

FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

A STUDY ON THE LEVEL OF JOB SATISFACTION AMONG NURSES IN KPJ SABAH SPECIALIST HOSPITAL

ADIZA BINTI IDRIS

(2013830478)

ERINA IZZATI ANEESA BINTI AHMAD TAHIR

(2013467764)

JUNE 2015

TABLE OF CONTENT

Clearance of Submission	1
The Declaration	11
Acknowledgement	111
Abstract	IV

CHAP	TER 1:	INTRODUCTION	
1.0	Introduction		1
1.1	Background of Study		1
1.2	Problem Statement		3
1.3	Research Question		6
1.4	Research Objective		7
1.5	Scope of Study		8
1.6	Significance of Study		8
1.7	Definition of Terms		10

CHAPTER 2: LITERATURE REVIEW

2.0	Introduction	13
2.1	Job Satisfaction	13
2.2	Reward	16
2.2.1	The relationship between fringe benefit and employee job satisfaction	18
2.2.2	The relationship between salary and employee job satisfaction	19
2.2.3	The relationship between promotion and employee job satisfaction	20
2.3	Working Condition	22
2.4	Leadership	25

3.0	Introduction	29
3.1	Research Design	30
3.2	Population	31
3.3	Unit of Analysis	31
3.4	Sample Size	32
3.5	Sampling Technique	32
3.6	Measurement or Instrument	33
3.7	Data Collection	36
3.7.1	Primary Data	36
3.7.2	Secondary Data	37
3.8	Data Analysis	38

FINDING & ANALYSIS CHAPTER 4:

4.0	Introduction	41
4.1	Reliability Test	42
4.2	Respondent Demographic File	43
4.3	The respondent responses on job satisfaction in reward system	45
4.4	The respondent responses on job satisfaction in working condition	46
4.5	The respondent responses on job satisfaction in supervision	48
4.6	The Respondents Overall Responses on level of Job Satisfaction	49
4.7	The employee satisfaction in reward system level & mean	50
4.8	The employee satisfaction in working condition level & mean	51
4.9	The employee satisfaction in supervision level & mean	52
5.0	Job satisfaction among nurses in KPJ Sabah Specialist Hospital	
	Level & mean	53
5.1	Cross Tabulation of the reward system & education	54

ACKNOWLEDGEMENT

Grateful to Allah S.W.T and His Messenger Muhammad S.A.W

Alhamdulillah, with the courage and continuous effort, we manage to complete our research. Completing this research was hard and challenging task for us. However, with helping from our friends, family and especially our supervisor Miss Ibianaflorinciliana Nane Anthony Aning to finish out research. She had supervised, monitor and motivates us throughout the process until we end up with this research report. Then, sincerely thanks to her for being there in our moments of need to finish this report.

Special thanks also to The Head of Program of Administrative Science and Policy Studies (FSPPP), Madam Intan Shahriza Binti Azizan, Madam Dg. Siti Noor Saufidah Binti Ag. Saufi whose responsible to teach us in SPSS analysis, all of FSPPP lecturer at Universiti Teknologi Mara (UiTM) Cawangan Sabah and all selected organization from public and private sector whose give opportunities and support us in contributing a piece of work that could develop the education in UiTM.

Adiza Binti Idris & Erina Izzati Aneesa Binti Ahmad Tahir Bachelor of Administrative Science (Honours) Faculty of Administrative Science and Policies Study Universiti Teknologi Mara (UiTM) Sabah.

ABSTRACT

This paper is to study on the level of Job Satisfaction among nurses in KPJ Sabah Specialist Hospital. Job satisfaction is defined as a pleasurable feeling that result from the perception that one's job fulfills or allows the fulfillment of one's own job values in organization as the higher the job satisfaction, then the more likely employees will hold the positive attitude towards their jobs. The objective for this paper is to identify whether the reward system has a relationship with job satisfaction among the nurse in KPJ Sabah Specialist Hospital, to identify whether the working condition has a relationship with job satisfaction among the nurse in KPJ Sabah Specialist Hospital and to identify whether the supervision has a relationship with job satisfaction among the nurse in KPJ Sabah Specialist Hospital. The studies are focusing on 100 of nurse respondent in KPJ Sabah Specialist Hospital.