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THE RELATIONSHIP BETWEEN JOB PERFORMANCE, JOB SECURITY, ORGANIZATIONAL SUPPORT, REWARD AND JOB SATISFACTION AMONG MEDICAL DOCTORS IN PAKISTAN

MIRWISE KHAN

Thesis submitted to
School of Business Management,
Universiti Utara Malaysia,
in partial fulfillment of the requirement for the Master of Sciences
(Management)
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ABSTRACT

The defense of necessity has traditionally been conceived as providing a utilitarian justification for what would otherwise be poor performance at working place. In the medical field, hence, the nature of the justification has hitherto been based upon a concern to respect medical doctors’ rights. Recent concern about doctor’s job performance has intensifies interest in public hospitals and private clinics. In Pakistan, medical doctors are facing several problems related with job security, organizational support, and reward and job satisfaction. They are on strikes and demanding their rights. It is important to find out the reason for resolving the persistent issues. This study examined the relationships between job security, organizational support, reward, job satisfaction and medical doctor's job performance in public hospitals and private clinics in Pakistan. The study also examined the mediating effect of job satisfaction on these relationships. A cross-sectional survey method is used to conduct this study. Questionnaires are distributed to 400 medical doctors in Pakistan, and 275 were returned, giving a response rate of 69 percent. Results of the study revealed that the job security, organizational support, reward and job satisfaction has a significant, positive relationship with job performance. Furthermore, the results showed that job satisfaction has a mediating effect on the relationship between job security and job performance. Job satisfaction has a mediating effect on the relationship between organizational support and job performance. Moreover, job satisfaction has a mediating effect on the relationship between reward and job performance. Based on the results, this study is contribution to policy makers to take some assistance for resolving the existing issues and ensuring the job security organizational support, and reward and job satisfaction for medical doctors which would fetch improvement in medical doctor’s job performance.

Keywords: job performance, job security, organizational support, reward, job satisfaction
ABSTRAK


Kata kunci: prestasi kerja, keselamatan kerja, sokongan organisasi, ganjaran, kepuasan kerja
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CHAPTER ONE
INTRODUCTION

1.1 Introduction

This chapter underlines the background of the study, followed by the problem statement, research questions, objectives, significance, and scope of study. Then definitions and concepts used in the study are offered. Finally, the organization of the remaining chapters is also offered at the end of this chapter.

1.2 Background of the Study

Job performance is an essential element of the organization management. The job performance connects the achieved outcomes to meet overall organizational goals and objectives. Hence it becomes centrally important for the top management of every organization to pay utmost attention towards enhancing job performance of its employees. Like many other service organizations the hospitals are of utmost importance as these hospitals are concerned with human life. Therefore, it becomes important for the top management of any hospital to pay serious attention towards the job performance of medical doctors.

The profession of a doctor is physically and psychologically demanding because they have to work for long hours, coping with tough situations, carrying out a high volume of medical procedures and performing different roles. As professionals medical doctors are
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