

**JOB SATISFACTION OF NURSES
IN HOSPITAL KOTA BHARU, KELANTAN**

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**JOB SATISFACTION OF NURSES
IN HOSPITAL KOTA BHARU, KELANTAN**

Project Paper submitted to the Graduate School in partial
fulfillment of the requirement for the degree

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(MBA)
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by

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ABSTRAK

Perkhidmatan kejururawatan adalah amat penting bagi membantu para pesakit semasa mendapatkan rawatan dan perkhidmatan di dalam sesebuah hospital. Seseorang jururawat yang mempunyai kepuasan kerja yang tinggi terhadap kerja-kerja yang dilakukan akan mampu menyediakan perkhidmatan yang baik bagi para pesakit di hospital. Memandangkan faktor kepuasan kerja seseorang jururawat itu yang banyak mempengaruhi prestasi kerja yang dihasilkan, maka kajian ini dijalankan bagi melihat sejauh manakah kepuasan kerja seseorang jururawat mempengaruhi prestasi kerja-kerja mereka. Di samping itu, kajian ini juga melihat akan beberapa faktor yang dikatakan sebagai penyumbang kepada kepuasan kerja para jururawat seperti faktor berbangga dengan kerja sebagai jururawat, gembira dengan kerjaya yang diceburi, minat dengan tugas yang dilakukan, berpuashati dengan lokasi kerja, peluang peningkatan ilmu, berkeyakinan menjalankan kerja, kepuasan kerja berpasukan, berminat berkomunikasi dengan pesakit, berpuashati dengan beban tugas yang dilakukan, kecekapan menjalankan tugas, kerja yang dilakukan dihargai oleh rakan-rakan sekerja, majikan dan pesakit, bergembira dengan jadual giliran kerja, sokongan keluarga, berpuashati dengan kenaikan pangkat, tugas yang tidak membebankan, peluang latihan lanjutan, imbuhan, sokongan keluarga, persekitaran kerja, peluang-peluang melanjutkan pelajaran dan sebagainya. Faktor-faktor ini akan akan diketengahkan di dalam kajian ini sebagai faktor yang mempengaruhi kepuasan kerja para jururawat. Kajian ini dijalankan ke atas 340 orang para jururawat dari Hospital Kota Bharu.

ABSTRACT

The Nursing section plays a very important role in assisting patients seeking for health services in the hospital. A nurse who has a high job satisfaction will strive to provide the best to her patients. In view of this fact, a survey was carried out to assess the relationship between job satisfaction and the quality of work. This study also took into consideration other factors which also contributed to job satisfaction such as interest in nursing itself, sense of pride in the profession, opportunities for further studies and promotion, place of work, working environment, self-confidence, team spirit, amount of workload, attitude of the superiors as well as the subordinates, patients' demands, arrangement of the duty roster, family support, incentives and so on.

This survey was carried out on 340 nurses in the Kota Bharu Hospital.

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LIST OF ABBREVIATIONS

HKB	Hospital Kota Bharu
MSQH	Accreditation by the Malaysian Society in Health
vs	Very senior
s	Senior
j	Junior
YJ	Young junior
m	Others

CHAPTER ONE

INTRODUCTION

1.0 Introduction

Hospital Kota Bharu (HKB) was built in 1930 during the British Colonial rule to provide health care services for the people of Kelantan. Since then it has expanded in tune with the increase in the population of Kelantan. Today HKB has expanded so rapidly to emerge as the biggest hospital in the East Coast region.

HKB lies on a 35 acres land situated in the heart of the Kota Bharu town. Although HKB is very old, it has been rebuilt and re-equipped with modern and sophisticated equipment. HKB is able to cater for the health needs of a population of 1.4 million coming from various districts in Kelantan. In other words, HKB is a referral centre for district hospitals and health clinics in Kelantan such as from Kuala Krai, Machang, Gua Musang, Pasir Puteh, Pasir Mas, Rantau Panjang, Tumpat and others. HKB also functions as a hospital support to other hospitals or health centres in the remote areas. This is due to the fact that it has more beds and is better staffed in terms of specialists from various disciplines, experienced nursing personnel and is well equipped with latest technology and equipment. With such facilities, HKB is able to perform complicated surgeries in the several operation theatres available there.

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