THE RELATIONSHIP BETWEEN MENTOR, SELF-EFFICACY, JOB SATISFACTION AND CAREER SUCCESS.

By

NISHA NAIR A/P MADAVAN

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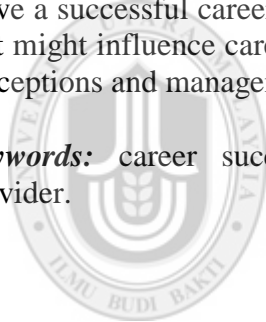Universiti Utara Malaysia
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ABSTRACT

Career Success is an important element in an employee's career attainment. This is because one's achievement in their working life is determined on how successful they are. Career success does not only give an employee a sense of accomplishment but also gives the organisation an ownership on workforce retention. This study was carried out to examine the relationship between mentors, self-efficacy, job satisfaction and career success among healthcare providers in a private hospital in Kedah, Malaysia. There are three main objectives for this study, 1) to examine the relationship of mentor and career success, 2) to identify the relationship between self-efficacy and career success and 3) to examine the influence of job satisfaction in determining career success. A cross sectional study was chosen for this study. A total of 155 respondents took part in this study. Data were collected through a self-administered questionnaire. Gathered data were analysed using Statistical Packages for Social Sciences, version 19.0 (SPSS). This study applied descriptive analysis and inferential statistics to examine the relationship among the variables. Self-efficacy was found to be the most significant variable that determines career success among healthcare providers, followed by mentor. However, job satisfaction was found to be insignificant determinant for career success. The implication of this study is that attention should be given to create more opportunity for the healthcare providers to carve a successful career in their work environment. Future research on other factors that might influence career success like variation in working environment, employee perceptions and management system need to be carried out.

Keywords: career success, mentors, self-efficacy, job satisfaction, healthcare provider.

ABSTRAK

Kejayaan kerjaya adalah elemen penting dalam pencapaian kerjaya pekerja. Ini adalah kerana pencapaian seseorang dalam kehidupan kerja mereka ditentukan melalui pencapaian kejayaan mereka. Kejayaan kerja bukan hanya memberikan pencapaian kepada pekerja tetapi juga memberikan organisasi hak pemilikan dalam mengekalkan tenaga kerja. Kajian ini dijalankan untuk mengkaji hubungan antara mentor, keberkesanan diri, kepuasan kerja dan kejayaan kerjaya di kalangan penyedia penjagaan kesihatan di sebuah hospital swasta di Kedah, Malaysia. Terdapat tiga objektif utama kajian ini, 1) untuk mengenalpasti hubungan mentor dan kejayaan kerjaya, 2) untuk mengenal pasti hubungan antara keberkesanan diri dan kejayaan kerjaya dan 3) untuk mengkaji pengaruh kepuasan kerja dalam menentukan kejayaan kerjaya . Kajian keratan rentas telah dipilih untuk kajian ini. Seramai 155 responden telah mengambil bahagian dalam kajian ini. Data dikumpulkan melalui soal selidik yang dijawab oleh penyedia penjagaan kesihatan. Data dianalisis dengan menggunakan Pakej Statistik Untuk Sains Sosial, versi 19.0 (SPSS). Kajian ini menggunakan analisis deskriptif dan statistik inferensi untuk melihat hubungan di antara pembolehubah bebas dan bersandar. Keberkesanan diri adalah pembolehubah yang paling penting menentukan kejayaan kerjaya di kalangan penyedia penjagaan kesihatan, diikuti oleh mentor. Walau bagaimanapun, kepuasan kerja adalah penentu yang tidak mempunyai pengaruh terhadap kejayaan kerjaya. Implikasi kajian ini adalah untuk memberi perhatian penting dalam mewujudkan lebih banyak peluang kepada penyedia penjagaan kesihatan untuk mengukir kejayaan kerjaya dalam persekitaran kerja mereka. Kajian masa depan perlu memberi perhatian kepada faktor-faktor lain seperti perubahan dalam persekitaran kerja, persepsi pekerja dan sistem pengurusan yang mungkin mempengaruhi kejayaan kerjaya.

Kata kunci: kejayaan kerjaya, mentor, keberkesanan diri, kepuasan kerja, penyedia penjagaan kesihatan.

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List of Abbreviations	Description of Abbreviations
GTP	Government Transformation Plan
MOH	Ministry of Health
WHO	World Health Organisation
MSQH	Malaysia Standard for Quality in Healthcare
SCT	Social Cognitive Theory
CSS	Career Satisfaction Scale
MFQ	Mentoring Functions Questionnaire
NGSE	New General Self-Efficacy
JSS	Job Satisfaction Survey
SPSS	Statistical Package for Social Sciences
HR	Human Resources

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Humans in healthcare require a compass to guide them through increasingly demanding, hastily changing and increasingly antagonistic working environments. Currently, most of the organisation are facing multiple challenges and difficulties in this competitive world especially those in healthcare industry. The most affected employees in healthcare are the healthcare providers, who must deal with great demands for improved healthcare quality, efficiency and cost reduction while at the same time managing burnout, workplace stress and exhaustion (Luthans, Lebsack & Lebsack, 2008). The increase in healthcare provider's demand is in line with the ageing population, speedy progression of medical technology and increased consumer activism (Simoens et al., 2005). The nature and excellence of the service provided to the patients mainly influenced by healthcare provider's performance that has made it as an important profession to be studied (Chen et al., 2009; Cohen & Golan, 2007; Purdy et al., 2010). By increasing the number of graduate of healthcare provider alone will not solve the shortages but the creation of better work environment with chances to move upward is vital in order to retain them within the Malaysian healthcare system. However, in future, whereby the expected use of health services increases, the demand for the healthcare profession will keep on rising in years to come (Ahmad, 2010; Saari & Judge, 2004; Siew, Chitpakdee & Chontawan, 2011).

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