

**THE STUDY OF INTENTION TO LEAVE AMONG
NURSES IN MALAYSIAN PUBLIC HOSPITALS**

KHATIJA OMAR

OTHMAN YEOP ABDULLAH GRADUATE SCHOOL OF BUSINESS
Universiti Utara Malaysia



PERAKUAN KERJA TESIS / DISERTASI
(Certification of thesis / dissertation)

Kami, yang bertandatangan, memperakukan bahawa
(We, the undersigned, certify that)

KHATIJAH BINTI OMAR

calon untuk Ijazah DOCTOR OF PHILOSOPHY (HUMAN RESOURCE MANAGEMENT)
(candidate for the degree of)

telah mengemukakan tesis / disertasi yang bertajuk:
(has presented his/her thesis / dissertation of the following title):

A STUDY OF INTENTION TO LEAVE AMONG NURSES IN MALAYSIAN PUBLIC HOSPITALS

seperti yang tercatat di muka surat tajuk dan kulit tesis / disertasi.
(as it appears on the title page and front cover of the thesis / dissertation).

Bahawa tesis/disertasi tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan, sebagaimana yang ditunjukkan oleh calon dalam ujian lisan yang diadakan pada :
21 March 2012.

That the said thesis/dissertation is acceptable in form and content and displays a satisfactory knowledge of the field of study as demonstrated by the candidate through an oral examination held on:
21 Mac 2012.

Pengerusi Viva : Prof. Madya Dr. Shahizan Hassan
(Chairman for Viva)

Tandatangan
(Signature)

Pemeriksa Luar : Prof. Madya Dr. Hj. Normala Daud
(External Examiner)

Tandatangan
(Signature)

Pemeriksa Dalam : Dr. Fadzli Shah Abd. Aziz
(Internal Examiner)

Tandatangan
(Signature)

Tarikh: 21 Mac 2012
(Date)

PERMISSION TO USE

In presenting this thesis in fulfillment of the requirements for a Post Graduate degree from Universiti Utara Malaysia (UUM), I agree that the Library of this University may make it freely available for inspection. I further agree that permission for copying this thesis in any manner, in whole or in part, for scholarly purpose may be granted by my supervisor(s) or in their absence, by the Dean of Othman Yeop Abdullah Graduate School of Business where I did my thesis. It is understood that any copying or publication or use of this thesis or parts of it for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to the Universiti Utara Malaysia (UUM) in any scholarly use which may be made of any material in my thesis.

Request for permission to copy or to make other use of materials in this thesis, in whole or in part should be addressed to:

Dean of Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
06010 UUM Sintok
Kedah Darul Aman

ABSTRACT

This study of intention to leave among nurses in Malaysian public hospitals was conducted with three main objectives: first, to investigate the relationship between job satisfaction, organizational commitment, hierarchical plateauing, turnover opportunity and intention to leave among nurses in Malaysian public hospital; second to determine the role of moral obligation as a mediator on the relationship between job satisfaction, organizational commitment, hierarchical plateauing, turnover opportunity and intention to leave; and third to investigate whether or not demographic factors such as age, tenure, education level, income level and marital status explain unique variation on intention to leave. The study focused on permanent nurses working in public hospitals in Peninsular Malaysia. Results of analysis in this study supported that job satisfaction and organizational commitment were significantly and negatively related to intention to leave while turnover opportunity was significantly and positively related to intention to leave of nurses working on permanent basis in Peninsular Malaysia. Hierarchical plateauing was found to be positively related to intention to leave but not significant. The macro results also showed that moral obligation was only a partial mediator in the relationships between job satisfaction and intention to leave, organizational commitment and intention to leave and turnover opportunity and intention to leave. However, moral obligation did not mediate the relationship between hierarchical plateauing and intention to leave. The results of the study were considered as crucial to be looked into so that management team and employers could have ample understanding and guidelines if they were to draft retention strategies.

Keywords: Intention to leave, Job satisfaction, Organizational commitment, Moral obligation, Nurses

ABSTRAK

Kajian mengenai niat untuk berhenti dikalangan jururawat di hospital kerajaan di Malaysia dijalankan dengan tiga objektif utama: pertama untuk mengkaji hubungan antara kepuasan kerja, komitmen organisasi, kerjaya matang dan peluang pusing ganti kerja dengan niat untuk berhenti dikalangan jururawat di hospital kerajaan di Semenanjung Malaysia, kedua untuk mengkaji peranan rasa tanggungjawab moral sebagai mediasi dalam hubungan antara kepuasan kerja, komitmen organisasi, kerjaya matang dan peluang pusing ganti kerja dengan niat untuk berhenti dikalangan jururawat di hospital kerajaan di Semenanjung Malaysia, dan ketiga untuk mengkaji samada faktor demografi seperti usia, lama berkhidmat, tahap pendidikan, tahap pendapatan dan status perkahwinan menerangkan variasi yang unik ke atas niat untuk berhenti. Kajian ini memberi fokus kepada jururawat yang bekerja tetap di hospital kerajaan di Semenanjung Malaysia. Hasil analisa kajian ini menyokong bahawa kepuasan kerja dan komitmen organisasi mempunyai hubungan negatif yang signifikan dengan niat untuk berhenti manakala peluang pusing ganti kerja berkait secara positif dan signifikan dengan niat untuk berhenti dikalangan jururawat di Semenanjung Malaysia. Kerjaya matang didapati berkait secara positif tetapi tidak signifikan dengan niat untuk berhenti. Hasil analisa makro menunjukkan bahawa rasa tanggungjawab moral hanyalah mediasi separa dalam hubungan antara kepuasan kerja dan niat untuk berhenti, komitmen organisasi dan niat untuk berhenti dan peluang pusing ganti kerja dan niat untuk berhenti. Walaubagaimanapun, rasa tanggungjawab moral tidak menjadi mediasi kepada hubungan antara kerjaya matang dan niat untuk berhenti. Hasil kajian ini sangat penting untuk didalami dan diperhalusi supaya pihak pengurusan dan majikan memperoleh kefahaman dan panduan yang cukup untuk merangka strategi pengekalan pekerja.

Katakunci: Niat untuk berhenti, Kepuasan kerja, Komitmen organisasi, Rasa tanggungjawab moral, Jururawat