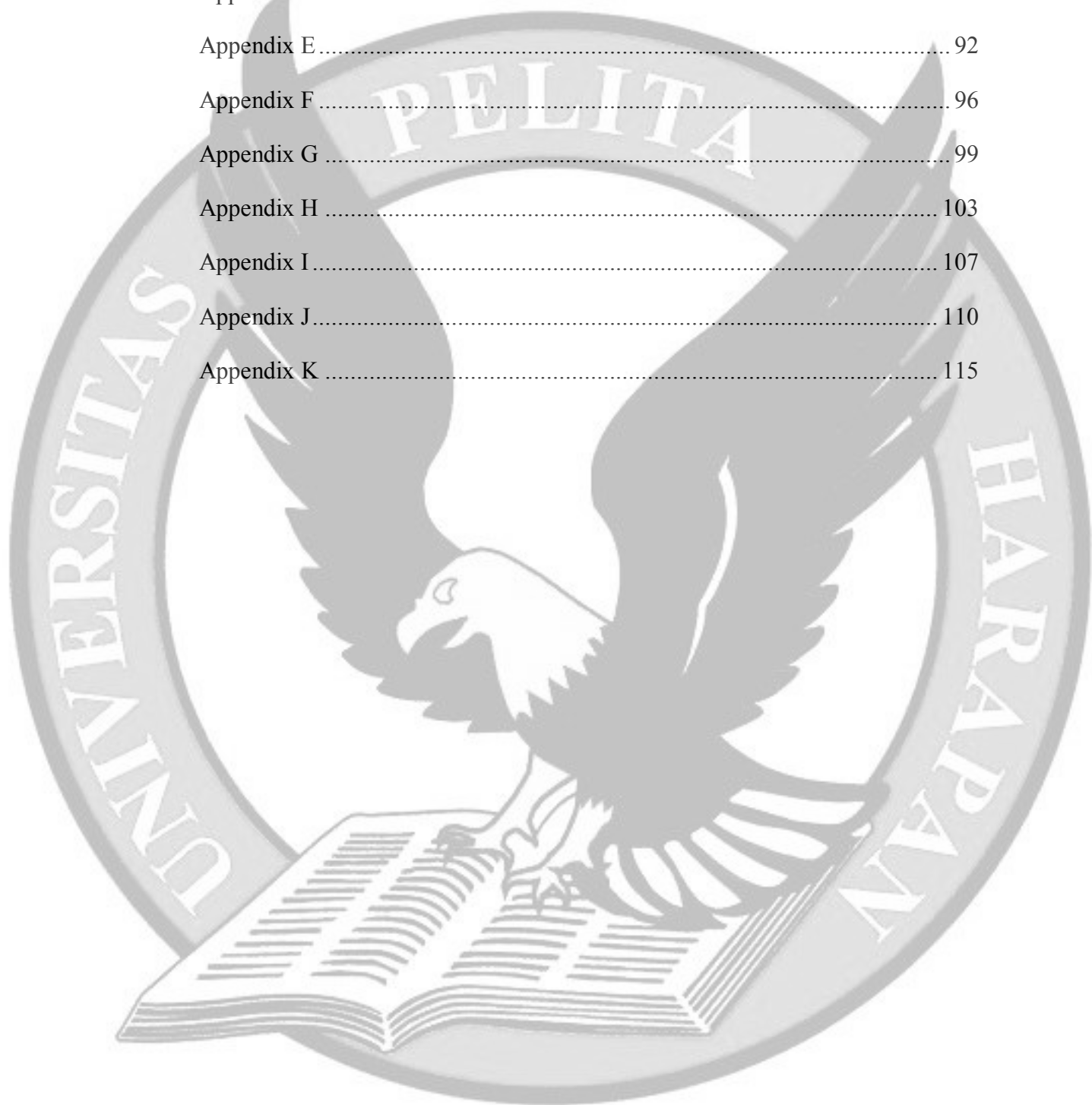


TABLE OF CONTENTS

ABSTRACT	i
PREFACE	ii
TABLE OF CONTENTS	iii
LIST OF FIGURES	vi
LIST OF TABLES	vii
CHAPTER I INTRODUCTION	1
1.1 Research Background	1
1.2 Research Problem	6
1.3 Research Questions	7
1.4 Research Objectives	8
1.5 Research Benefits	8
CHAPTER II LITERATURE REVIEW	9
2.1 Maternity Services	9
2.2 Employee Satisfaction	10
2.3 Organization	12
2.3.1 Work Design	12
2.3.2 Organizational Culture	13
CHAPTER III RESEARCH METHODS	15
3.1 Research Paradigm	15
3.2 Research Strategy	16
3.3 Case Study Research	16
3.4 Research Design	17
3.5 Data Collection Techniques	24
3.6 Data Analysis Techniques	26
3.7 Validity and Reliability	27
CHAPTER IV RESULT AND DISCUSSION	29
4.1 Introduction	29

4.2	Definitions of Latent Variables	29
4.2.1	Sense of Dedication	29
4.2.2	Prone-to-Flooding Facilities.....	30
4.2.3	Work-Life Imbalance.....	31
4.2.4	Family-Oriented Teamwork Relationship	31
4.2.5	Synergized Teamwork	32
4.2.6	Rational Compensation.....	33
4.2.7	Support for Professional Development.....	33
4.2.8	Employee Facilities	34
4.2.9	Sense of Empathy Towards Patients with Scarce Resources.....	35
4.2.10	Serving Patients with Diverse Demographics	35
4.3	Propositions.....	36
4.3.1	Proposition 1 (P1): Sense of dedication (Variable 1(V1)) positively contribute to employee satisfaction (V11)	36
4.3.2	Proposition 2 (P2): Prone to Flooding Facilities (V2) negatively contributes to employee satisfaction (V11).....	38
4.3.3	Proposition 3 (P3): Work-Life Imbalance (V3) negatively contribute to employee satisfaction (V11)	39
4.3.4	Proposition 4 (P4): Family Oriented Teamwork Relationship positively contribute to employee satisfaction (V11)	41
4.3.5	Proposition 5 (P5): Synergized Teamwork positively contribute to employee satisfaction (V11).....	43
4.3.6	Proposition 6 (P6): Rational compensation positively contributes to employee satisfaction (V11).....	44
4.3.6	Proposition 6 (P6): Rational compensation positively contribute to employee satisfaction (V11).....	45
4.3.7	Proposition 7 (P7): Support for Professional Development contribute to employee satisfaction (V11).....	47
4.3.8	Proposition 8 (P8): Employee Facilities positively contribute to employee satisfaction (V11).....	48
4.3.9	Proposition 9 (P9): Sense of Empathy Towards Patients with Scarce Resources positively contribute to employee satisfaction (V11).....	50
4.3.10	Proposition 10 (P10): Serving Patients with Diverse Demographics positively contribute to employee satisfaction (V11)	51
	CHAPTER V	53
5.1	Conclusion	53
5.2	Implications	54
5.3	Limitations and Recommendations.....	55
	REFERENCES	58
	APPENDIX	65
	Appendix A	66

Appendix B.....	80
Appendix C.....	84
Appendix D.....	89
Appendix E.....	92
Appendix F.....	96
Appendix G.....	99
Appendix H.....	103
Appendix I.....	107
Appendix J.....	110
Appendix K.....	115



LIST OF FIGURES

Figure 1.1. Problem Capture from Google Review TRZ Primary Health Care	7
Figure 2.1. Abraham Maslow Pyramid of Needs Source: adapted from Roseiro, 2009: 14. (Barros, 2019)	11
Figure 3.1. Framework for Research Design (adopted from Eisenhardt (1989) ...	17
Figure 5. 1. Model Theory of Employee Satisfactionat TRZ Primary Health Care	53



LIST OF TABLES

Table 1. Information list.....	19
--------------------------------	----

