

THE RELATIONSHIP BETWEEN JOB SATISFACTION,  
LEADERSHIP STYLE AND STRESS AMONG NURSES  
( A STUDY IN HOSPITAL SULTANAH BAHYAH ,ALOR SETAR, KEDAH.)

By

PREMADEVI A/P S. BALAKRISHNAN

A Project Paper Submitted to Othman Yeop Abdullah Graduate School of Business,  
Universiti Utara in Fulfillment of the Requirements for the Degree of Master of Human  
Resource Management

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## **ABSTRACT**

The purpose of the study is to evaluate the relationship between job satisfaction, leadership style and stress among nurses in hospital Sultanah Bahiyah. Data were collected successfully from 269 nurses of Hospital Sultanah Bahiyah and data were analysed through questionnaire. Job Satisfaction questionnaire were adopted from Minnesota Satisfaction Questionnaire (MSQ-Short Form) (1977), whereas Multifactor Leadership Questionnaire were adopted to measure the leadership style. The Multifactor Leadership Questionnaire were developed by Bernard M. Bass in 1985 and was revised several times through subsequent research. For stress, the questionnaire were adopted from DASS Stress Scale Questionnaire which were developed by Lovibond S.H and Lovibond P.F in 1995. The data from the questionnaire were analysed by using Statistical Package for Social Science(SPSS) version 20. Correlation analysis were performed to examine the relationship between job satisfaction ,leadership style and stress . The result shows there is a statistically significant relationship between job satisfaction and leadership style and moderately strong positive relationship between leadership style and stress . At the findings, recommendations and implication for future research were also discussed.

Keyword : Job satisfaction, Leadership style and Stress

## **ABSTRAK**

Kajian ini bertujuan untuk menilai hubungan di antara kepuasan kerja, gaya kepemimpinan dan tekanan dikalangan jururawat Hospital Sultanah Bahiyah. Data telah dikumpulkan dari 269 jururawat di Hospital Sultanah Bahiyah dan dianalisa melalui soalan kaji selidik. Bagi kepuasan kerja, soalan kaji selidik telah diadaptasikan daripada Minnesota Satisfaction Questionnaire (MSQ-Short Form)(1977) manakala bagi mengukur gaya kepemimpinan, Multifactor Leadership style Questionnaire yang dibangunkan oleh Bernard M. Bass pada tahun 1985 dan telah disemak beberapa kali melalui penyelidikan telah digunakan. Untuk tekanan, DASS Stress Scale Questionnaire yang telah dibangunkan oleh Lovibond SH dan Lovibond PF pada tahun 1995 telah digunakan. Data dianalisis dengan menggunakan Pakej Statistik Sains Sosial (SPSS) versi 20. Untuk mengkaji hubungan antara kepuasan kerja, gaya kepemimpinan dan tekanan, analisis kolerasi telah dijalankan. Hasil kajian menunjukkan terdapat hubungan statistik yang signifikan antara kepuasan kerja dan gaya kepemimpinan dan hubungan positif yang sederhana kuat antara gaya kepemimpinan dan tekanan. Penemuan, kajian, cadangan dan implikasi untuk penyelidikan di masa akan datang juga dibincangkan di akhir kajian ini.

**Kata Kunci :** Kepuasan kerja, Gaya Kepimpinan dan Tekanan

## ACKNOWLEDGMENT

First and foremost, I would gratefully thank my god for the blessing I had from Him throughout all the process in completing this project paper. Even though I had experienced a few obstacles , with the help from Him, I managed to get it done until the end of the research.

Special and enormous thanks to my supervisor Dr . Zulkiflee Daud for his invaluable efforts for being so helpful delivering his ideas, thoughts and information that made me enthusiastic to conduct this research and make me understand what research methodology is all about. It had been really joyful and meaningful to have guidance from him and all his guidance help me to learnt skills, patience in completing this research.

My sincere appreciation to the Director of Hospital Sultanah Bahiyah ,allowing me to distribute the questionnaire and also for all nurses who have contributed significantly by participating in this research. My special thanks to Dr. Puvenesvary Muthiah( Ex.Assoc. Prof UUM), my family and friends who have created an environment of support and encouragement.

Lastly, I thank myself for putting up with the troubles I had been getting through in completing this research.. Hoping that this research would benefit the nurses in future as I put all my efforts on this and appreciate others who recognize my work. Million thanks to all.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background of the study**

Nurses are the most important component as well as the largest workforce in the field of healthcare in Malaysia. The nurses work under the directions given by physicians and they are also trained in order to work independently in case of emergency. While the nursing profession can be interesting and rewarding, it has its own challenges which will be explored in this study. The nursing profession provides a chance for the pursuant to enhance others' lives at the time of need.

Hundred years ago, nursing was defined by Florence Nightingale as the function of utilizing the surrounding environment of a patient for his/her recovery (Wilkins, 2007). Nightingale believed that having a healthy, clean, well-ventilated, and quiet environment would result in early improvement of the sick patients. In Nightingale's view, nursing includes three important aspects: care of the patient in the hospital, administration of nursing services and education of nurses (Arnstein, 1956). She gave attention to the ways a patient's illness is affected by his or her state of mind, worries, and attractiveness or otherwise of the surrounding, and the noise levels around him or her (Arnstein, 1956). She emphasized on "nursing the sick; not nursing sickness" . This phrase means that, a nurse looks after the patient as an individual not only the disease.

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