

**A STUDY OF JOB SATISFACTION AMONG NURSES IN GOVERNMENT
HOSPITAL AT HOSPITAL TENGKU AMPUAN AFZAN KUANTAN**

NASUHA BINTI MAT YAAKOB

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)

JULY 2013

ABSTRACT

The purpose of this study is to determine the level of Job Satisfaction among Nurses at two hospitals which are Hospital Temerloh and Hospital Kuantan. The level of Job Satisfaction among nurses was measured by the relationship between Herzberg's Motivation and Hygiene Factors and job satisfaction. This research used the conceptual framework, quantitative design based on Herzberg's Motivation Versus Hygiene theory. Besides that, the independent variables were Motivation and Hygiene Factors and the dependent variables was job satisfaction among nurses. The samples of respondent were the nurses from Hospital Temerloh and Hospital Kuantan. The samples of respondent are 30 respondents from both hospitals. The data was collected over three weeks and had been analyzed by descriptive statistics and correlational statistics. The results showed that, nurses in this sample had agreed level of job satisfaction. It was also found that, there are relationships between the Herzberg's Motivation and Hygiene Factors with the job satisfaction among nurses. Therefore, the nurses must be satisfied with both types of factors to be overall satisfied with their jobs at hospitals.

ACKNOWLEDGEMENT

Assalamualaikum w.b.t

First of all, we would like to say Alhamdulillah, for giving us the strength and health to do this research study of Job Satisfaction Among Nurses in Government Hospital at Hospital Tengku Ampuan Afzan until it done.

We were heartily thankful to our supervisor Madam Normilia Binti Abdul Wahid that have encourage, guidance and support from the initial to the final level that enabled us to develop an understanding of the research topic. We had some difficulties in doing this proposal, but she taught us patiently until we knew what to do. She tried to guide us until we understand what we supposed to do with this proposal. We also want to say thank you to the hospital especially their nurses because they give a full commitment and cooperate to answered the questionnaires with successfully.

We also want to say thankful to our lecturer that had teach us Research (OSM601), Tuan Haji Razak bin Said, that also guide and teach us until we success to finish the proposal. Last but not least, thanks to our entire member group that were doing this proposal and sharing ideas that are, Nasuha Binti Mat Yaakob, and Noor Iliana Binti Ismail. We were helpful that when we combined and discussed together, we had this proposal done. Thank you.

Nasuha Binti Mat Yaakob

June 26, 2013
Faculty of Office Management and Technology
Universiti Teknologi MARA

Table of Contents

| | |
|-----------------------------------|----|
| ABSTRACT..... | 4 |
| ACKNOWLEDGEMENT | 5 |
| CHAPTER 1 | 8 |
| INTRODUCTION..... | 8 |
| BACKGROUND OF THE RESEARCH | 8 |
| RESEARCH OBJECTIVE | 9 |
| RESEARCH QUESTION..... | 9 |
| PROBLEM STATEMENT | 10 |
| SIGNIFICANCE OF THE STUDY | 11 |
| LIMITATIONS OF THE STUDY | 12 |
| DEFINITION OF TERMS..... | 13 |
| CONCLUSION | 16 |
| CHAPTER 2 | 17 |
| LITERATURE REVIEW | 17 |
| DEFINITION | 17 |
| CONCEPTUAL FRAMEWORK..... | 22 |
| CONCLUSION | 23 |
| CHAPTER 3 | 24 |
| METHODOLOGY | 24 |
| RESEARCH DESIGN..... | 24 |
| SAMPLING FRAME | 25 |
| POPULATION..... | 25 |
| SAMPLING TECHNIQUE | 26 |
| SAMPLE SIZE..... | 26 |
| INSTRUMENT | 26 |
| VALIDITY OF INSTRUMENT | 27 |
| DATA COLLECTION OF PROCEDURE..... | 28 |
| PLAN FOR DATA ANALYSIS | 29 |
| CONCLUSION | 30 |
| CHAPTER 4: FINDINGS | 31 |
| INTRODUCTION..... | 31 |

| | |
|---|-------|
| DEMOGRAPHIC..... | 32 |
| RESEARCH QUESTION'S FINDING..... | 34 |
| CONCLUSION | 38 |
| CHAPTER 5: RECOMMENDATION AND CONCLUSION..... | 39 |
| RECOMMENDATION | 39-40 |
| CONCLUSION | 41-42 |
| REFERENCES..... | 43 |
| APPENDICES A: PROJECT AGREEMENT | i |
| APPENDICES B: COVER LETTER..... | ii |
| APPENDICES C: QUESTIONNAIRES | iii |
| APPENDICES D: DATA ANALYSIS | iv |
| LIST OF TABLES | |
| TABLE 1 : DEMOGRAPHICS OF DATA..... | v |
| TABLE 2 : DESCRIPTIVE STATISTICS..... | vi |
| TABLE 3: PEARSON CORRELATION..... | vii |
| TABLE 4: FREQUENCY OF DATA..... | x |
| TABLE 5: DESCRIPTIVE STATISTICS OF HERZBERG THEORY..... | xi |
| TABLE 6: PEARSON CORRELATION OF HERZBERG THEORY..... | xiii |
| TABLE 7: LIST NAME OF RESPONDENTS..... | xiii |