

ANALYSIS OF NURSE JOB SATISFACTION AND ITS ASSOCIATED FACTORS IN THE HOSPITAL INPATIENT ROOM

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ABSTRACT

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Job satisfaction is the general attitude of an individual towards the work he does. Someone with a high level of job satisfaction shows a positive attitude towards his job, while someone who is dissatisfied with his job shows a negative attitude towards his job. This study aims to examine the factors (age, education, gender, years of service, salary, supervision, working conditions, relations between employees, opportunities for advancement, financial security) that affect nurse job satisfaction. Quantitative research used the study with a cross sectional design. The research instrument is a questionnaire. The study was conducted on June-July, 2017 on 64 nurse respondents at dr. Reksodiwriyo Hospital. Data analysis using Chi-Square and Fisher's Exact. The results showed that only the period of service, working conditions, relationships between employees and financial security were related to job satisfaction, while other factors were not related. It is recommended to improve the factors that affect job satisfaction to maximize the work of nurses.

KEYWORDS

Nurse, Job Satisfaction, Hospital

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INTRODUCTION

Many countries are concerned about the current nursing shortage and high turnover since it has an impact on the efficiency and efficacy of any healthcare delivery system. Nurse recruitment and retention are ongoing issues linked to job satisfaction (Li-Ping Tang, Kim, & Shin-Hsiung Tang, 2000). Job satisfaction has been extensively researched in a variety of areas, including psychology, sociology, management, and nursing. Employee withdrawal and intention to leave are linked to low levels of job satisfaction, as are employee mental health and burnout (Liu, Aunguroch, & Yunibhand, 2016). Employees that are happy in their professions have been demonstrated to be more productive, creative, and stay with their company for longer lengths of time. Job satisfaction in nursing, in addition to the previously mentioned factors, has been demonstrated to have a significant impact on patient satisfaction. Despite the importance of nurse job satisfaction in relation to nurses' and patients' psychological health, natural aspects of this complicated topic in nursing have received little attention (Li-Ping Tang et al., 2000).

A study found that in the United States had the greatest rate of work dissatisfaction among nurses (41%), followed by Scotland (38%), England (36%), Canada (33%), and Germany (33%). (17 percent). Within 12 months of data collection, one-third of nurses in England and Scotland and more than one-fifth of nurses in the United States planned to leave their jobs. More surprising was the fact that in all nations, 27–54 percent of nurses under 30 expected to leave within 12 months of data collection. In terms of the working environment, only approximately a third of nurses in Canada and Scotland felt they had input into the creation of their own work schedules, compared to more than 50% in the other three countries (Aiken et al., 2001).

As indicated by the findings discussed thus far, job satisfaction is a complex phenomena. The identification of these elements, as well as the investigation of their effects on job satisfaction, has the potential to improve theoretical models of nurse job satisfaction and assist in the creation of management solutions. A meta-analysis of 48 studies found that job satisfaction was most strongly associated with stress ($r = -.61$) and organizational commitment ($r = 0.53$). Seven variables had correlations between 0.20 and 0.50: communication with supervisor, autonomy, recognition, routinization, communication with peers, fairness and locus of control; and four variables had very weak correlations: age ($r = 0.13$), years of experience ($r = 0.09$), education ($r = -.07$) and professionalism ($r = 0.06$) (Lu, Barriball, Zhang, & While, 2012). A causal model of satisfaction has been tested in Chu et al.'s (2003) study of Taiwanese nurses, Seo et al.'s (2004) study of South Korean nurses and Zheng and Liu's (2010) study of Chinese nurses. This model included 11 independent variables namely: job involvement, positive affectivity, negative affectivity, autonomy, distributive justice, procedural justice, job stress (role ambiguity, role conflict, workload and resource inadequacy), pay, promotional chances, routinization and social support.

dr. Reksodiwiry Hospital is a type C hospital belonging to the Ministry of Defense. Service indicators at dr. Reksodiwiry Hospital in 2016 with a Bed Occupancy Ratio (BOR) of 69.08%, Bed Turn Over (BTO) 54%, Average Length of Stay AVLOS 4.66 days, and Turn Over Interval (TOI) 2.08 days. Based on the results of the preliminary

study we found that there are 70% nurses who are under 30 years and fresh graduated so they do not have solid experience, 50% nurses complain that they are not satisfied with the hospital's policy for support for continuing education, if they want to continue their education at their own expense, 70% PNPB nurses complain that they are not satisfied with receiving a salary according to their level of education. This study aims was to measure nurses's job satisfaction and its associated factors.

RESEARCH METHOD

This research used quantitative study with a cross sectional design. A Proportional random sampling methods was used. The researcher had targeted 64 nurses in the inpatient room of dr. Reksodiwiry Hospital Padang. Data were collected on June-July, 2017 using a self-administered questionnaire. *Minnesota Satisfaction Questionnaire* (MSQ) was used to measure job satisfaction. The MSQ "short form" consist of 20 item question and Response format is a five-point Likert scale, 1–5 for each item ranging from 'Not satisfied' to 'extremly satisfied'. The steps of data processing were editing, coding, tabulating, entry and cleaning. Data were analyzed by univariate and bivariate. Descriptive statistics was used to analyse demographic. Inferential statistics (i.e. *chi square test* and *Fisher's exact test*) were used to test the correlation between general job satisfaction and the six variable

RESULT AND DISCUSSION

1. Univariate Analysis

Result of survey about characteristic of respondents can bee seen in table 1 below:

Table 1. The Characteristic of respondents (N=64)

Variable	Frequensi	%
Aged Group (Years)		
< 30 Tahun	48	75,0
≥ 30 Tahun	16	25,0
Educational Level		
Diploma	3	4,7
Bachelor's degree	61	95,3
Sex		
Male	7	10,9
Famale	57	89,1

Based on the table 1, more than half (75%) respondents still young (<30 years). Majoriy (95,3) has high educational level and 89,1 % nurses are female.

2. Bivariate Analysis

Table 2. Corelation Between Independent and dependent variable

Variable	Nurses's Job Satisfaction				Total		P Value
	Not Satisfied		Satisfied		N	%	
	f	%	f	%			
Salary							
Not appropriate	20	42,6	27	57,4	47	100	1,000
Appropriate	7	41,2	10	58,8	17	100	
Supervision							
Bad	2	50	2	50	4	100	1,000
Good	25	41,7	35	58,3	60	100	
Working environment							
Not support	17	89,5	2	10,5	19	100	0,000
Support	10	22,2	35	77,8	45	100	
Career Development							
Not Support	10	40	15	60	25	100	0,981
Support	17	43,6	22	56,4	39	100	
Relation between employee							
Not support	6	100	0	0	6	100	0,004
Support	21	36,2	37	63,8	58	100	
Work Reward							
Not Support	8	80	2	20	10	100	0,013
Sopport	19	35,2	35	64,8	54	100	

Accroding Table 2, it is known that the percentage of dissatisfied nurses is higher stating that the salary is not appropriate compared to the appropriate salary, which is 42.6% compared to 41.2%. The results of the Chi Square statistical test obtained p value = 1,000 (p-value > 0.05), this indicates that there is no significant relationship between salary and job satisfaction of nurses. In the same way, the supervision variable also did not have a statistical significance on the job satisfaction of nurses (p-value=1,000). The majority of nurses stated that working conditions were not supportive (89.5%) so that nurses were dissatisfied with their performance (p-value = 0.000). 56.4% of nurses felt that the increase in career development was quite supportive. However, statistically, the career development variable was not significant on nurse job satisfaction (p-value = 0.981). The relationship between employees who support is 63.8%, statistically there is a significant relationship with nurse job satisfaction (p-value = 0.004). The majority of nurses (80%) stated that work reward was not support so that statistically there was a significant relationship with nurse job satisfaction (p-value = 0.013).

Salary is an important factor for employees to be able to meet the needs of themselves and their families. If the salary given by the hospital is not able to meet the basic needs of employees, this will not encourage employees to work well (Herzberg, 1968 in Utomo, 2008). The relationship between nurse's job satisfaction and salary was not statistically significant. The results of this study link in with another study that salaries constitute only a small facet of job satisfaction compared with other factors, which may be perceived as being much more important (Al-Dossary, Vail, & MacFarlane, 2012). However, The results of this study are different from those of Nurhayani (2006) and Yulita (2012) which show that there is a significant relationship between the salary variable and the job satisfaction of specialist doctors. Another researcher, Sutejo (2003) also stated the same thing which in his research showed that

there was a significant relationship between the salary variable and the job satisfaction of nurses in the inpatient unit of RSUD Dr. H. Abdul Moeloek Lampung Province.

Supervision is one of the organizational factors that can affect job satisfaction. According to Azwar (1996) in Syafdeiyani (2002) supervision is an activity carried out by conducting direct and periodic observations by superiors on the work carried out by subordinates. The results of this study are in accordance with research conducted by Widodo (2003) which shows that there is no significant relationship between supervision and job satisfaction of employees at the Lubuk Linggau Regional General Hospital. The results of this study are also in accordance with the research of Yulianingsih (1997) and Nurhayani (2006) which also shows that there is no significant relationship between supervision and employee job satisfaction.

Working environment that do not support the implementation of work will certainly have an impact on the feeling of job dissatisfaction felt by employees. Therefore, the hospital should strive to create working conditions that can meet the physical needs of employees as an effort to increase employee morale which can be done by making the workplace atmosphere more comfortable, safe and calm, providing supporting facilities that can support the implementation work, complete medical and non-medical equipment needed by employees. The results of this study are in accordance with the research of Tauhid (2004) and Yulita's research (2012) which show that there is a significant relationship between the variables of working conditions and employee job satisfaction. Another study, Samy (2006) showed that there was a relationship between working conditions and employee job satisfaction at the Palembang Health Laboratory Center.

Career development is one of the factors that are projected to affect job satisfaction. The career advancement of employees in an organization is based on the work performance produced by the employee. The results of this study are in accordance with Zebua's (2001) research which states that career development has no significant effect on employee job satisfaction at the Indonesian Christian University, Jakarta. This research is also in accordance with Gibson's (2000) theory which reveals that there may be a reciprocal relationship which indicates that there is no specific direction or relationship between job satisfaction and career development.

Good relations between employees will create a harmonious, close and familial relationship among co-workers. With the formation of this will foster satisfaction in employees. Robbins (2001) similarly stated that for most employees, work is a way used to fill the need for social interaction. The results of this study are also supported by research by Hariyati (2001), Abidin (2003) and Samy (2006) which state that there is a significant relationship between interpersonal relationships and job satisfaction.

According to Ghiselli and Brown (1950) in As'ad (2004) work reward is one of the factors that are believed to affect job satisfaction. Work reward provided by the organization are intended to provide a sense of comfort to employees. Thus, this makes employees feel that they are getting attention from the management of the organization. The results of this study can be adapted to the theory proposed by Ghiselli and Brown (1950) in As'ad (2004) which states that the job security variable is believed to be able to affect employee job satisfaction. In addition, the theory put forward by As'ad (2004) also states that the job security provided by the organization to its employees is one of the factors that can give employees a sense of job satisfaction in working at an institution.

CONCLUSION

It can be concluded that nurses in dr. Reksodiwiryo Hospital Padang were satisfied with salary, the supervisor's leadership style and career development. However,

dissatisfaction was associated with subscales such as working environment, relation between employee and work reward. Job satisfaction factors may change every time; so that, regularly research is needed to discover any changing. This study findings should be born in mind for healthcare managers for future decision-making regarding nurses' job satisfaction. Nurses' satisfaction with their jobs is an important key to better work performance and staff retention. The future challenge will be to encourage nurses and managers to all work together for a better workforce, which will ultimately improve patient care of high quality

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