

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES



A STUDY ON FACTOR THAT INFLUENCE JOB
PERFORMANCE OF NURSES IN HOSPITAL SULTANAH
BAHIYAH, ALOR SETAR

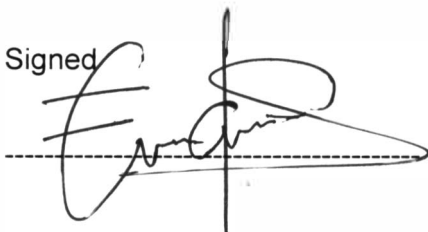
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Declaration

I hereby declare that the work contained in this research proposal is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter discuss about background of study which is job performance among nurses. Then, continue with the problem statement, research question, research objectives, scope of study, significant of study and definition of terms of study.

1.2 Background of Study

Nurses' job performance always becomes research topics by the researchers. Yet, the factors that influencing the performance of nurses always vary from one and another making this topic seems to be inexhaustible topic to become research topic. Despite the various factors that affecting nurses performance, we can sum up it into two big categories such as organizational factor and nurses-self factor. The latest trends more focus research on organizational factor rather than nurses self-factor.

It is common sense where satisfied nurses with their current working conditions as well as current job, the execution of task from the related nurses will be in a higher level than those who are not (Khan, 2016). Public hospitals are very important facility to the citizens and the performance of junior employees inside it will affect the overall image of the hospitals in the public image.

Healthcare organizations are changing amid economic development and the rapid reforms of healthcare systems, combined with scientific advances and consumers' demand for better care (Lawler and Mohrman, 2000). Providing cost-effective and high quality healthcare is a key to achieving the goals of healthcare organizations (Hamilton et al., 2007) and is reliant on effective job performance by healthcare professionals. According to Schwirian, 1978, job performance of nurses is defined as the level of effectiveness of a nurse in carrying out his or her roles and responsibilities related to direct nursing care and quality of healthcare services.

Other than that, Job performance can be defined as the assessment of whether an employee has done their job well. It's an individual evaluation which is one measured based on a single person's effort. Job performance refers to how effective employees are in accomplishing their tasks and responsibilities related to direct patient care. Improving the performance of employees has been a topic of great interest to practitioners as well as researchers. Madsen et al., 2005). The aim of the study is to analysis the impacts of job performance level on nurses' performance working in public hospitals. Empirical facts was showed is still a lot of errors and omissions that often occur in performing the duties of health services in hospitals, especially nursing officer. Negligence of nursing practice of the nurse does not use the skill level and knowledge of nursing were used when they in treating patients.