

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

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**UNIVERSITI UTARA MALAYSIA
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**FACTORS INFLUENCING JOB SATISFACTION AND MOTIVATION OF
NURSES AT MADINA HOSPITAL IN SOMALIA**

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In Partial Fulfilment of the Requirement for the degree
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KOLEJ PERNIAGAAN
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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 Madina 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.

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Keywords: *Job satisfaction, nurses, Motivation-Hygiene Theory, hospital.*

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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.

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