Impact of GNS on the Link between Family Satisfaction and JS

Mohammad Nizam Sarkawi[1], Jauriyah Shamsuddin[2], Abd Rahman Jaafar[3], Noor Fareen Abd Rahim[4]

[1,2,#3]SBM, COB. Universiti Utara Malaysia.
[4]Graduate School of Business, Universiti Sains Malaysia, Penang.
E-mail: [1]drnizam@uum.edu.my , [2]jauriyah@uum.edu.my , [3]ajaaffar@uum.edu.my , [4]noorfareen@usm.my

ABSTRACT

This research is to identify the impact of GNS between family satisfaction and JS among Sate Registered Nurse's. Data were taken using questionnaire through survey. This research using stratified random sampling with total of 390 SRNs. By using linear and hierarchical regression, the results of this research identify that the growth need strength had shown significant impact between family satisfaction and JS. It is also provide better harmony environment of working situation by giving the suggestion that can improve JS.

INTRODUCTION

Ministry of Health of Malaysia (2010 – 2016) has identify in a situation where it has less information that might guide its efforts in enhancing State Registered Nurses psychological well-being for of ensuring efficient and effective operation for its hospital daily and routine operation process.

Barnett, Namasivayam and Narudin (2010) identified that, state registered nurses psychological well-being is determined to a large extent by that person's satisfaction with the individual experience of domains of life. One important domain is JS among the state registered nurses (Bibi, 2008).

Based on ETP (2010), the decline in JS and the lack of a comprehensive approach to improve it, may be the result of the limiting assumption on growth need strength towards SRNs. Furthermore in hospital daily and routine operation process, it is especially important for the nurses to experience a better growth need strength that will contribute to JS.

LITERATURE REVIEW

Family Satisfaction

In a study by Saltzstein, Ting and Saltzstein (2001), government employees were surveyed the relationships between family satisfaction with work-family balance and job satisfaction for diverse groups of employees with different personal and family needs. They discover that a variety of widely presumed *Family Friendly Policies* were used to varying degrees by employees.

While in Malaysia, a study by Noraani, Aminah, Jegak and Khairuddin (2011), indicated that employee issues has been a major concern among many studies since it had a negative effect towards the organisation. The results established that organisations may utilize family satisfaction as mechanisms to educate work satisfaction towards their staff (Noraani et al., 2011).

Impact between Family Satisfaction and Growth Need Strength

Booth and Ours (2007) investigate the relationship between 2 type of working type (part-time and full time work satisfaction); JS with their life satisfaction. They found between male with family, will satisfied if they worked full-time without overtime hours and their life satisfaction is not affected by how many hours they work. Their life satisfaction is effected only by whether or not they have growth and development from their career. For female with family doing their full time jobs shown FS is not effected on how many hours they are working and they are satisfied on their job (Booth & Ours, 2007).Thus this research is to identify the impact of GNS on the link between family satisfaction and JS for SRN.

METHOD

The research intends to determine the impact of GNS on the link between family satisfaction and JS among SRN. The research used the *critical mass* of the sample population from the total population to measure the impact growth need strength on the link between family satisfactions with JS among State Registered Nurses.

Family Satisfaction

Family satisfaction was measured by7 items adapted from Brayfield and Rothe's (1951) Index of Job Satisfaction. Responses are derived based on a five-point Likert type format from "Strongly Disagree to "Strongly Agree". The statements in the instrument relate to the extent of family satisfaction experience by the respondents. Mohamed Hashim (1993) reported a reliability coefficient of 0.87 for the original scale.

Growth Need Strength

The measure of growth need strength was taken from the instrument developed by Hackman and Lawler (1971). Responses feedback were on a five-point Likert type format ranging from "Almost none (0-20%)" to "a great deal (81-100%)". The mean item score was used as the overall index.

Job Satisfaction

Job satisfaction was measured based on the MSQ (Minnesota Satisfaction Questionnaire). The measure was of the primary indicators associated with a comprehensive theory of work adjustment developed by Dawis and Lofquist (1969). Responses to the questionnaire were given on a five-point scale ranging from "very dissatisfied" to "very satisfied".

FINDINGS AND DISCUSSION

Findings

The response rate of questionnaires return is 87% from 450 of respondents (SRN). The questionnaire were put on a likert scale of 1 to 5 to measure the impact of growth need strength on the link between family satisfactions and JS among the State Registered Nurses. The study targeted State Registered Nurses who work at selected general hospital in 11 department which consist of:

1. Ophthalmology;
2. Ear, Nose and Throat (ENT);
3. Rehabilitation;
4. Orthopaedic;
5. Paediatric,
6. Obstetric;
7. Surgical;
8. Medical;
9. Neurosurgery;
10. Intensive Care Unit (ICU);
11. Emergency (ER).

In order to gain a more accurate result on the sample size, Slovin's formula was executed as per Figure 4.1 and Figure 4.2 on the flow chart of sampling process:

$$n = \frac{N}{1 + Ne^2}$$

Figure 4.1: Slovin's Formula

n = Sample Size
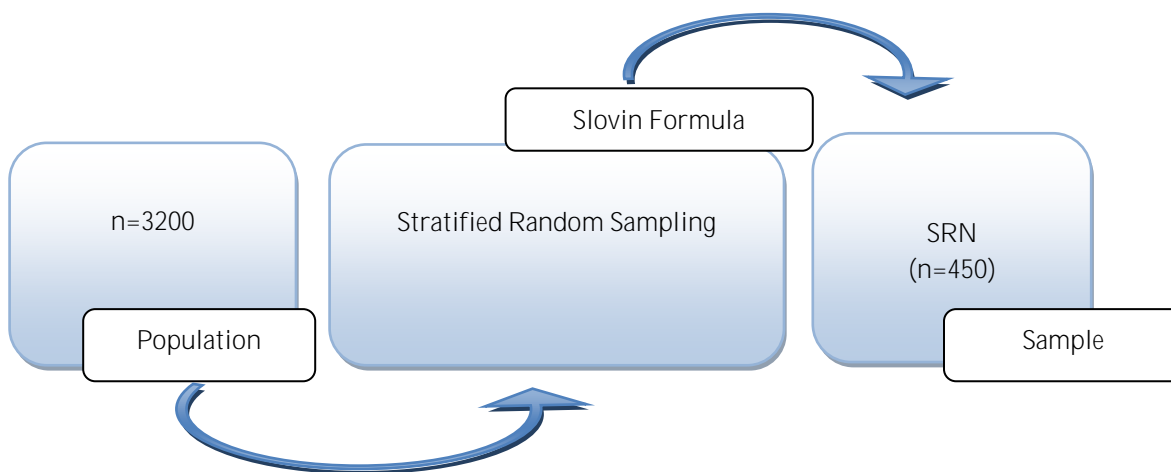N = State Registered Nurses Population
e = Desired margin of error

Figure 4.2: Flow Chart of Sampling Process

Impact between Family Satisfaction and JS

Result indicate that, it shown that family satisfaction are significant at 1% levels, contributing to the family satisfaction and indicates positive significant on JS to 390 respondents. R^2 is the coefficient of determination, interpreted as the percentage of variance in Y (family satisfaction) that can be explained by X (job satisfaction). The highest R^2 of 0.601 shown that 60.1 percent of the variance in JS can be explained by family satisfaction.

Table 4.1 shows regression analysis is performed to determine the impact between family satisfaction and JS on using linear regression.

Table 4.1: Impact between Family Satisfaction and JS

Variable	Constant	R^2	SE B	Beta	Sig
Family satisfaction Job Satisfaction	1.211	0.601	0.026	0.627	0.001*

*p < 0.01

Impact of GNS between Family Satisfaction and Job Satisfaction

The results of hierarchical regression analysis, as presented in Table 4.3, indicate that 60.1 % from the variance of the JS is explained by the family satisfaction which has significant link between family satisfaction and JS variables ($R2 = 0.601$, $F\triangle = 337.862$, $p < 0.05$). With GNS variable, it gives additional contribution of 3.5% to explain the job satisfaction ($R2 = 0.636$, $R2\triangle = 0.035$, $F\triangle = 247.712$, $p < 0.05$). In the Step3, with both family satisfaction and growth need strength variables incorporated in the equation, the results show that the interaction variables (family satisfaction × growth need strength) contributes additional 32.3 % of the explanation of the variance of job satisfaction, which is statistically significant ($R2 = 0.959$, $R2\triangle = 0.323$, $F\triangle = 2,398.655$, $p < 0.05$).

This finding indicates that there is evidence to suggest that the GNS has an impact in the link between family satisfaction and job satisfaction.

The following regression equations were used to analyse the role of growth need strength on the link between family satisfaction and JS:

JS = a + b1 (family satisfaction) + e

JS = a + b1 (family satisfaction) + b2 (growth need strength) + e

JS = a + b1 (family satisfaction) + b2 (growth need strength) + b3
(family satisfaction * growth need strength) + e

Table 4.2 indicates the result of hierarchy regression.

Table 4.2: GNS between Family Satisfaction and JS

Variable/s	R^2	$R^2\triangle$	$F\triangle$	SE B	Beta	Sig
Step 1 Family Satisfaction	0.601	0.601	337.862	0.026	0.627	0.001*
Step 2 Family Satisfaction				0.066	0.258	0.001*
GNS	0.636	0.035	247.712	0.059	0.355	0.001*
Step 3 Family Satisfaction				0.031	-0.936	0.001*
GNS				0.021	-0.051	0.016*
Family Satisfaction × GNS	0.959	0.323	2,398.655	0.005	0.297	0.001*

Note: $R^2 = 0.601$ in Step 1; $R^2\triangle = 0.035$ in Step 2 ($p = 0.05$); $R^2\triangle = 0.323$ in Step 3
*$p < 0.05$

IMPLICATION AND CONCLUSION

Impact of Family Satisfaction for Job Satisfaction

As evidence on the linear regression analysis shows that 60.1 % of the variance of the job satisfaction is explained by family satisfaction is statistically significant.

Evidence from hierarchical regression with growth need strength variable shown that contributes additional 3.5% to explain the job satisfaction. With both family satisfaction and growth need strength already in the equation, the results show that the interaction variable (family satisfaction × growth need strength) gives additional contribution to 32.3 % of the variance, which is statistically significant.

The finding indicates that there is an evidence to conclude that the GNS contribute an impact in the link between family satisfaction and JS.

Growth Need Strength Roles

GNS indicate an importance role because it acts as a strong need for personal challenge and accomplishment, for learning, and for professional development on the job.

From the result, it can be concluded that State Registered Nurses who have strong GNS are predicted to develop a strong internal motivation when working on complex and challenging jobs. In other words, nurses with strong GNS will respond more positively to the conflict in their personal

life due to their job satisfaction. Therefore, it is important to consider the roles of GNS to develop job satisfaction.

Based on hierarchical regression, the findings suggest that although nurses face challenge as a result of family satisfaction, but most of them show that they have a high satisfaction level with their profession. Family satisfaction indicating that GNS have played significantly important role in nurses' job satisfaction as moderator.

POLICY AND PRACTICAL IMPLICATIONS

Hence, merely improving family satisfaction will not necessarily improve job satisfaction. Subsequently, the pursuit of better job satisfaction by changing things within the context of the organization must be viewed cautiously. Job satisfaction should probably be perceived as the result of a complex interplay family satisfaction.

It is important to take a constructive step in this direction by recognizing, understanding and accepting the fact that the concept of job satisfaction has indeed expanded. This realization will help policy – makers in developing a clearer and more comprehensive approach of managing employee job satisfaction. The policy maker should pay more attention to family satisfaction and GNS as potential sources of providing a much better harmony environment of working situation that can improve job satisfaction.

This research study is hoping to add the much needed anticipated knowledge about ways to raise job satisfaction

in one aspect of the social science field and may also create awareness by moderate the GNS on the link between family satisfaction and JS within SRN.

REFERENCES

1. Barnett, T., Namasivayam P., & Narudin D. A. (2010). A critical review of the nursing shortage in Malaysia. *International Nursing Review, 57*(1), 32-39.

2. Bibi Florina Abdullah (2008). *On guidelines for continuous professional development.* A Programme for Nurses / Midwives.

3. Booth, A. L., & Ours, J. C. (2007). Job satisfaction and family happiness: the part-time work puzzle. *The Economic Journal, 118*(526), 77-99.

4. Brayfield, A. H. & Rothe, H. F. (1951). An index of job satisfaction. *Journal of Applied Psychology, 35*(5), 307-311.

5. Dawis, R. V., & Lofquist, L. H. (1969). *Adjustment to work.* New York: Appleton Century-Crafts.

6. Economic Transformation Plan [ETP] (2010). *A Roadmap for Malaysia.* Performance Management and Delivery Unit [PEMANDU], Prime Minister Department.

7. Hackman, J. R., & Lawler E. E. (1971). Employee Reactions to job characteristics. *Journal of Applied Psychology Monograph. 55*(93), 259-286.

8. Ministry of Health. "*Health Facts*". Health Informatics Centre, Planning and Development Division, 2010-2016.

9. Mohamed Hashim, Mohd Kamil (1993). *Overall job satisfaction among managerial employees in the public service department, Malaysia.* (Doctoral thesis). Retrieved from http://psasir.upm.edu.my/11106/

10. Noraani, Aminah, Jegak & Khairuddin (2011). Work-family facilitation and family satisfaction as mediators in the relationship between job demands and intention to stay. *Asian Social Science, 7*(6), 142 - 153.

11. Saltzstein A. L., Ting Y., & Saltzstein G. H. (2001). Work-family balance and job satisfaction: The impact of family-friendly policies on attitudes of federal government employees. *Public Administration Review, 61*(4), 452-467.