

THE DETERMINING FACTORS THAT INFLUENCING HEALTH CARE MANAGEMENT AMONG JABATAN KESIHATAN NEGERI SELANGOR EMPLOYEES

NUR ALYAA ZAFIRAH BINTI KAMARZAMAN 2014611628

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (ISLAMIC BANKING) FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TECHNOLOGY MARA KOTA BHARU, KELANTAN

LETTER OF TRANSMITTAL

Nur Alyaa Zafirah Binti Kamarzaman Bachelor in Business Administration with Honours (Islamic Banking) University Technology Mara Kota Bharu Kelantan.

July 2016

Faculty of Business Management University Technology Mara Kelantan.

Dear Sir/Madam,

SUBMISSION OF RESEARCH PROJECT PAPER

As the above title, I submit here with the research project paper entitled "The Determining Factors That Influence Health Care Management Among Jabatan Kesihatan Negeri Selangor". This is a part of the assessments for this semester that need to be submitted.

Your kindness in accepting this research project paper is very much appreciated. Thank you.

Best regards,	
	-
(Nur Alyaa Zafirah	Binti Kamarzaman)

ACKNOWLEDGEMENT

It is appreciated that my research project has been successfully conducted with the assistance of various authorities. I would like to take this opportunity to express my sincere appreciation and acknowledge to those who had been contributed towards this research project.

First and foremost, I would like to express a deepest grateful to my advisor, Prof. Madya Dr Hj Azaman Che Omar who has given a lot of advises and guided me patiently in completing this project. His contribution, his opinion, and his guidance are very valuable in order to assist me to complete this research. Apart from that, I also would like to thank to my second examiner Madam Nur Haslina Binti Ramli that has been great to me and make an easiness to complete with this research.

All the respondents from Jabatan Kesihatan Negeri Selangor that gave cooperation and tolerance during the survey have been really helped. Lastly, I am grateful to myself that I was not giving up during completing this research.

TABLE OF CONTENT

TITLE PA	AGE		i
DECLARATION OF WORK		ii	
LETTER OF TRANSMITTAL		iii	
ACKNOWLEDGEMENT		iv	
TABLE OF CONTENT		v	
LIST OF FIGURES		viii	
LIST OF TABLES		ix	
ABSTRACT		X	
CHAPTI	ER 1 INTROD	DUCTION	
	1.0	Introduction	1
	1.1	Background of Study	1
	1.2	Background of Problem	3
	1.3	Problem Statement	7
	1.4	Research Objectives	8
	1.5	Research Questions	8
	1.6	Theoretical Framework	9
	1.7	Hypotheses	10
	1.8	Significance of Study	11
	1.9	Scope and Area of Study	12
	1.10	Limitation of Study	13
	1.11	Definition of Terms	14

ABSTRACT

This study provides the important contribution to the Malaysia that want to have good healthy lifestyle and have knowledge how to manage their health care in understanding of individual behaviour, sociocultural and health education as preferences. The purpose of this study is to investigate on how employees in Jabatan Kesihatan Negeri Selangor manage their health care. A sample size of 130 respondents is drawn at Jabatan Kesihatan Negeri Selangor included Malay, Indian and Chinese respondents. The result has been analysed to see their significant and the relationship between three variables individual behaviour, sociocultural and health education with dependent variable, health care management on multiple regression analysis. The data analysis showed that half of the employees are aware about health and have a significant positive effect with the evidence from coefficient result.