

DEDICATION

To my mother, Rabiaton, and my father, Mohamed, who passed away while I was working on this thesis.

To my husband, Amran, and my children, Adam, Affiq and Aqeel.

To my brothers and sisters, Wan Norsiah, Rumzi, Rosdi, Wan Norkamilah and Abdul Rashid

Abstract of thesis presented to the Senate of Universiti Malaysia Terengganu in fulfilment of the requirement for the degree of Doctor of Philosophy.

THE INFLUENCE OF NURSES' QUALITY OF WORK LIFE ON LIFE SATISFACTION AND SERVICE QUALITY

WAN NORHAYATI BT. MOHAMED

JUNE 2013

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It is the aim of the Malaysian government to deliver high-quality health-care service to the society. However, the health-care industry is facing high job turnover and shortage of experienced staff. Insufficient experienced staff can lead to low health-care service quality. In a situation where the industry is facing a shortage of trained and experienced nursing staff, it is important to ensure that the current work force is able to deliver high-quality service.

This study attempts to investigate the nurses quality of work life and its influences on nurses' non-work lives and nursing service quality. More specifically, this study will examine the relationship between nurses' quality of work life, life satisfaction and service quality. This study also investigate whether life satisfaction plays a mediating role on the relationship between quality of work life and service quality.

This study focuses on nurses working in the state-level public hospitals. Data for the present study was collected through self-administered questionnaire. Two hundred and ninety two usable questionnaires were analysed using Structural Equation Modelling (SEM).

The findings reveal that there is significant positive relationship between quality of work life and service quality. The findings also show that quality of work life will influence life satisfaction. However, life satisfaction does not influence service quality. In addition life satisfaction does not mediate the relationship between quality of work life and service quality.

Abstrak tesis yang dikemukakan kepada Senat Universiti Malaysia Terengganu sebagai memenuhi keperluan untuk ijazah Doktor Falsafah.

**PENGARUH KUALITI KEHIDUPAN KERJA JURURAWAT TERHADAP
KEPUASAN HIDUP DAN KUALITI PERKHIDMATAN**

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Matlamat kerajaan Malaysia adalah untuk memberikan kualiti perkhidmatan penjagaan kesihatan yang tinggi kepada masyarakat. Walau bagaimanapun, industri penjagaan kesihatan menghadapi masalah pusingganti kerja yang tinggi dan kekurangan kakitangan yang berpengalaman. Kekurangan kakitangan yang berpengalaman boleh membawa kepada penurunan kualiti perkhidmatan penjagaan kesihatan. Dalam situasi di mana industri menghadapi masalah kekurangan jururawat yang terlatih dan berpengalaman, adalah amat penting untuk memastikan tenaga kerja sediaada mampu memberikan perkhidmatan yang berkualiti tinggi.

Kajian ini bertujuan untuk mengkaji kualiti kehidupan kerja jururawat dan kesannya terhadap kehidupan luar kerja jururawat dan kualiti perkhidmatan kejururawatan. Kajian ini akan memeriksa hubungan di antara kualiti kehidupan kerja jururawat, kepuasan hidup dan kualiti perkhidmatan. Kajian

ini juga mengkaji peranan kepuasan hidup sebagai perantara di antara hubungan kualiti kehidupan kerja dan kualiti perkhidmatan.

Fokus kajian ini adalah jururawat yang bekerja di Hospital Besar. Data untuk kajian ini dikumpulkan melalui borang soal-selidik tadbir sendiri. Sebanyak dua ratus sembilan puluh dua borang soal-selidik dianalisa menggunakan *Structural Equation Modelling (SEM)*.

Hasil kajian menunjukkan terdapat hubungan positif yang signifikan di antara kualiti kehidupan kerja dan kualiti perkhidmatan. Hasil kajian juga menunjukkan kualiti kehidupan kerja mempengaruhi kepuasan hidup. Walau bagaimanapun, kepuasan hidup tidak mempengaruhi kualiti perkhidmatan. Selain daripada itu, kepuasan hidup juga adalah bukan faktor pengantara di antara hubungan kualiti kehidupan kerja dan kualiti perkhidmatan.