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# INFLUENCE OF GROWTH NEED STRENGTH ON THE RELATIONSHIP BETWEEN PREDICTORS AND JOB SATISFACTION AMONG STATE REGISTERED NURSES AT SELECTED GENERAL HOSPITALS

**MOHAMMAD NIZAM SARKAWI**

A thesis submitted in fulfillment of the requirements for the degree of Doctor of Philosophy (Business Administration)

Centre for Graduate Studies

Open University Malaysia

2014

# DECLARATION

Name: **MOHAMMAD NIZAM SARKAWI**

Matric Number: **CGS 00120510**

I hereby declare that this thesis is the result of my own work, except for quotations and summaries which have been duly acknowledged.

Signature: Date: **10/12/2014**

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**MOHAMMAD NIZAM SARKAWI**

**2015**

## ABSTRACT

The psychological well-being for State Registered Nurses [SRN] is determined to a large extent by that person's satisfaction with the individual experience of job satisfaction. Therefore, the purpose of this study is to determine the influence of Growth Need Strength [GNS] between predictor variables consists of individual attribute (self-esteem), job-related variables (job characteristics and career salience), non job-related variables (overall life satisfaction, family satisfaction and work-family conflict) and job satisfaction among 390 of SRN's at selected General Hospitals. After stratified random sampling, descriptive statistical was used to describe the population in this study and analyses the respondent's level of job satisfaction. Pearson correlation indicates there is significant relation between study variables except the components of self-esteem and work-family conflict with GNS. Based on six hypotheses, the major findings in this study indicate that for the result of linear regression showed that all predictor variables significantly influence job satisfaction. On hierarchy regression result, GNS does not play moderating roles between individual attribute variable and job satisfaction also job related-variables and job satisfaction. However, GNS moderates the relationship between non job-related variables and job satisfaction. The finding of the study contributes in the specific area of literature, theory and also in research design. The results of this study suggest that the GNS as moderator have played significant important role between predictor variables and job satisfaction. The implication of this study that the policy maker should not instead of merely focusing on individual attribute and job-related variables as the only factors for SRN's to be concerned about, indeed they also must pay attention to other factors, such as the selected non – job related variables as potential sources of providing a much better conducive working environment and by incorporating policies that can improve job satisfaction.

**Keyword:**
GNS; Job Satisfaction; Theory of Work Adjustment; Linear / Hierarchical Regression.

**PENGARUH PERTUMBUHAN PERLU KEKUATAN ATAS HUBUNGAN ANTARA PERAMAL DAN KEPUASAN KERJA DIKALANGAN JURURAWAT BERDAFTAR DI HOSPITAL AWAM DIPILIH**

**MOHAMMAD NIZAM SARKAWI**

**2015**

## ABSTRAK

Psikologi kesejahteraan jururawat berdaftar ditentukan sebahagian besarnya oleh kepuasan seseorang dengan pengalamannya sebagai individu yang mengalami kepuasan bekerja . Oleh itu, tujuan kajian ini adalah untuk menentukan pengaruh Pertumbuhan Perlu Kekuatan antara pembolehubah peramal yang terdiri daripada sifat individu (harga diri), pemboleh ubah yang berkaitan dengan kerja (ciri-ciri pekerjaan dan memahami ciri-ciri kerjaya), pemboleh ubah yang tidak berkaitan dengan kerja (keseluruhan kepuasan kehidupan, kepuasan keluarga dan konflik kerja-berkeluarga) dan kepuasan kerja di kalangan 390 Jururawat berdaftar di Hospital Besar yang dipilih. Data yang diterima telah melalui proses kebolehpercayaan dan kesahihannya. Selepas persampelan rawak, statistik deskriptif telah digunakan untuk menggambarkan populasi dalam kajian ini dan juga menganalisis tahap responden terhadap kepuasan kerja. Korelasi Pearson menunjukkan terdapat juga hubungan yang signifikan antara pemboleh ubah kajian kecuali komponen harga diri dan konflik kerja-keluarga dengan pertumbuhan. Berdasarkan hipotesis, penemuan utama dalam hasil kajian regresi linear menunjukkan bahawa semua pembolehubah peramal adalah signifikan dan mempengaruhi kepuasan kerja. Manakala hasil regresi hierarki, Pertumbuhan Perlu Kekuatan tidak memainkan peranan sebagai moderator antara pemboleh ubah sifat individu dan berkaitan dengan kerja. Walau bagaimanapun, Pertumbuhan Perlu Kekuatan memainkan peranan sebagai moderator dalam hubungan antara pemboleh ubah yang berkaitan dengan bukan kerja dan kepuasan kerja. Dapatan kajian menyumbang dapatan literatur, teori dan juga dalam reka bentuk penyelidikan. Hasil kajian ini menunjukkan bahawa Pertumbuhan Perlu Kekuatan sebagai moderator telah memainkan peranan penting yang signifikan antara pemboleh ubah peramal dan kepuasan kerja. Implikasi kajian ini menunjukkan bahawa pembuat dasar tidak perlu semata-mata memberi tumpuan kepada sifat individu dan pembolehubah yang berkaitan dengan kerja sebagai faktor utama, mereka juga perlu memberi perhatian kepada faktor-faktor lain, seperti pembolehubah berkaitan bukan kerja sebagai sumber potensi dalam menyediakan persekitaran yang lebih baik dan kondusif kerja dengan menggabungkan dasar-dasar yang boleh meningkatkan kepuasan kerja.

**Kata Kunci:**

Pertumbuhan Perlu Kekuatan; Kepuasan Kerja; Teori Pelarasan Kerja; Regresi Linear / Hierarki.

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"It's been a long night, trying to find my way.
Been through the darkness, now I finally have my day and
I will see my dream come alive at last, I will touch the sky."

Faith of a Heart – Rod Stewart, 1998

A research inevitably results from the combination of an individual's commitment, courage and effort, with the encouragement of a large network of kind persons.

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In conclusion, the reason for having faith in myself is that I feel very strongly about what I think and therefore it is important for me to take this time and space to reflect it. Sometimes the only ones, who can truly understand what you are going through, are those who have gone through it themselves!

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## LIST OF ABBREVIATIONS

| | |
|---|---|
| AO | Action Orientation |
| CS | Career Salience |
| CPD | Continuous Professional Development |
| ETP | Economic Transformation Programme |
| EFA | Exploratory Factor Analysis |
| FS | Family Satisfaction |
| GNS | Growth Need Strength |
| JC | Job Characteristics |
| JS | Job Satisfaction |
| JSS | Job Satisfaction Score |
| KMO | Keiser-Meyer-Olkin |
| LGO | Learning Goal Orientation |
| MIQ | Minnesota Important Questionnaire |
| MPS | Motivating Potential Score |
| MOH | Ministry of Health |
| MSQ | Minnesota Satisfaction Questionnaire |
| OLS | Overall Life Satisfaction |
| PSC | Public Service Commission |
| QWL | Quality Work Life |
| SE | Self-Esteem |
| SRN | State Registered Nurses |
| SEM | Structural Equation Modelling |
| WFC | Work-Family Conflict |
| WHO | World Health Organization |