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JOB CHARACTERISTICS, EMOTIONAL INTELLIGENCE AND WORK ENGAGEMENT AMONG NURSES

NOORMUNIROH BINTI RAZALI

Universiti Utara Malaysia

MASTER OF HUMAN RESOURCE MANAGEMENT

UNIVERSITI UTARA MALAYSIA

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Pusat Pengajian Pengurusan Perniagaan
SCHOOL OF BUSINESS MANAGEMENT

Universiti Utara Malaysia

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ABSTRACT

This study examined the influence of five dimensions of job characteristics which are skill variety, task identity, task significance, autonomy and feedback together with four dimensions of emotional intelligence which are self-emotions appraisal, others emotions appraisal, use of emotions and regulation of emotions on work engagement among the nurses in Kedah. A total of 200 nurses at Hospital Sultanah Bahiyah have participated in this study. Regression analysis was performed to test the research hypotheses. The results of this findings revealed that only two dimensions of job characteristics (i.e. task identity and feedback) have a significant influence on work engagement and four dimensions of emotional intelligence have no influence on work engagement. This study also provided theoretical and practical implications.

Keywords: job characteristics, emotional intelligence, work engagement

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ABSTRAK

Kajian ini adalah untuk mengenalpasti pengaruh lima dimensi karakter pekerjaan dan empat dimensi kecerdasan emosi terhadap keterlibatan kerja dalam kalangan jururawat di Hospital Sultanah Bahiyah, Kedah. Secara keseluruhan, seramai 200 orang jururawat telah terlibat dalam kajian ini. Analisis regresi telah digunakan untuk menguji hipotesis kajian. Keputusan kajian ini menunjukkan bahawa hanya dua dimensi karakter pekerjaan iaitu identiti tugas dan maklum balas mempunyai pengaruh signifikan terhadap keterlibatan kerja dan empat dimensi kecerdasan emosi dikenalpasti tidak mempunyai sebagai faktor yang mempunyai pengaruh signifikan terhadap keterlibatan kerja. Kajian ini juga memberi implikasi dari segi theoretikal dan praktikal.

Kata kunci: Karakter Pekerjaan, Kecerdasan Emosi, Keterlibatan Kerja.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter provides an overview of the background of the study, problems statement, research questions, research objectives, significance of the study, scope of the study, definition of the key terms and organizational of the study.

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1.2 Background of Study

Malaysia is a vigorous and dynamic country enjoying the continuation of the economic growth and political stability since its independence 58 years ago. Malaysians today are generally healthier, live longer, and are better disposed to be more productive. The overall level of health gain is one of the key measures of the success of our country. Good health allows Malaysians today to lead productive and fulfilling lives. Furthermore, a high level of health contributes to expand prosperity and overall social stability.

The contents of the thesis is for internal user only

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