

ABSTRAK

Laporan ini cuba untuk menerokai impaks “pemberian kuasa di tempat kerja” di antara staf kejururawatan di satu institusi perubatan swasta yang terletak di negeri Kedah, Malaysia. Tujuan utama kajian ini ialah mengaplikasikan teori Kanter berkenaan pemberian kuasa bercorak struktur dengan penggunaan instrumen pengukuran yang diubahsuaikan oleh Chandler (1986) dan Laschinger (1996, 1999, 2001), untuk meneliti pengaruh pemberian kuasa jururawat di tempat kerja terhadap “keinginan–bersama-syarikat” di organisasi tersebut. Seluruh populasi terdiri daripada 103 jururawat yang dibanci telah menyertai kajian dengan teknik ‘cross-sectional’ dan kaedah temuramah.. Kadar response yang cemerlang dengan 100% pencapaian telah diperolehi. Ukuran tinjauan yang ditadbir mengandungi beberapa instrumen: “Organizational Description Opinionnaires (ODO)” yang mengukur persepsi jururawat tentang kuasa pengurus mereka; “Conditions for Work Effectiveness Questionnaires (CWEQ)” bertujuan untuk mengukur “pemberian kuasa keseluruhan” di tempat kerja, yang meliputi persepsi jururawat tentang akses mereka kepada empat struktur “pemberian kuasa di tempat kerja” iaitu: peluang, informasi, sokongan, dan sumber. “Job Activities Scale (JAS)” mengukur “kuasa formal” atau kedudukan; “Organizational Relationships Scale (ORS)” mengukur “kuasa informal” dan indeks “Intent-to-stay (ITS)” mengukur keinginan jururawat bersama dengan organisasi. Dapatan-dapatan dari kajian menunjukkan bahawa ”pemberian kuasa di tempat kerja” tidak berubah, walau apa status pekerjaan jururawat. Jantina lelaki dan perempuan berbeza secara signifikan ($p < 0.05$) pada aspek “pemberian kuasa di tempat kerja”. Walau bagaimanapun tidak ada perbezaan signifikan di antara pengurus jururawat dan jururawat pada aspek “keinginan–bersama-syarikat”.

CHAPTER 1.0

INTRODUCTION

1.1 Background

1.1.1 About the K. Hospital

The history of this private hospital started since 1979 as a small private centre under the auspices of state government of Kedah. However in the late 80's, a strategic alliance was formed between KPJ Healthcare Berhad and Kedah Development Authority to change a new look into the operation and management of the new K. Hospital. It seems that Kedah Development Authority, the investment arm of Kedah state government holds slightly more than 50% of the company share. Being a major shareholder, indirectly dictate most of the administrative and operational policy. Although KPJ Healthcare Berhad still maintain its cut regarding the delivery services, however the policies regarding recruitment and running of hospital, the Kedah state government has more influence on the decisions. Being a one-stop diagnostic and therapeutic specialist hospital located in the capital city of Kedah, a northern province in Peninsular Malaysia. It has bed occupancy of about 100 capacities. It is one of the premier and specialist private hospitals that has Heart Centre facilities in the northern zone. It provided multi-disciplinary services with super specialities in Interventional Cardiology, Obstetrics and Gynaecology, Orthopaedic, General Surgery, Renal and Dialysis Services, and Ear, Nose and Throat (ENT) Surgery. Recently this hospital has obtained its ISO 9001 certification from SIRIM for its Nursing Process and Support Service Departments (KMC, 2003).

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