

**UNIVERSITI TEKNOLOGI MARA**

**QUALITY OF  
WORK LIFE  
AND ITS  
IMPACT ON  
JOB PERFORMANCE  
AMONG NURSES  
AT  
HOSPITAL UMUM  
SARAWAK**

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Dissertation submitted in fulfillment  
of the requirements for the degree of  
**Executive Master Of Administrative Science**

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Studies**

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## AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.


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## **ABSTRACT**

Poor quality of nursing care delivery is one of the challenges in the nursing profession. Nowadays nursing working environment is very hectic due to challenging work condition, shortage of nurses, low salary, work place restrictions as well as shift work. There is a need to study the quality of work life nurses and how it affects the job performance as nurses. This study examines quality of life and its impact on job performances among 320 nurses at Hospital Umum Sarawak. The instrument used to measure quality of work life is adapted by Brooks and Walter. The instrument consists of 4 dimensions work life/home life, work design, work context and work environment. Job performance is measure using an instrument developed by Boman & Mothowidlo (1993). Job performance consists of two dimension that are task and contextual performance. This study will use a questionnaire to collect the data will be analyze using descriptive and inferential descriptive. This study will provide inside on the relationship between quality of work life and job performance among nurses in the government hospital. The finding of this study may have the Ministry of Health to improve the quality of work life on job performance in the government hospitals in Malaysia.

Keywords: Quality of work life, Job performance, Nurses, Hospital

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# CHAPTER ONE

## INTRODUCTION

### 1.1 Research Background

Human resources play a vital role in organization's success whereby human resources affects many aspects. One aspect of human resources is quality of work life (QWL), it refers to the "philosophy, a set of principles, which holds that people are the most important resource in the organization as they are trustworthy, responsible and capable of making valuable contribution and they should be treated with dignity and respect" (Lokanadha Reddy. M, 2010). The elements that are applicable to an individual's quality of work life includes the physical work environment, the task, the social interaction in organization, administrative system and the relationship between life on and off the job.

High quality of work life (QWL) is vital for organization in order to achieve high performance and growth in profitability and continue to attract and retain employees. Quality of work life is a department-wide program and comprehensive designated strengthening workplace learning and helping employees to have a better manage change and transition. Dissatisfaction or displeasure with quality of work life is a big problem when it affects most of the workers regardless of position or status (Elizur, 2011).

Quality of work life also can be defined as the favorable conditions and environments of a working place that support and foster employee satisfaction by giving them rewards, job security and opportunity to growth. According to Beaudoin (2003), "quality of work life is not only related to personnel's well-being and their attitudes and feelings towards their job but also goes beyond job satisfaction". Regular assessment of quality of work life can provide information regarding the welfare of their employees such as job performance, wellbeing, work-related stress and the home interface. Meanwhile, focusing in improving quality of work life will increase the satisfaction of employees which may bring in many advantages for the employee, organization as well as consumer. According to Carlson (2009), while focusing on improving quality of work life includes strengthening organizational commitment, improving quality of care