



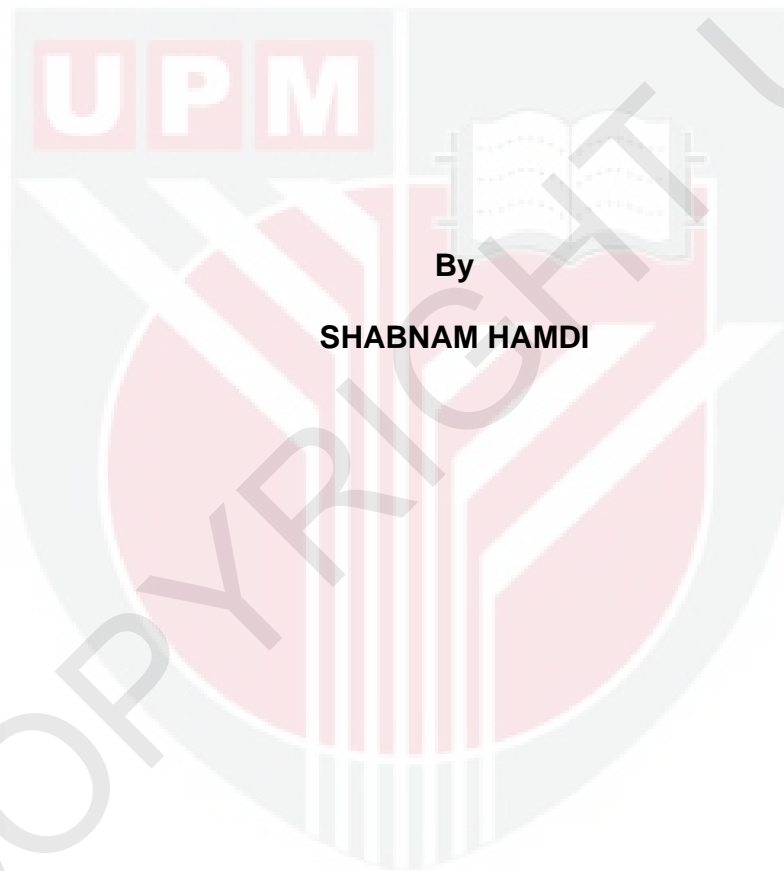
UNIVERSITI PUTRA MALAYSIA

**RELATIONSHIP BETWEEN LEADER CONSIDERATION AND
LEADERMEMBER EXCHANGES AND ORGANIZATIONAL COMMITMENT
AMONG NURSES IN AN IRANIAN HOSPITAL**

SHABNAM HAMDI

FBMK 2010 34

RELATIONSHIP BETWEEN LEADER CONSIDERATION AND LEADER-MEMBER EXCHANGES AND ORGANIZATIONAL COMMITMENT AMONG NURSES IN AN IRANIAN HOSPITAL



By

SHABNAM HAMDI

**Thesis Submitted to the School of Graduate Studies, University Putra
Malaysia, in Fulfilment of Requirements for the Degree of Master of
Science**

April 2010

Special dedication

This work is dedicaTed To ...

My Iovel y parents...

**... For their continuous support, encouragement,
patience, understanding and I ove,**

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfillment of the requirements for the degree of Master of Science

Relationship between leader consideration and leader-member exchanges and organizational commitment among nurses in an Iranian hospital

By

Shabnam Hamdi

April 2010

Chairman : Dr. Zulhamri Bin Abdullah

Faculty : Modern Languages and Communication

Providing satisfaction to the patients is the foundation of a successful healthcare system and this system would not be succeeding without effective leadership and commitment of personnel. Therefore, it is great attention should be given to study leaders' behaviors and elements of communication at healthcare settings to improve sense of belonging and attachment for the nursing staffs for the sake of organizational excellent.

This research was conducted to determine the relationships between leader consideration and leader-members exchanges with organizational commitment. A simple random sampling was used in the survey. The sample of this study consisted of 216 nurses from the total of 490 nurses at the Imam Khomeini

Hospital. A total of 134 nurses, who were working in the hospital, participated in this research. Descriptive and inferential statistics were utilized to analyze the data collected. Pearson Correlation was used to answer the research questions. A significant level of 0.05 errors was used.

Based on the results, the managers should share their ideas, suggestions and decisions through open communications and agreements with nursing staff in order to improve greater commitment amongst them. Also, an initiative in providing social support to nurses looks necessary to decrease the pressures of stressful environment which has dominated on the medical centers from managers of health care context. A more proactive approach need to be done to enhance leadership efficiency as well as fulfill patients' satisfaction in the hospital.

In addition, it is recommended that future research on organizational commitment among nurses in different settings such as small medical centers, private hospitals or in smaller cities may also be focused. A comparative study of organizational commitment among nurses from Malaysia and Iran can be conducted in order to better understand the difficulties of beneficiaries in health care settings in two different cultures.

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia
sebagai memenuhi keperluan untuk Ijazah Sarjana Sains

**Hubungan antara pertimbangan pemimpin dan komunikasi ahli-pemimpin
(LMX) dan komitmen organisasi di hospital Irani**

Oleh
Shabnam Hamdi

April 2010

Pengerusi : Dr. Zulhamri Abdullah

Fakulti : Bahasa Moden dan Komunikasi

Memberi kepuasan kepada pesakit merupakan perkara asas dalam sistem penjagaan kesihatan yang berjaya dan sistem ini tidak akan berhasil tanpa kepemimpinan yang efektif serta kakitangan yang komited. Oleh itu, perhatian yang serius haruslah diberikan untuk mengkaji tingkah laku pemimpin dan elemen komunikasi dalam persekitaran penjagaan kesihatan bagi meningkatkan rasa kekitaan dan ikatan antara jururawat untuk kecemerlangan organisasi.

Kajian ini dijalankan bagi menentukan perkaitan antara pertimbangan pemimpin dan komunikasi ahli-pemimpin dengan komitmen organisasi. Dalam kajian ini, Persampelan Rawak Mudah telah digunakan. Seramai 134 orang daripada 490 orang jururawat yang bekerja di hospital tersebut telah mengambil bahagian.

Statistik deskriptif dan inferens telah digunakan untuk menganalisis data yang telah dikumpulkan. Statistik Korelasi Pearson digunakan untuk menjawab soalan kajian. Tahap Signifikan Ralat 0.05 juga telah digunakan.

Berdasarkan hasil kajian, pengurus didapati perlu berkongsi idea, cadangan dan keputusan melalui komunikasi terbuka dan persetujuan dengan staf jururawat dengan tujuan untuk meningkatkan komitmen dalam kalangan mereka. Di samping itu, inisiatif untuk menyediakan sokongan sosial kepada jururawat juga perlu untuk mengurangkan tekanan yang berpunca daripada tekanan persekitaran yang wujud di pusat perubatan. Pendekatan yang lebih proaktif perlu untuk meningkatkan kecekapan kepimpinan dan juga untuk memenuhi kepuasan pesakit di hospital.

Oleh hal yang demikian, dicadangkan penyelidikan akan datang mengkaji komitmen organisasi dalam kalangan jururawat dari pelbagai latar , seperti pusat penjagaan kecil, hospital swasta di bandar yang lebih kecil. Kajian perbandingan tentang komitmen organisasi dalam kalangan jururawat di Malaysia dan di Iran boleh dijalankan untuk memahami dengan lebih baik kesukaran penerima faedah dalam persekitaran penjagaan kesihatan dari dua budaya yang berbeza.

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Finally, I owe my deepest gratitude to all those who have helped me with my work and those who have been more than a help but a joy throughout my graduate program that made this work a success.

I certify that a Thesis Examination Committee has met on 05.04.2010 to conduct the final examination of Shabnam Hamdi on her thesis entitled "Relationship between leader consideration and leader-member exchange and organizational commitment among nurses in an Iranian Hospital" in accordance with the Universities and University Colleges Act 1971 and Constitution of the Universiti Putra Malaysia [P.U. (A)106] 15 March 1998. The Committee recommended that student be awarded the Master of Sciences. Members of the Thesis Examination Committee were as follows:

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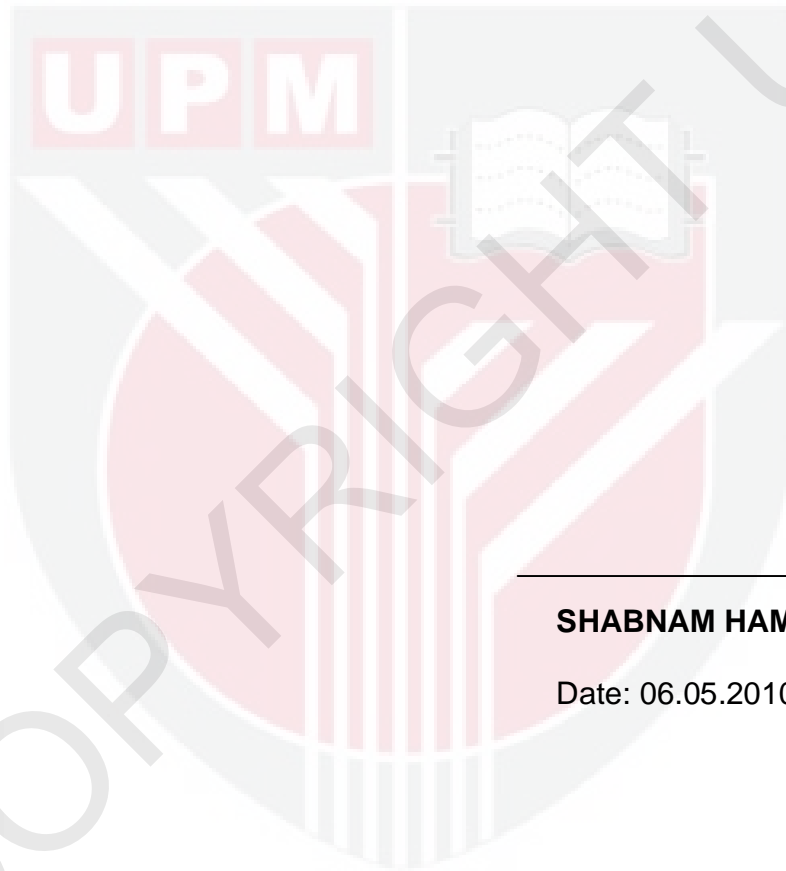
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Date: 10 June, 2010

DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations, which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Putra Malaysia or other institution.



SHABNAM HAMDI

Date: 06.05.2010

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