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**THE IMPACT OF SHIFT WORKS ON JOB SATISFACTION, PHYSICAL  
HEALTH AND ILLNESS OF NURSES IN HOSPITAL TENGKU AMPUAN**

**RAHIMAH, KLANG.**



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NOR SYAHILA BINTI AHMAD MARZUKI**

**UUM**  
**Universiti Utara Malaysia**

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**Pusat Pengajian Pengurusan  
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## ABSTRACT

Shift work is known as a job that does not follow the standard working schedule but usually involves two or three working schedules which are decided based on the suitability of the operations. Shift schedule is the main component for those who are involved in this kind of working system since this determines the working hour period of their working days. Shift schedule must be monitored and reviewed carefully in order to maintain the quality of work, productivity of the operations and efficiency of the process. There are many sectors applying this type of working method which includes the health care sector. This study evaluates the effect of shift work on nurses and the relationship of shift work with physical health and job satisfaction as well as identifies the main illness that is usually suffered by the nurses. 278 nurses at Hospital Tengku Ampuan Rahimah (HTAR), Klang were taken as sample and they were required to answer the questionnaires in order to provide the data for this study. Based on the analysis there was a positive relationship between shiftwork with job satisfaction, physical health and illness. Besides that, the common illness that is faced by the nurses which is passive lifestyle was able to be identified. Therefore, from the findings of the study, valuable guidance was able to be provided for researchers to identify the solutions in order to improve any issues related to shiftwork.

*Keywords: shift work, job satisfaction, physical health, illness.*

## ABSTRAK

Peralihan kerja dikenali sebagai kerja yang tidak mengikut jadual kerja yang normal tetapi biasanya melibatkan dua atau tiga jadual kerja yang ditentukan mengikut kesesuaian operasi. Jadual giliran kerja merupakan komponen utama bagi pekerja yang terlibat di dalam sistem kerja ini kerana ianya akan menentukan tempoh waktu kerja bagi hari bekerja mereka. Jadual giliran mesti diawasi dan dikaji dengan teliti untuk mengekalkan kualiti kerja, produktiviti operasi dan kecekapan proses. Terdapat banyak sektor yang menggunakan jenis kaedah kerja peralihan termasuk sektor penjagaan kesihatan. Kajian ini menilai kesan peralihan kerja pada jururawat dan hubungan peralihan kerja dengan kepuasan kerja dan kesihatan fizikal serta mengenal pasti penyakit yang biasanya dialami oleh jururawat. Semua pembolehubah-pembolehubah bebas telah diukur di kalangan 278 jururawat di Hospital Tengku Ampuan Rahimah (HTAR), Klang. Hasil kajian menunjukkan terdapat hubungan yang positif di antara peralihan kerja dengan kepuasan kerja, kesihatan fizikal dan penyakit. Selain itu, penyakit yang dikenal pasti sering dihadapi oleh para jururawat adalah gaya hidup yang pasif. Oleh itu, penemuan kajian ini dapat dijadikan panduan kepada para penyelidik untuk mengenalpasti penyelesaian bagi sebarang isu yang berkaitan dengan kerja peralihan.

*Kata kunci: kerja peralihan, kepuasan kerja, kesihatan fizikal, penyakit.*

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## LIST OF ABBREVIATION

BMI	Body Mass Index
CDC	Center for Disease Control
HKL	Hospital Kuala Lumpur
HTAR	Hospital Tengku Ampuan Rahimah
ICU	Intensive Care Unit
IHD	Ischemic Heart Disease
IWS	Index for Work Satisfaction
MMSS	Mueller Satisfaction Scale
PTSD	Post-Traumatic Stress Disorder
SPM	Sijil Pelajaran Malaysia
SPSS	Statistical Package for the Social Science
STPM	Sijil Tinggi Pelajaran Malaysia
UUM	Universiti Utara Malaysia

# CHAPTER 1

## INTRODUCTION

### 1.1 Background of the Study

In the time of globalization, the part of medical attendants is expected to give the best health awareness to the public. As stated by Shinjo (2017), medical caretakers assume a vital part to help individuals to give treatment, as well as enable patients to confront the sickness by giving passionate and physical to help. Nurses Day celebration which falls on May 12 consistently with the themed for 2017 “Nurses: A Voice to Lead, Achieving the Sustainable Development Goals” is welcomed by all nurses worldwide. The celebration was held at this time is to give all the chance to contribute at their own particular level and perceive the endeavors they as of now make each day to accomplish these objectives. In the United States, the professional group which is potentially vulnerable to burnout is nursing staff (Roberts, 2015). Based on the information from the Malaysian Human Resources for 2014 Health Country Profiles, the number of nurses in the nation is 92,681 which include 64,348 nurses in the public sector and 28,333 in the private sector. It is estimated that the amount of nurses needed by 2020 is 130,000 qualified nurses (Pillay, 2017). This proves that the need for nurses is vital as the number of patients per year is increasing. Thus, shift work is needed to ensure the continuity and efficiency of patient care and hospital facilities.



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## Appendix A: Questionnaire

Dear participants,

As part of my research project paper at the Universiti Utara Malaysia, I am conducting a questionnaire that investigates “The Impact of Shiftwork on the Job Satisfaction and Physical Health of Nurses in HTAR, Klang”. I would be grateful if you could spend some time to fill up this short and simple questionnaire. The findings of this questionnaire will only be used for academic purposes and will be kept strictly confidential. This questionnaire will be collected once you have completed it.

Thank you for your time and cooperation.

### **Section 1: Demographic Questions**

Please tick (✓) the appropriate responses for all questions.

1) What is your gender?

Male  Female

2) What is your age?

18 - 27  28 - 37  38- 47  47 and above

3) Race:

Malay  Chinese  Indian  Others: \_\_\_\_\_  
(Please specify)

4) What position do you hold?

Staff nurse/ Clinician  Nurse Practitioner/ Anesthetist  
 Nurse Administrator/ Manager  Clinical Nurse Specialist  
 Student/ Researcher  Others: \_\_\_\_\_  
(Please specify)

5) Working Experience:

Less than 1 year  1-5 years  More Than 6 years

6) Education Level:

SPM    STPM    Degree    Master    Others: \_\_\_\_\_  
(Please specify)

7) Do you have any of the following health disorders?

Hypertension    Stroke    Obesity    Infertility    Anxiety  
 Depression    Chronic Headaches    Others: \_\_\_\_\_  
(Please specify)

8) How long is the shift you usually work?

8 hours    10 hours    12 hours

9) Which shift do you usually work?

Day    Evening    Night    Rotating

**Section 2: Shift Work**

These statements are to find out your feelings about shift work.  
Please tick (✓) only the appropriate responses.

**Key:**

1. Strongly Disagree   2. Disagree   3. Slightly Disagree   4. Slightly Agree   5. Agree   6. Strongly Agree

CODE	QUESTIONS	1	2	3	4	5	6
SW 1	I can modify my work schedule/shift at any time I prefer						
SW 2	I have difficulties to fall asleep after working on a night shift						
SW 3	The shift system had interfere with my leisure time with family						
SW 4	While working the night shifts, I feel as energetic as working the day shifts						
SW 5	I am happy with the existing shift work system						

**Section 3: Nurse Job Satisfaction**

These statements are to discover your job satisfaction during your shift work.  
Please tick (✓) only the appropriate responses.

**Key:**

1. Strongly Disagree   2. Disagree   3. Slightly Disagree   4. Slightly Agree   5. Agree   6. Strongly Agree

CODE	QUESTIONS	1	2	3	4	5	6
JS 1	I am satisfied with how nurses in my unit/department work well as a team						
JS 2	I am satisfied with my current level of workload						
JS 3	I am satisfied with the types of activities I do at work						
JS 4	I am satisfied with the shift rotation I am assigned to						
JS 5	I am satisfied with the job I did at the end of the day						

#### **Section 4: Physical Health**

These statements are to find out your physical health condition due to shift work. Please tick (✓) only the appropriate responses.

**Key:**

1. Strongly Disagree 2. Disagree 3. Slightly Disagree 4. Slightly Agree 5. Agree 6. Strongly Agree

CODE	QUESTIONS	1	2	3	4	5	6
PH 1	I feel emotionally drained by my work						
PH 2	Working with people all day is really a strain for me						
PH 3	I am losing my concentration because of work						
PH 4	I am worried that this job is exhausting me physical and emotionally						
PH 5	I feel unhappy and depressed about my work						

#### **Section 5: Illness**

These statements are to identify if you are facing any illnesses due to shift work. Please tick (✓) only the appropriate responses.

**Key:**

1. Strongly Disagree 2. Disagree 3. Slightly Disagree 4. Slightly Agree 5. Agree 6. Strongly Agree

CODE	QUESTIONS	1	2	3	4	5	6
I 1	I suffer from hypertension due to shift work						
I 2	I suffer from cardiovascular illness after working rotating shift						
I 3	I suffer from obesity from frequently working the night shift						
I 4	I suffer from stress when working day and night shift						
I 5	I am having a passive lifestyle due to shift work						

<THANK YOU>