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**A STUDY ON EMPLOYEE'S JOB SATISFACTION TOWARDS REWARD IN  
PRIVATE HOSPITAL**

**By**

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Master of Human Resource Management**

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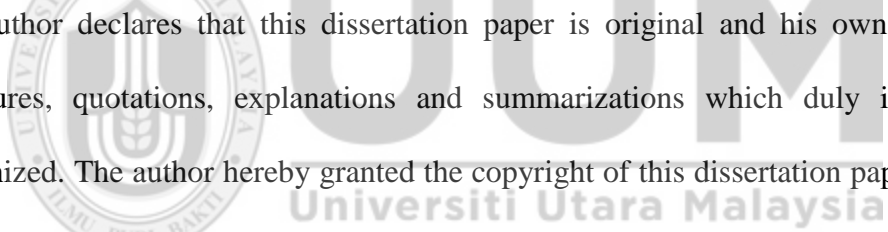
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## ABSTRACT

This purpose of the study is to investigate the factor which influences job satisfaction among employees in a private hospital. Job satisfaction can be explained as a worker's evaluation on the level about the work atmosphere which accomplishes an individual's requirement. The objective of this study is to examine the relationship between reward and job satisfaction. The study involved 102 respondents from private hospital workers. The survey method was collected by using questionnaire to the employee who in the private hospital which located in Kajang. This is a quantitative research hence the questionnaire was developed to analyze using "Statistical Package for Sosial". There are two (2) types of techniques analysis has been adapted which is descriptive analysis and inferential analysis techniques. The purpose is to determine the relationship between independent variables which is rewards (Monetary reward and Non-monetary reward) and dependent variables (Job Satisfaction). This study had recognized that reward is one the factor that influences the job satisfaction. According to the findings, only one independent which is reward was focused. The relationship between job satisfaction and rewards (monetary and non-monetary) is significant. From the researcher view, the organization should not ignore this problem which may cause a sudden decrease in the satisfaction of the nurses. This study has played an important role to identify variables contributing towards employees' Job satisfaction and also identified few steps to reduce the problem of turnover intention.

**Keywords:** Job satisfaction, monetary reward, and non-monetary reward.

## **ABSTRAK**

Tujuan kajian ini adalah untuk mengkaji faktor yang mempengaruhi kepuasan kerja dalam kalangan pekerja di sebuah hospital swasta. Kepuasan kerja dapat dijelaskan sebagai penilaian pekerja di sesuatu peringkat berkenaan dengan suasana pekerjaan yang mempengaruhi keperluan individu untuk menjalankan tugas. Objektif kajian ini adalah untuk mengkaji hubungan di antara ganjaran dengan kepuasan kerja. Kajian ini melibatkan 102 responden yang terdiri daripada pekerja hospital swasta. Kaedah kajian dikumpulkan dengan menggunakan soal selidik pekerja yang di hospital swasta yang terletak di Kajang. Ini adalah kajian kuantitatif oleh itu soal selidik yang telah digunakan dianalisa menggunakan "Statistical Package for Sosial". Terdapat dua (2) jenis teknik analisis telah digunakan iaitu analisis deskriptif dan analisis inferensi teknik. Tujuannya adalah untuk menentukan hubungan antara pembolehubah bebas yang merupakan ganjaran (ganjaran kewangan dan ganjaran bukan kewangan) dan pembolehubah bersandar (Kepuasan Kerja). Menurut kajian, hanya satu faktor yang merupakan ganjaran tertumpu. Melalui pandangan penyelidik, organisasi tidak harus mengabaikan masalah ini yang boleh menyebabkan penurunan mendadak dalam kepuasan kerja dari jururawat. Ia juga sangat penting untuk mengekalkan tenaga kerja yang berkualiti dengan usaha yang produktif di mana hospital adalah tempat yang dilawat oleh orang ramai. Kajian ini memainkan peranan penting bagi mengenal pasti pemboleh ubah yang membawa kepada perubahan and di samping memberikan cara-cara untuk mengatasi masalah yang dihadapi.

**Kata Kunci:** kepuasan kerja, ganjaran kewangan dan ganjaran bukan kewangan

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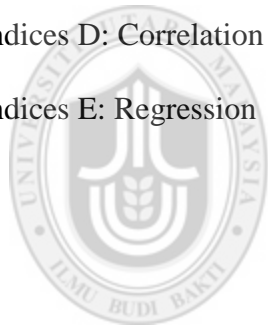
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# CHAPTER 1

## INTRODUCTION

This chapter aims to clarify some important issues about this study. Firstly, it provides an overview of the research background, problem statement, research questions, research objectives, significance of the study, the scope of the study, explains the purpose and rationale of the study.

### **1.1 Background of the Study**

Job satisfaction has been explained as a pleasant emotion which shows through the appraisal, affective reaction and attitude towards one's job. A variety of aspects such as employees' excellent rapport with their supervisors, pay practice, quality of the physical working environment has influenced towards the job satisfaction. According to the definition above, a research has been done by Wiess (2002) argued that job satisfaction is an attitude at the same time, he said that researchers should clearly differentiate the purpose of perceiving evaluation which were the affect sentiment, confidence and performance. Job satisfaction whereby contributes to inconsistent attitude that shows the reflection of the level to which employee prefers their profession, and completely relate to the employees' interest and job performance (O'leary, Wharton & Quinlan, 2008).

The employees that feel happy with their job through the combination of emotion, surrounding environment and define the physical definition of job satisfaction, Hoppock (1935) as cited in Liew (2006). The positive and negative perception of the intrinsic and extrinsic aspects about the jobs towards job satisfaction (Bhuiyan & Menguc, 2002; Hunt, Chonko, & Wood, 1985).

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