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**SATISFACTION TOWARDS WORK-LIFE BALANCE  
AMONG NURSES IN HOSPITALS IN KOTA KINABALU**

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## **ABSTRACT**

This research is a study that looks upon the satisfaction towards work-life balance among nurses in hospitals in Kota Kinabalu. The observations of this study were made in two hospitals namely Hospital Likas and Damai Specialist Centre. This research is aimed to identify the correlation between organizational commitment and leadership towards the satisfaction with work-life balance. The data of stratified random sampling from 250 respondents were collected and examined. Among two of the variables, organizational is the factor that has stronger correlation towards the satisfaction with work-life balance. The analysis also shows that the satisfaction with work-life balance was moderate based on the evidence. The researchers also made some recommendations towards the issue for the purpose of future research.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Background of the study

Nursing in Malaysia was reported to have started when the East India Company was formed; hospitals were set up in Penang and Singapore. In the early time, nursing was carried out by Catholic nuns and was later replaced by nurses from England. Prior to the Second World War, nurses were trained “on the job” and each state in Malaya organized its own nursing services, training and conducted its own examinations (Ministry of Health Malaysia, 2008). Proudly, in 1994, World Health Organization has recognized healthcare systems in Malaysia to be among the best in the region and a role model for the developing country (Intan et al., 2011).

On the other hand, in Malaysia, nurses comprise of 2 to 3% of the female workforce and a large proportion of the health care workforce. Approximately two-thirds of nurses work in the government (public) sector where they are encouraged to work full-time and are generally required to retire upon reaching the age of 55 or 56 (Ministry of Health Malaysia 2007 & 2008). According to the recent statistic taken from Ministry of Health Malaysia, it is reported that there were 47,642 nurses in Malaysia in 2006 and the nurse to population ratio was 1:559.

Therefore, by looking at this fact, with reference to other countries in the world, Malaysian healthcare service is one of the industries that provide a continuous service for the benefit of all citizens in any country. Healthcare service personnel such as doctors and nurses are responsible for the provision of health care through the application of medical science knowledge, skill and expertise in meeting the health needs or demands of