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

By

NISHA NAIR A/P MADAVAN

Thesis submitted to
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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


Kata kunci: kejayaan kerjaya, mentor, keberkesanan diri, kepuasan kerja, penyedia penjagaan kesihatan.
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<td>Government Transformation Plan</td>
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<td>MOH</td>
<td>Ministry of Health</td>
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<td>WHO</td>
<td>World Health Organisation</td>
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<td>MSQH</td>
<td>Malaysia Standard for Quality in Healthcare</td>
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<td>SCT</td>
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<td>Career Satisfaction Scale</td>
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<td>MFQ</td>
<td>Mentoring Functions Questionnaire</td>
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<td>NGSE</td>
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<td>Job Satisfaction Survey</td>
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<tr>
<td>SPSS</td>
<td>Statistical Package for Social Sciences</td>
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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).
The contents of the thesis is for internal user only
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