JOB DESIGN AND WORK PERFORMANCE:
A STUDY OF HEALTH CARE PERSONNEL IN TRIPOLI MEDICAL CENTRE (TMC)

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JOB DESIGN AND WORK PERFORMANCE:
A STUDY OF HEALTH CARE PERSONNEL IN TRIPOLI MEDICAL CENTRE (TMC)

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By
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ABSTRACT (ENGLISH)

The main purpose of this study was to determine the relationships between job design and work performance among 156 randomly selected healthcare personnel in Tripoli Medical Centre, Libya.

The study also examined statistically significant differences in the respondents’ work performance when grouped by gender, age, marital status, tenure, number of years working in the current hospital, number of years working in other hospitals, and place of residence.

In assessing job design, the Multimethod Job Design Questionnaire (Cronbach Alpha=0.9064) developed by Campion (1988) was adopted, pilot-tested, and used in the research. In describing work performance, job evaluation records from the Human Resource Office in Tripoli Medical Centre were taken for the purpose of this study. Statistical tools used were frequency counts, percentages, means, t-test, One-Way ANOVA, Pearson’s r, and Multiple Regression Analysis. Analyses were set at 0.05 level of significance using the SPSS (Version 14.0) computer software.

Overall, the respondents “agreed” on the job design in the hospital. Across the sub-dimensions of job design, the respondents “agreed” on Motivational Approach, Biological Approach, and Perceptual-Motor Approach. However, respondents were “not sure” on Mechanistic Approach. The respondents experienced “high” level of work performance.

There were statistically significant differences between work performance and (a) age, (b) marital status, (c) tenure, (d) number of years working in the current hospital, and (e) number of years working in other hospitals.
ABSTRAK (BAHASA MALAYSIA)

Tujuan utama kajian ini adalah untuk menentukan perhubungan di antara rangka kerja dan prestasi kerja di kalangan 156 kakitangan kesihatan yang dipilih secara rawak di Pusat Perubatan Tripoli di Negara Libya.

Kajian ini juga menjelaskan perbezaan statistikal yang signifikan di dalam prestasi kerja para responden setelah digabungkan oleh jantina, umur, status perkahwinan, tempoh perkhidmatan, bilangan tahun bekerja di hospital ini, bilangan tahun bekerja di lain-lain hospital, dan tempat kediaman.

Di dalam menilai rangka kerja, Soal Selidik Kaedah Pelbagai Rangka Kerja (Cronbach Alpha=0.9064) yang dihasilkan oleh Campion (1988), kajian rintis dan digunakan dalam kajian ini. Dalam menjelaskan prestasi kerja, rekod penilaian kerja daripada Pejabat Sumber dan Manusia di pusat perubatan tersebut telah diambil bagi kajian ini. Alat statistik yang digunakan adalah pengiraan frekuensi, peratusan, purata, ujian-t, ANOVA sehala, kolerasi Pearson dan Analisis Regresi Berganda. Analisis ditetapkan pada aras kebolehpercayaan 0.05 dengan menggunakan SPSS (Versi 14.0).


Terdapat perbezaan statistikal yang signifikan di antara prestasi kerja dan ciri-ciri demografi: (a) umur, (b) status perkahwinan, (c) tempoh perkhidmatan, (d) bilangan tahun bekerja di hospital ini, dan (e) bilangan tahun bekerja di lain-lain hospital.
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May 2009
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERMISSION TO USE</td>
<td>III</td>
</tr>
<tr>
<td>ABSTRACT (ENGLISH)</td>
<td>IV</td>
</tr>
<tr>
<td>ABSTRAK (BAHASA MELAYU)</td>
<td>V</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>VI</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>VIII</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>XI</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>XII</td>
</tr>
</tbody>
</table>

## CHAPTER I: INTRODUCTION

1.1 Introduction | 1 |
1.2 Profile of Tripoli Medical Centre (TMC) | 5 |
1.3 Problem Statement | 7 |
1.4 Objectives of the Study | 11 |
1.5 Research Questions | 12 |
1.6 Significance of the Study | 12 |
1.7 Definition of Terms | 14 |
1.8 Scope of the Study | 17 |
1.9 Organization of the Chapters | 17 |

## CHAPTER II: LITERATURE REVIEW

2.1 Introduction | 19 |
2.2 Definition of Job Design | 19 |
2.3 Job Design Approaches | 21 |
2.3.1 Motivational Approach | 21 |
2.3.2 Mechanistic Approach | 26 |
2.3.3 Biological Approach | 28 |
2.3.4 Perceptual-Motor Approach 29
2.4 The Measurement of Work 30
2.5 Definition of Work Performance 33
2.6 Work Performance of Healthcare Personnel 36
2.7 Summary 38

CHAPTER III: METHODOLOGY

3.1 Introduction 40
3.2 Research Design 41
3.3 Setting and Source of Information 41
   3.3.1 Population 41
   3.3.2 The Sampling Technique 42
3.4 The Instrument 43
3.5 Reliability and Validity of the Questionnaire 46
3.6 Interpretation of Mean Scores 46
   3.6.1 Level of Selected Variables 46
3.7 Data Collection and Administration 47
3.8 Data Analysis Technique 48
   3.8.1 Descriptive Statistics 48
   3.8.2 Inferential Statistics 48
   3.8.3 Criteria Used 50

CHAPTER IV: FINDINGS

4.1 Introduction 51
4.2 The Respondents' Profile 52
   4.2.1 Gender 52
   4.2.2 Age 52
   4.2.3 Marital Status 53
   4.2.4 Tenure 53
4.2.5 Number of Years Working in the Current Hospital
4.2.6 Number of Years Working in Other Hospitals
4.2.7 Place of Residence
4.2.8 Education Level
4.3 Level of Selected Variables
   4.3.1 Level of Agreement on the Overall Job Design
   4.3.2 Level of Work Performance
4.4 Analysis of Differences
   4.4.1 Work Performance and Age
   4.4.2 Work Performance and Marital Status
   4.4.3 Work Performance and Tenure
   4.4.4 Work Performance and Number of Years Working in the Current Hospital
   4.4.5 Work Performance and Number of Years Working in Other Hospitals
   4.4.6 Work Performance and Place of Residence
4.5 Analysis of Relationships
4.6 Predictors of Work Performance
4.7 Discussion and Implications

CHAPTER V: SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

5.1 Introduction
5.2 Summary of the Study
5.3 Summary of the Findings
5.4 Conclusions
5.5 Limitations of the Study
5.6 Recommendations

REFERENCES
APPENDIX
# LIST OF TABLES

<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Negative Performance of Public Servants during 2000-2003</td>
<td>8</td>
</tr>
<tr>
<td>1.2</td>
<td>Ratio between Patients and Nurses in Healthcare Organization in Libya</td>
<td>9</td>
</tr>
<tr>
<td>3.1</td>
<td>Distribution of Items According to Sub-Dimensions of Job Design</td>
<td>45</td>
</tr>
<tr>
<td>3.11</td>
<td>Range of Mean Scores for Selected Variables</td>
<td>47</td>
</tr>
<tr>
<td>3.13</td>
<td>Pearson's r Indices of Correlation</td>
<td>50</td>
</tr>
<tr>
<td>4.1</td>
<td>Distribution of Respondents According to Gender</td>
<td>52</td>
</tr>
<tr>
<td>4.2</td>
<td>Distribution of Respondents According to Age</td>
<td>53</td>
</tr>
<tr>
<td>4.3</td>
<td>Distribution of Respondents According to Marital Status</td>
<td>53</td>
</tr>
<tr>
<td>4.4</td>
<td>Distribution of Respondents According to Tenure</td>
<td>54</td>
</tr>
<tr>
<td>4.5</td>
<td>Distribution of Respondents According to the Number of Years</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>Working in the Current Hospital</td>
<td></td>
</tr>
<tr>
<td>4.6</td>
<td>Distribution of Respondents According to the Number of Years</td>
<td>55</td>
</tr>
<tr>
<td></td>
<td>Working in Other Hospitals</td>
<td></td>
</tr>
<tr>
<td>4.7</td>
<td>Distribution of Respondents According to Place of Residence</td>
<td>56</td>
</tr>
<tr>
<td>4.8</td>
<td>Distribution of Respondents According to their education level</td>
<td>56</td>
</tr>
<tr>
<td>4.9</td>
<td>Distribution of Respondents According to Level of Agreement on the Job Design</td>
<td>57</td>
</tr>
<tr>
<td></td>
<td>in Terms of Sub-Dimension Motivational Approach</td>
<td></td>
</tr>
<tr>
<td>4.10</td>
<td>Means, Standard Deviations, and Verbal Description of Sub-Dimension Motivational Approach</td>
<td>58</td>
</tr>
<tr>
<td>4.11</td>
<td>Distribution of Respondents According to Level of Work Performance</td>
<td>59</td>
</tr>
<tr>
<td>4.12</td>
<td>Means, Standard Deviations, and Verbal Description of Work Performance</td>
<td>60</td>
</tr>
<tr>
<td>4.13</td>
<td>One-Way ANOVA in the Work Performance of Respondents Grouped by Age</td>
<td>61</td>
</tr>
<tr>
<td>4.14</td>
<td>Differences in the Work Performance of Respondents Grouped by Marital Status</td>
<td>61</td>
</tr>
<tr>
<td>4.15</td>
<td>One-Way ANOVA in the Work Performance of Respondents Grouped by Tenure</td>
<td>62</td>
</tr>
<tr>
<td>4.16</td>
<td>One-Way ANOVA in the Work Performance of Respondents Grouped by Number of Years Working in the Current Hospital</td>
<td>62</td>
</tr>
<tr>
<td>4.17</td>
<td>One-Way ANOVA in the Work Performance of Respondents Grouped by Number of Years Working in Other Hospitals</td>
<td>63</td>
</tr>
<tr>
<td>4.18</td>
<td>Differences in the Work Performance of Respondents Grouped by Place of Residence</td>
<td>63</td>
</tr>
<tr>
<td>4.19</td>
<td>Pearson's r Correlation between the Overall Job Design and Work Performance</td>
<td>64</td>
</tr>
<tr>
<td>4.20</td>
<td>Pearson's r Correlation between Job Design and across Sub-Dimensions and Work Performance</td>
<td>65</td>
</tr>
<tr>
<td>4.21</td>
<td>Multiple Regression Analysis of Work Performance</td>
<td>66</td>
</tr>
<tr>
<td>Figure</td>
<td>Description</td>
<td>Page</td>
</tr>
<tr>
<td>--------</td>
<td>------------------------------------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>1.1</td>
<td>Research Framework</td>
<td>5</td>
</tr>
<tr>
<td>2.1</td>
<td>A Continuum of Job-Design Strategies</td>
<td>21</td>
</tr>
<tr>
<td>2.2</td>
<td>Job-Design Implications for Job Characteristic Theory</td>
<td>24</td>
</tr>
<tr>
<td>2.3</td>
<td>Essential of the Locke and Latham Goal-Setting Framework</td>
<td>34</td>
</tr>
</tbody>
</table>
CHAPTER I

1.1 Introduction

One of the major challenges facing the healthcare industry is to identify contributors to work performance and to use those factors to implement an effective plan for the healthcare personnel retention. This task is crucial in order to end the vicious cycle of high turnover rates, which create a dwindling workforce resulting in more being expected from the exhausted remaining them.

The healthcare personnel form an integral part of patient care. From the time of Florence Nightingale who formalized the healthcare personnel during the Crime War, they have played a major role in the healing process and have been held in high regard in the community. The healthcare personnel in Libya were trained abroad till mid-twentieth century when local institutions of learning took over (Abraham, 2002).

Morrison (2000) described the healthcare personnel job as one that is driven by the needs of the patients, the needs of the patient’s family members, the needs of healthcare system as well as the needs of the society. The care of the patient now involves the coming together of a group of healthcare specialisisis in the clinical and support services. The healthcare personnel coordinate these activities among the various groups to ensure the
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89


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