Bin Kaslam as ADS551

lecture for his guide during the classes before and yet through his entire lecture. Special

thank you to Mr. Zulhilmi Bin Mohd Yunus for his entire guide, advice and helps, at last

we are able to get the final touch to complete this task.

This research is very challenging to us, especially in creating the research topic and

generates ideas with our limited knowledge. Cooperation with all class members is much

appreciated. We really hope that, this task is good enough to give maybe some ideas on

how to generate ideas to conduct a good research.

Last but not least, we hope all of the readers will enjoy and gain something from this task.

Thanks to all who involved in this task completion whether directly or indirectly. Hopefully

Allah SWT blesses you all. Wassalam

11

ABSTRACT

In recent time, there has been a convergence of interest on the effort by organization to examine conditions that forces greater satisfaction with job particularly private hospital. Therefore we conducting this research in order to identity greater satisfaction derived from public organization. In this research, the study is made towards staff nurse's job satisfaction at Malacca Hospital.

For the purpose of this study, descriptive research was deployed in order to determine the level of job satisfaction and also to analyze the most influential factor that influence the staff nurses job satisfaction in Malacca Hospital. Simple random sampling has been utilized with 50 respondents as the sample size. Self- administered questionnaire were used as the survey instrument to gather the information about our study. Other reliable information sources that we use are general source which derived from daily newspaper while primary sources were from journal articles, original works including abstract.

By using the analysis generated by SPSS (a computerized statistical software) results are analyzed and deduction being drawn. The results in data analysis are looked through frequency analysis, descriptive analysis and cross tabulation. Besides, Paired T-Test and ANOVA are used for the hypothesis testing.

Finally the finding is perhaps can contribute and help management of Malacca Hospital to upgrade their level of employee's satisfaction.

Declaration

We hereby declare that the work contained in this research proposal is our own

except those, which have been duly identified and acknowledged. If we are later

found to have committed plagiarism or other forms of academic dishonesty, action

can be taken against us under the Academic Regulations of UiTM's.

Signed

Name: Aspalela Binti Salam

Name: Noor Azeana Binti Azis

IV

Table of contents

Chapt	ter 1: Introduction	
1.1 1.2 1.3 1.4 1.5 1.6 1.7	Introduction Problem statement Research question Research objectives Scope of the study Significance of the study Limitation of Research Definition of terms/concepts	1 3 4 5 5 5 6 8
Chap	ter 2: Literature Review & Conceptual Framework	
	Literature Review Introduction Relationship Between Job Satisfaction and Variables Conceptual framework Hypothesis	10 10 12 17 18
Chap	ter 3: Research Design and Methodology	
3.1 3.2 3.3 3.4 3.5 3.6 3.7	Research design Unit of analysis Sample size Sampling technique Measurement/Instrumentation Data collection Data analysis	19 20 20 20 22 24 25
Chap	oter 4: Finding	
4.1 4.2 4.3 4.4 4.5 4.6 4.7	Introduction Frequency Analysis Descriptive Analysis Inferential Statistics Analysis ANOVA test Cross tabulation Correlation	27 27 30 36 43 44
Chap	oter 5: Conclusion and Recommendation	
5.1 5.2	Introduction Conclusion	46 46