FACTORS INFLUENCING JOB SATISFACTION AND MOTIVATION OF NURSES AT MADINA HOSPITAL IN SOMALIA

FARHIA ABDI HASSAN

UNIVERSITI UTARA MALAYSIA
2010
FACTORs INFLUENCING JOB SATISFACTION AND MOTIVATION OF
NURSES AT MADINA HOSPITAL IN SOMALIA

A Thesis Submitted to the College of Business
In Partial Fulfillment of the Requirement for the degree
Master of Human Resource Management
Universiti Utara Malaysia

by

FARHIA ABDI HASSAN

2010
KOLEJ PERNIAGAAN  
(College of Business)  
Universiti Utara Malaysia

PERAKUAN KERJA KERTAS PROJEK  
(Certification of Project Paper)

Saya, mengaku bertandatangan, memperakukan bahawa
(I, the undersigned, certified that)
FARHIA ABDI HASSAN (901567)

Calon untuk ijazah Sarjana  
(Candidate for the degree of) MASTER OF HUMAN RESOURCE MANAGEMENT

telah mengemukakan kertas projek yang bertajuk
(has presented his/her project paper of the following title)

FACTORS INFLUENCING JOB SATISFACTION AND MOTIVATION OF NURSES AT MADINA HOSPITAL IN SOMALIA.

Seperti yang tercatat di muka surat tajuk dan kuit kertas project
(as it appears on the title page and front cover of the project paper)

Bahawa kertas projek tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan
(that the project paper acceptable in the form and content and that a satisfactory knowledge of the field is covered by
the project paper).

Nama Penyelia  
(Name of Supervisor)  ASSOC. PROF. DR. MOHD SOBRI MINAI

Tandatangan  
(Signature)  

Tarikh  
(Date)  06 MAY 2010
PERMISSION TO USE

In presenting this thesis for the fulfilment of the requirement for the Master of Business Administration from the University Utara Malaysia, I agree that University Library may make it freely available for inspection.

I also grant permission for copying of this thesis in any manner, in a whole or part, for scholarly purposes. In my absence, this may be granted by supervisor Associate Professor Dr. Mohd. Sobri bin Minai or in his absence by the Assistant Vice Chancellor, College of Business.

It is understood that any copying, publishing or use of this thesis for financial gain and any other non-scholarly purpose shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to University Utara Malaysia for scholarly use from any material in this thesis.

Request for permission to copy or to make other use of materials in this thesis, in whole or in part, should be addressed to:

Assistant Vice Chancellor  
College of Business  
University Utara Malaysia  
06010 Sintok  
Kedah Darul Aman
ABSTRACT

The shortage in both the total numbers and the experience nurses is a crucial issue. Hospital administration must realize the extent of the nursing shortage as it is related to how patient care is being delivered. In the context of hospital setting, nurses are the key component of the medical staffs and they play major roles in ensuring the service quality are being provided to patients as part of the national services to the public. Thus, nurses' satisfaction and motivation on their job are very important to be maintained. This study commenced with the intention to investigate the issues relating to the general scenario and the perspective on working environment of the nurses. In addition, this study also investigated and confirmed the result of the pilot study done at the Medina Hospital on the same issue. This study has the unique advantage as it can represent the other hospitals that follow the same structure in the context of Somalia. The main underlying theory being referred to in this research is the Motivation-Hygiene Theory by Herzberg. This study was a non-experimental, quantitative design with convenience sampling because the medical centre was selected as the target population. The design enabled for the establishment of the relationship between independent and dependent variables, which are the motivation and hygiene factors with the nurses' job satisfaction. The data collected were analyzed using SPSS, using both descriptive and correlational statistics. On the other hand, Cronbach's Alpha was used to determine internal reliability. Based on the result, it was found that generally, the nurses at Medina Hospital were not happy with their work. Therefore, there exist an urgent need for the Medina Hospital management to look seriously into the matter of job satisfaction among their nurses. Further research is needed in order to reveal a more comprehensive suggestion as to how to develop a better hospital culture.

Keywords: Job satisfaction, nurses, Motivation-Hygiene Theory, hospital.
Praise to Al-Mighty ALLAH for giving me the strength and ability to complete this thesis successfully.

I would thank my supervisor Prof. Madya Dr. Mohd. Sobri Bin Minai for his endless effort and guidance throughout thesis and I am grateful for his suggestion, encouragement and ideas that have helped me during the course of this thesis.

Also I would like to thank my beloved family my mum, dad, and my sister Dr. Nima who are always there giving me hope and shoulder when things get tough. They are my ‘light in the dark’ and their moral support meant everything to me all the time.

Finally I acknowledge with love and gratitude the support and encouragement of my brother Abdiwahab and my husband Abshir who have helped in many ways while completing this thesis.

Last but not least, I would like to thank my best friend Hiba who has been there for me all the way despite the distance between us and she is always there for me through my happy and sad moments in life.
TABLE OF CONTENT

Permission to Use ii
Abstract iii
Acknowledgement iv
Table of Contents v
List of Tables vii
List of Figure vii

CHAPTER 1: RESEARCH BACKGROUND

1.1 Research Background 1
1.2 Problem Statement 2
1.3 Research Questions 6
1.4 Research Objectives 7
1.5 Research Significance 8
1.6 Scope of Study and the Limitation 9

CHAPTER 2: LITERATURE REVIEW ON NURSES SATISFACTION

2.1 Introduction 11
2.2 Job Satisfaction and Employees’ Motivation 11
2.3 The Concept of Job Satisfaction 15
2.4 Characteristics Relating to Job Satisfaction and Motivation 18
2.5 Individuals’ Characteristics 20
2.6 Job Characteristics 22
2.7 Work Situation Characteristics 29

CHAPTER 3: RESEARCH METHODOLOGY

3.1 Introduction 31
3.2 Research Framework 31
3.3 Research Design 35
3.4 Research Hypothesis 37
CHAPTER 4: DATA ANALYSIS AND FINDINGS

4.1 Introduction 40
4.2 Descriptive Analysis 40
4.3 Profile and Analysis on the Job Satisfaction and Related Factors 43
4.4 Result of the Hypothesis Testing 47

CHAPTER 5: DISCUSSION, CONCLUSION AND RECOMMENDATION

5.1 Introduction 55
5.2 Discussion 55
5.3 Conclusion and Recommendation 57

REFERENCES 59

Appendix
LIST OF TABLES AND FIGURES

Tables

1.1  Desired Number of Nurses at Madina Hospital  4
4.1  Gender Profile of Respondents  41
4.2  Age Profile of the Respondents  41
4.3  Marital Status Profile of the Respondents  42
4.4  Working Experience Profile of Respondents  43
4.5  Work Commitment Profile of Respondents  43
4.6  Intention to Leave Profile of Respondents  44
4.7  Profiles on Motivation Factors  45
4.8  Profiles on Hygiene Factors  46
4.9  T-Test for mean $<> 4.0$  47

Figures

2.1  Variables Affecting Motivation and Job Satisfaction  19
3.1  The Theoretical Framework for Research Work  34
CHAPTER I
INTRODUCTION

1.1 Research background

The concept of job satisfaction among nurses is of an unprecedented importance given the current job market (Coomber 2007). According to Yoonis (2003), satisfied nurses are more likely to stay on, not only in the field of nursing but in the organization in which they are satisfied. Many researchers, for examples, Kivimaki (2008) and Gaziola and Tansel (2006), addressing the issue of nursing shortage as very important and the retention of nursing staffs is absolutely vital to the healthcare industry.

Hospital administration must realize the extent of the nursing shortage as it is related to how patient care is being delivered. The shortage in both the total numbers and the experience nurses is the crucial issue. Both are interrelated as addressing the issue of experience nurses, the aspect of quality nursing and the creation of better workplace to attract more new nurses and at the same time, retaining the existing experience nurses can be tackled.

In the context of hospital setting, nurses are the key component of the medical staffs and they play major roles in ensuring the service quality are being provided to patients as part of the national services to the public. Thus, their motivation and satisfaction on their job are very important to be maintained.
The contents of the thesis is for internal user only
References


employees [Electronic Version]. Public Personnel Management, Vol.26,


Michael Romas (2009) Locus Of Motivation: “Internal Versus External Motivation And Job Satisfaction Among Direct Care Staff Who Care For People With Developmental Disabilities”.


Sofer, Stephen (1994) "Determinants of nursing turnover" Adelphi University, The Institute of Advanced Psychological Studies, 1994, 238 pages; AAT 9501459


