

**THE RELATIONSHIP BETWEEN ISLAMIC WORK ETHICS
AND EMPLOYEE PERFORMANCE AMONG MEDICAL STAFF
IN THE PUBLIC HEALTH SECTOR IN BAHRAIN: EMPLOYEE
COMMITMENT AS MEDIATING VARIABLE**

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UNIVERSITI SAINS ISLAM MALAYSIA

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DECLARATION

I hereby declare that this dissertation is the result of my own investigation, except for quotations and summaries, which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for another degree at UNIVERSITI SAINS ISLAM MALAYSIA (USIM) or other institutions.

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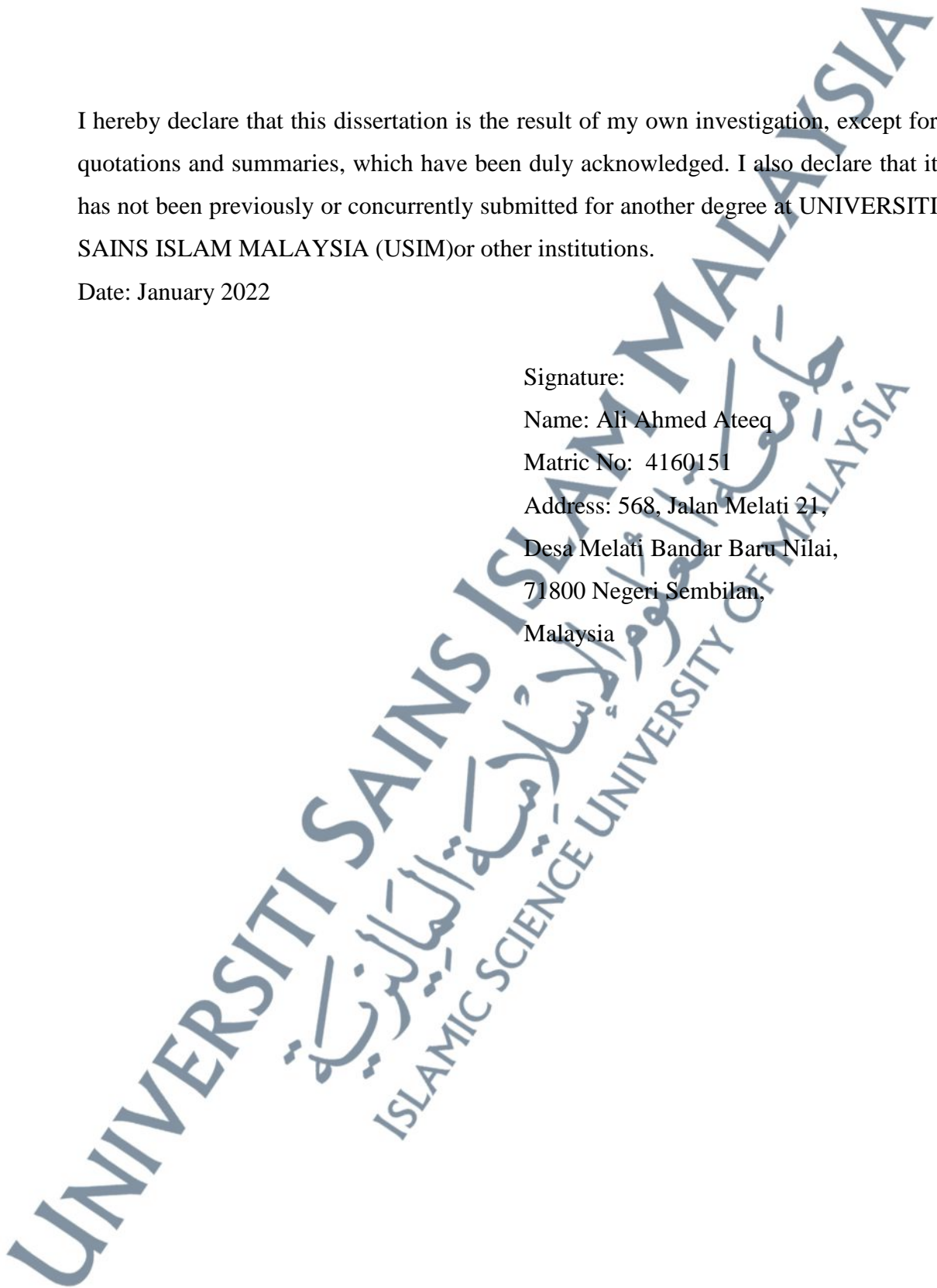
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ABSTRAK

Kajian kuantitatif ini membincangkan hubungan antara etika kerja Islam dan prestasi akademik dalam sektor awam di bawah Kementerian Kesihatan di Kerajaan Bahrain, melalui komitmen pekerja untuk meningkatkan hubungan itu. Masalah berpunca daripada prestasi yang tidak memuaskan dari pekerja yang bekerja di dalam bidang sektor ini. Punca masalah memberi kesan kepada peningkatan jumlah aduan yang dilakukan oleh pesakit dan juga keluarga kerana salah laku perubatan yang ketara dan tinggi sepanjang tujuh tahun lalu. Objektif kajian adalah untuk membincangkan hubungan antara etika kerja islam, tahap prestasi pekerja dan peranan komitmen pekerja sebagai orang perantar dalam mengukuhkan hubungan. Pengkaji telah melaksanakan kaedah kuantitatif dengan menyol selidik sebagai alat utama untuk mendapatkan data. 273 orang dari 370 peserta berjaya menjawab soalan soal selidik tersebut dimana maklumat yang dikumpulkan sangat mencukupi untuk menjalankan kajian ini. Kajian populasi seramai 9816 pekerja. Penyelidik telah menggunakan sampel strata secara rawal berdasarkan jadual “Kreicie and Morgan (1970)” yang melibatkan 370 doktor, jururawat dan ahli farmasi dalam sektor awam di Kementerian Kesihatan. Soalan kaji selidik telah diberikan ke tiga bahagian. Kaedah statistikal berikut telah digunakan : “Descriptive analysis using the SPSS program” untuk menganalisa data kajian dan hipotesis, kecenderungan dan ujian “kurtosis”, “exploratory factor analysis (EFA), alpha-Cronbach coefficient”, dan matriks kolerasi. Para pengkaji telah melakukan “confirmatory factor analysis (CFA)” dan “structural model equation (SEM)” melalui AMOS program. Hasil dari kajian telah mendedahkan dimana terdapat hubungan positif di antara etika kerja islam dan prestasi perkerja dan terdapat hubungan positif antara etika kerja islam dan komitmen pekerja. Terdapat juga kesan tidak langsung terhadap hubungan antara etika kerja islam dan prestasi pekerja melalui komitmen pekerja sebagai pembolehubah dimana komitmen pekerja mengukuhkan dan memperbaiki hubungan antara etika kerja islam dan prestasi pekerja. Hasil kajian ini akan mendapat perhatian dari pakar pakar dalam jabatan sumber manusia dan bahagian pengurusan di mana mereka mencari kaedah untuk meningkatkan kualiti perkhidmatan medical, mengurangkan aduan dari pesakit dan mengurangkan kesalahan medical dengan meningkatkan kesedaran etika kerja Islam.

ABSTRACT

This study discusses the relationship between Islamic work ethics and medical employee performance in the public sector under the Ministry of Health at the Kingdom of Bahrain using employee commitment as the intermediate variable. Weak employee commitment in the health sector leads to increasing number of complaints by patients and their families as evidenced by the increasing amount of medical errors during the last seven years. Descriptive quantitative method was employed using questionnaire to collect data. The study population reached 9,816 employees and out of 370 participants only (n=273) responded. Random stratified sampling according following Krejcie and Morgan (1970) model was employed, involving 370 doctors, nurses and pharmacists worked in the public sector under the Ministry of Health. The questionnaire's survey were (60) distributed in three axes. SPSS was used to analyse data, hypotheses, skewness and kurtosis test, exploratory factor analysis (EFA), Cronbach alpha coefficient and correlation matrix. Meanwhile, confirmatory factor analysis (CFA) and structural model equation (SEM) through the use of AMOS program were also used. The findings reveal that there is a direct positive relationship between Islamic work ethics and employee performance and there is a direct positive link between Islamic work ethics and employee commitment. Furthermore, there is an indirect impact relationship between Islamic work ethics and employee performance through employee commitment as an intermediate variable. This confirms that employee commitment reinforces and improves the relationship between Islamic work ethics and employee performance. In terms of the implications of this study, it will receive great attention from human resources management (HRM) specialists and senior management as they look for ways to increase quality medical services and reduce complaints and medical errors by increasing awareness on the Islamic work ethics.

المخلص

ناقشت هذه الدراسة العلاقة بين أخلاقيات العمل الإسلامي و أداء الكادر الطبي في القطاع العام بوزارة الصحة بمملكة البحرين، من خلال التزام الموظفين كمتغير وسيط لتعزيز تلك العلاقة. تكمن مشكله الدراسة في وجود ضعف على مستوى الأداء من قبل الموظفين في هذا القطاع الحيوي، وبالتالي أدت هذه المشكلة إلى تزايد في عدد الشكاوى من قبل المرضى وذويهم من جهة، وتزايد ملحوظ في كميّه الأخطاء الطبية في السنوات السبع الأخيرة من جهة أخرى. هدفت الدراسة إلى مناقشة العلاقة المباشرة بين أخلاقيات العمل الإسلامي ومستوى أداء الموظفين، ودور التزام الموظفين كعلاقه غير مباشره لمتغير وسيط في تعزيز العلاقة المباشرة. أعتمد الباحث المنهج الكمي الوصفي، باستخدام الاستبانة كأداة لجمع البيانات، من بين 370 مشاركا تم تضمينهم في الاستطلاع ، أجا ب فقط (عدد = 273) ، وهو ما يكفي إلى حد ما لإجراء هذه الدراسة كما بلغ مجموع مجتمع الدراسة (9816) موظفا. استخدم الباحث عينية طبقية عشوائية وفقا لجدول جريسي ومورغان (1971) بلغت (370) من الأطباء والمرضى والصيادلة في القطاع العام بوزارة الصحة. بلغ عدد فقرات الاستبانة (60) فقرة موزعة في ثلاث محاور. تم استخدام الأساليب الإحصائية الآتية؛ تحليل بيانات الدراسة وفرضياتها من خلال التحليل الوصفي باستخدام برنامج (SPSS)، اختبار الالتواء والتفرطح، التحليل العاملي الاستكشافي (EFA)، معامل ألفا كرونباخ، وكذلك مصفوفه الارتباط. قام الباحث بإجراء التحليل العاملي التوكيدي (CFA)، وكذلك المعادلة النموذجية البنائية (SEM) من خلال استخدام برنامج (AMOS). بينت نتائج الدراسة وجود علاقة إيجابية مباشرة بين أخلاقيات العمل الإسلامي وأداء الموظف، ووجود ارتباط إيجابي مباشر بين أخلاقيات العمل الإسلامي والتزام الموظفين. علاوة على ذلك، هناك علاقة تأثير غير مباشر بين أخلاقيات العمل الإسلامي وأداء الموظف من خلال التزام الموظف كمتغير وسيط، مما يؤكد أن التزام الموظف يعزز ويحسن العلاقة بين أخلاقيات العمل الإسلامي وأداء الموظف. ستحظى نتائج هذه الدراسة باهتمام كبير من المتخصصين في إدارة الموارد البشرية (HRM) والإدارة العليا حيث يبحثون عن طرق لزيادة الخدمات الطبية ذات الجوده العاليه، وتقليل شكاوى المرضى والتقليل من الأخطاء الطبية عن طريق زيادة الوعي بأخلاقيات لعمل الإسلامي .

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LIST OF ABBREVIATIONS

Acronym	Meaning
CFA	Confirmatory Factor Analysis
EFA	Exploratory Factor Analysis
HRM	Human Resources Management
WE	Islamic work ethics
GCC	Gulf Co-operation Council
WHO	World Health Organisation
UAE	United Arab Emirates
PWE	Protestant Work Ethics
NHRA	National Health Regulation Authority
EC	Employee Commitment
EP	Employee Performance
MoH	Ministry of Health
SEM	Structural Equation Modelling
SPSS	Statistical Package for the Social Sciences
BDF	Bahrain Defence Force
PHC	Primary Health Care
EFF	Effort
SWT	Subhanahu Wa Taala
HON	Honesty
TEAM	Teamwork
ACC	Accountability
ACS	Affective Commitment
CCS	Continuance Commitment
NCS	Normative Commitment
ETP	Task Performance
ECP	Contextual Performance
NNFI	Non-normed Fit Index
RMSEA	Root Mean Square Error of Approximation
AGFI	Adjusted Goodness of Fit Index
CFI	Comparative Fit Index
TLI	Tucker-Lewis Index
CMIN	Normed Chi-square over Degree of Freedom
AMOS	Analysis of Moment Structure
AVE	Average Variance Extracted
CR	Critical Ratio