UNIVERSITI TEKNOLOGI MARA

RELATIONSHIPS BETWEEN JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT TOWARDS TURNOVER INTENTION AMONG MEDICAL OFFICERS IN HOSPITAL AMPANG

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ABSTRACT

The phenomenon of turnover is inevitable in any organization. This issue brings massive ramifications on cost to the organization especially during the training and recruiting process. It also gives negative perception from external stakeholder’s due impact of performance of that are influenced by the turnover. Job satisfaction and organizational commitment are two key constructs identified that influence the turnover intention. This study is conducted to examine the relationship between job satisfaction and organizational commitment towards turnover intention among medical officers in Hospital Ampang. For this study, non-probability sampling technique was used. A total of 175 respondents consisting of medical officers in Hospital Ampang participated in the study and the data that has been collected was analyzed using Statistical Package for Social Science (SPSS). Descriptive analysis presented the demographic profile of respondents. Research questions were answered using the Correlation Analysis and the SWOT tool to elucidate the ecosystem surrounding the issue affecting turnover at Hospital Ampang. This research has found out that both job satisfaction and organizational commitment have negative relationships with turnover intention. Recommendation were provided using TOWS analysis according to findings in SWOT analysis.
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TABLE OF CONTENTS

CONFIRMATION BY PANEL OF EXAMINERS ............................................. i
AUTHOR’ DECLARATION ........................................................................ ii
ABSTRACT .............................................................................................. iii
ACKNOWLEDGEMENT ......................................................................... iv
TABLE OF CONTENTS .......................................................................... v
LIST OF TABLES AND FIGURES ........................................................... vi
LIST OF ABBREVIATIONS ..................................................................... vii

SECTION 1: INTRODUCTION ................................................................ 1
1.1 Preamble ....................................................................................... 1
1.2 Background of The Study .............................................................. 1
   1.2.1 Background of Public Healthcare in Malaysia ..................... 2
   1.2.2 Background of Hospital Ampang ....................................... 3
1.3 Statement of The Problem in Hospital Ampang .............................. 4
1.4 Research Objectives ...................................................................... 6
1.5 Research Questions ........................................................................ 7
1.6 Scope of The Study ........................................................................ 7
1.7 Significance of The Study ............................................................... 7
   1.7.1 Contribution to the Employee (Medical Officers) ............... 7
   1.7.2 Contribution to Hospital Ampang Management .................. 8
   1.7.3 Contribution to the Jabatan Perkhidmatan Awam Malaysia and 8
         Ministry of Health
   1.7.4 Contribution to Academician .............................................. 8
1.8 Limitation of The Study .................................................................. 9
1.9 Definition of Terms ....................................................................... 10
   1.9.1 Job Satisfaction .................................................................. 10
   1.9.2 Organizational Commitment. .......................................... 10