
THE RELATIONSHIP BETWEEN JOB SATISFACTION AND WORK MOTIVATION FOR NURSES IN THE DEPARTMENT OF SURGERY AT THE Dr. RAMELAN CITIZEN HOSPITAL, SURABAYA

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Keywords

Job satisfaction, Work motivation,
Nurses

ABSTRACT

Introduction

Motivation is everything that drives someone to act and carry out their work well. Nurses who work are not based on a strong desire and motivation to work and good adjustment, then in carrying out the work will not be good and optimal so that it will have an impact on nurse job satisfaction and will lead to coercion so that it refers to the formation of dependent behavior that can later lead to working below standards that cause malpractice or work ignoring the code of ethics of care. Factors that influence work motivation are extrinsic factors and intrinsic factors, one of which is job satisfaction (*needs*), this satisfaction is in the form of results achieved from their efforts and challenges so far .

Method

The research design used a cross- *sectional research method* with a *probability sampling technique*, the type of *simple random sampling*. The sample taken was 83 respondents among surgical nurses. The research data was collected using a questionnaire. The results of data collection were tested using a *linear regression test (Pearson Correlation)* with a significance level of $p < 0.05$.

Result

The results of the study obtained an average nurse job satisfaction of 87.2 with the lowest satisfaction value of 74 and the highest value of 102, indicating that the level of nurse job satisfaction is high, while the average nurse work motivation is 56.7 with the lowest motivation value of 45 and the highest motivation value of 68, indicating that the nurse work motivation is moderate. The results of the Linear Regression test (*Pearson Correlation*) obtained an r value of 0.522 and a p value of 0.000.

Conclusion

Based on the research, it was found that work motivation was moderate and the level of nurses' job satisfaction was high. This is because job satisfaction is one of the intrinsic factors (work goals, attitudes, challenges and skills) that cause motivation. In addition, there are extrinsic factors (salary, security, relationships with fellow workers, supervision, appreciation, work) that also need to be considered in increasing the work motivation of surgical nurses .

INTRODUCTION

The quality of hospital services depends on the quality of nursing care. This is because nurses, as the spearhead of hospital services, have the longest contact with patients (Amriyati, 2003). Therefore, the role of nurses is crucial in providing nursing care and determining the quality of hospital services. Providing quality services requires knowledge, skills, and a positive attitude from nurses (Sedarmayanti, 2004: 113). All of this can occur if the nurse is motivated, as motivation is the basic drive that drives behavior. This drive resides within a person and motivates them to do something that aligns with their own well-being.

Knowledge, skills, and attitude are key elements in a person's performance, but without the support of motivation, the task will not be completed. The presence of high motivation within a person will encourage them to act and carry out their work well, which will affect their work productivity. Likewise, if nurses who work are not based on a strong desire and motivation to work and good adjustment, they will not carry out their work well and optimally, which will impact nurse job satisfaction and will lead to coercion, thus referring to the formation of dependent behavior that can later lead to working below standards, leading to malpractice or working that ignores the code of ethics of nursing. According to Irwanto et . Al. (1994).

The results of the observation survey conducted in the field still found 5 surgical room nurses who came to work late without a clear reason, 4 people worked without a purpose and 3 people did not comply with the established SOP (standard operating procedures), moreover there were

8 nurses who went home early before the end of work hours. From the results of distributing questionnaires to 20 surgical nurses, it was found that the factors that caused them to behave like that included reward factors, 8 people (40%) stated that they were not satisfied with the rewards given, career and development opportunities, 6 people (30%) were rarely given the opportunity to occupy the desired job, interests and challenges, 3 people (15%) to get the opportunity for courses held either in the hospital or outside the hospital, personal involvement, 2 people (10%) felt they did not fit in with their colleagues, a sense of security, 1 person (5%) because they felt they could be fired at any time.

The impact on patients when nurses have low motivation is that the services provided to patients are not based on sincere and honest intentions, resulting in careless work and disregard for standard operating procedures. A motivated nurse will automatically provide good, high-quality service to patients, which will impact nurse satisfaction.

Nurses are required to have high patience, be able to overcome various problems that arise, and be reliable and love their work, so that a professional attitude is formed that is able to be responsible, accountable in the sense of being accountable to the community, both the professional community in particular and the wider community. Good motivation management will encourage nurses according to their needs and personalities to work to achieve nursing services (Abraham and Shanley, 1997). Efforts that can be made to increase motivation in a person are by means of self-awareness to strive and

create a positive climate in the work environment, all starting from a good work willingness, accepting new things and learning aspects of shortcomings, weaknesses and showing a tolerant attitude and work ethic, having a global perspective (prioritizing common needs over personal interests), expressing opinions as objectively as possible and providing an assessment so that gradually a more positive, more dynamic social climate will

be created and provide many opportunities for the birth of new ideas and work motivation that can be achieved with shared awareness (Anoraga, 1997: 42). And the most important thing is the salary system based on the applicable provisions and work according to expertise and it is necessary to hold nursing seminars on management regarding tips for growing motivation as well as coordination meetings between surgical nurses.

MATERIALS AND METHODS

This study used a descriptive analytical research method, namely, the researcher studied the relationship between the dependent variable and the independent variable. The research design used was a cross-sectional research method.

This research was conducted on December 30, 2008 – January 10, 2009 in the surgical room (Pav C1, Pav G1, Pav G2, Pav H1, Pav II, surgical OK and ICU) by distributing questionnaires to respondents.

A variable is a phenomenon that researchers focus on observing. A variable is an attribute of a group of people or objects that varies from one another within the group (Sugiyono, 2003). This study

consists of two variables: the independent variable, job satisfaction, and the dependent variable, nurses' work motivation.

The population in this study is every subject who meets the established criteria (Nursalam, 2003: 93). The population is all 105 nurses in the surgical department at the Dr. Ramelan Hospital in Surabaya. The sample in this study is a portion of nurses working in the surgical department who meet the inclusion and exclusion criteria. The sample size is 83 people. The sampling used in this study is probability sampling with a simple random sampling technique, namely the selection of samples by selecting each respondent randomly (Nursalam, 2003: 97).

RESULT

Special Data

a. Respondent characteristics based on job satisfaction

No	Variables	Mean Median	Elementary School	SE	Min- Max
1	Job satisfaction	87.2 86.0	6.1	0.26	74- 102

Primary Data Source 2009

Based on the table above, the average nurse satisfaction is 87.2, median 86.0 and standard deviation 6.1 with a minimum nurse job satisfaction value of 74 and a maximum of 102.

b. Respondent characteristics based on job satisfaction aspects

No	Job satisfaction aspects	Mean Median	Elementary School	SE	Min- Max
1	Interpersonal Hub	16.45 16.00	1.66	0.52	13-20
2	Autonomy	13.67 14.00	1.41	0.52	10-17
3	Professional Status	16.65 16.00	2.54	0.52 3	14-34
4	Job demands	14.02 14.00	1.75	0.52	10-18
5	Wages	13.08 13.00	2.69	0.52	5-20
6	Organizational policies	13.36 13.00	1.53	0.52	10-17

Primary Data Source 2009

Based on the table above, the average level of nurse job satisfaction is highest in the professional status aspect of 16.65, median 16.00 and standard deviation 1.66 with a minimum nurse job satisfaction value of 14 and a maximum of 34 and the average level

of nurse job satisfaction is lowest in the salary aspect of 13.08 median 13.00 and standard deviation 2.69 with a minimum nurse job satisfaction value of 5 and a maximum of 20.

c. Respondent characteristics based on work motivation

No	Var	Mean Median	Elementary School	SE	Min- Max
1	Work motivation	56.7 57	4.5	0.26	45-68

Primary Data Source 2009

Based on the table above, the average nurses' work motivation is 56.7, the median is 57 and the standard deviation is 4.5 and the minimum nurses' work motivation value is 45 and the maximum is 68.

d. Respondent characteristics based on work motivation aspects

No	Work Motivation Aspects	Mean Median	Elementary School	SE	Min- Max
1	Physiology	11.15 11.00	1.5 0	0.523	8-15
2	Security	10.55 10.00	1.7 9	0.523	5-15

3	Social Affairs	12.09 12.00	1.1 4	0.523	10-15
4	Keb.awar d	11.79 12.00	1.1 6	0.523	9-15
5	Self- actualizati on	11.13 11.00	1.5 3	0.523	8-16

Primary Data Source 2009

Based on the table above, the average highest nurse work motivation is in the social needs aspect of 12.09, median 12.00 and standard deviation 1.14 with a minimum nurse work motivation value of 10 and a maximum of 15 and the average

lowest nurse work motivation is in the security needs aspect of 10.55 median 10.00 and standard deviation 1.79 with a minimum nurse work motivation value of 5 and a maximum of 15.

5.1.2 The Relationship Between Job Satisfaction and Work Motivation

The relationship between job satisfaction and nurse work motivation can be seen in table 5.9:

Table 5.9 Correlation and regression analysis between job satisfaction and work motivation of nurses in the surgical department

No	Var	r	R2	Line Equation	P value
1	Job satisfaction	0.522	0.272	$H=22.569+0.392 * \text{Job satisfaction}$	0,000

Primary Data Source 2009

Based on the table above, the statistical test results show a significant relationship between job satisfaction and nurse work motivation ($p=0.000$) and show a strong relationship ($r=0.522$) and a positive pattern, meaning the more satisfied the nurse, the higher the motivation. The coefficient of determination value of 0.272 means that the regression equation we

obtained can explain 27.20% of the variation in job satisfaction or the line equation obtained is not good enough to explain the job satisfaction variable.

The regression equation is $Y = a + bx$, because this research is social in nature because the satisfaction values of one individual are different from another, the equation of the line is $Y = a + bx \pm Z * SEE$

Information:

Y= Work motivation

X= Job satisfaction

a = Intercep, estimate of the average level of work motivation when the satisfaction value = 0

b = slope, estimated magnitude of change in work motivation value if satisfaction value change one unit of measurement

SEE = error value , which is the difference between the observed motivation value and the true motivational value at a certain point.

for example, if the nurse's job satisfaction is 103 then:

$$\begin{aligned} \text{Motivation} &= 22.57 + 0.392 \times 103 \pm 1.96 \times 3.945 \\ &= 22.57 + 40.376 \pm 1.96 \times 3.945 \\ &= 62,946 \pm 7,732 \end{aligned}$$

So with a 95% confidence level, the motivation is between 55.213 and 70.67.

DISCUSSION

1. Nurse job satisfaction

The average nurse job satisfaction is 87.2 with the lowest satisfaction score of 74 and the highest score of 102, this shows that the level of nurse job satisfaction in the surgical department of Dr. Ramelan Hospital is high because almost half of the respondents are over 30 years old, There is a tendency for older employees to feel more satisfied than relatively young employees. It is assumed that older employees are more experienced in adjusting to the work environment, while young employees usually have ideal expectations about the world of work so that if there is a gap or imbalance between their expectations and the reality of work, it can cause them to be dissatisfied. The lowest level of job satisfaction is in the salary aspect while the highest level of nurse job satisfaction is in the professional status aspect and interpersonal relationship aspect.

Job satisfaction in the interpersonal relationship aspect is highest because relationships with fellow professionals, other professions and patients and their families can be well-established so that nurses can provide optimal nursing care, as well as in the professional status aspect because nurses receive recognition in the community and most respondents are happy to be nurses and proud to tell others about their profession. In the salary aspect, the lowest level of job satisfaction occurs because the salary or compensation

received by nurses is insufficient, they feel it is not enough to meet their daily needs, employee job satisfaction does not depend on fulfilling needs alone, but is very dependent on the views and opinions of groups considered as reference groups. So, employees will feel satisfied if their work results are in accordance with the interests and needs expected by the reference group (Proter in Mangkunegara, 2004). In hospitals, implementing management in providing incentives or rewards is adjusted to work performance, discipline and loyalty to the hospital institution.

Job satisfaction is a concept that is difficult to define even in the simplest terms. However, this feeling of satisfaction is not a fixed state, as it can be influenced and changed by forces both from within and from outside the work environment. According to Fraser (1999), job satisfaction is a multifaceted concept, with some aspects being more satisfying than others. Job satisfaction usually only describes an average result from a comparison of several conditions at a given time. Nothing is absolute because the scale is infinite. What we can say is that at a certain time a person feels more satisfied with one aspect of their job than at another. In theory, job satisfaction is achieved after they experience the results of their work or efforts. As expressed by Porter in Handoko (1999), who stated that job satisfaction can be obtained from efforts supported by abilities and traits, as well as results obtained by role perception, then refers to

the achievement of achievements to achieve intrinsic or extrinsic rewards that then lead to satisfaction with the work performed, making this very important.

2. Nurses' work motivation

The average work motivation of nurses is 56.7 with the lowest motivation value being 45 and the highest motivation value being 68, this shows that the work motivation of nurses in the surgical department of Dr. Ramelan Hospital is moderate because most nurses in carrying out their personal duties and responsibilities are limited to routines without any purpose in working. The highest motivation is in the aspect of social needs and the lowest motivation is in the aspect of security needs.

Based on the aspect of security needs, nurses feel unsafe in working because everything they need is not yet available, both personal protective equipment that can interfere with their safety and security, SOPs (standard operating procedures) that are easy to understand and SAKs (nursing care standards) that are not visible and are put in a cupboard so that other nurses do not know about them, while in the aspect of social needs, their work motivation is highest and according to expectations because of the support from friends or superiors so that they can develop their abilities to the maximum, in the aspect of appreciation, nurses stated that attention from the hospital, recognition from the profession and training from other hospitals are according to expectations so that they can develop their abilities to the maximum.

Based on research conducted by Barrett (1988) in Abraham & Shanley (1997), they examined the motivation of nurses to

continue working in the British health department and identified four reasons related to and supporting their interest in working as nurses, namely satisfaction with their work, a good work atmosphere or environment, good managerial support, and the availability of continuing education and development, this is because most people are motivated by their self-interest. This does not mean that people will always be "self-centered", but more than that they will be more interested in fulfilling their personal needs. Work motivation is something that creates enthusiasm or drive for work. According to Stoner & Freeman (1995), motivation is a human psychological characteristic that contributes to a person's level of commitment. This includes factors that cause, channel, and maintain human behavior in a certain direction.

3. The relationship between job satisfaction and work motivation of nurses in the surgical department of Dr. Ramelan Hospital, Surabaya.

Based on the results of research on the relationship between job satisfaction and work motivation of surgical nurses at Dr. Ramelan Hospital, there is a strong relationship between job satisfaction and work motivation of surgical nurses as indicated by the value of $r = 0.522$ and $p = 0.000$. Based on the results of the study, it was found that the work motivation of surgical nurses was moderate and the level of nurse job satisfaction was high.

Moderate work motivation and high level of nurse job satisfaction this happens because the factors that influence work motivation are not only caused by job satisfaction which is one of the intrinsic factors, a person in increasing his

motivation is not only based on seeking job satisfaction alone but each person is different, besides that it does not rule out the possibility that nurses want to be experts in certain fields, sometimes nurses want a heavier work challenge by having a clear goal that will automatically spur them to work and produce better, besides that it is also necessary to pay attention to extrinsic factors (salary, security, relationships between co-workers, supervision, appreciation, work). A person's motivation to work is usually unique and belongs to individual factors that are intrinsic including the need for job satisfaction (needs) and no less important extrinsic factors.

According to Irwanto et . Al. (1994), extrinsic motivation has external sources of encouragement, in the form of praise or punishment, a conducive and dynamic environment, experience and opportunity, while intrinsic factors are stated as basic drivers in humans that

CONCLUSION

Based on the results of the research and discussion, it can be concluded: The average job satisfaction of nurses in the surgical department of Dr. Ramelan Hospital, Surabaya is at a high level of satisfaction. The highest satisfaction is in the aspect of professional status and the lowest satisfaction is in the aspect of salary. The average motivation of nurses in the surgical department of Dr. Ramelan Hospital, Surabaya , has moderate work motivation. The highest motivation is in the aspect of social needs and the lowest motivation is in the aspect of security needs. There is a relationship between satisfaction and work motivation of nurses

include achievement, reinforcement, responsibility, increased status, the task itself and the desire to be able to develop because workers have reinforcement to stay motivated to work better and develop it or they do not have reinforcement if they are not motivated by the output produced / feel less appreciated, which causes dissatisfaction in work as expressed by Herzberg and quoted by Sullivan and Decker (1985) in Hardy and Heyes (1988). He stated that motivation is identical to job satisfaction. But job satisfaction is not on a continuum, but both are different things. Especially in terms of the cause or two factors that influence but more from an intrinsic perspective. If the need for hygiene or intrinsic factors is not met, job dissatisfaction will arise. This causes a person to remain unmotivated. Experience shows that motivation will arise towards work if the needs in motivational or intrinsic factors are fulfilled within a person.

in the surgical department of Dr. Ramelan Hospital, Surabaya and the relationship is strong. Moderate work motivation and high level of nurse job satisfaction occur because job satisfaction is only one of the intrinsic factors (work goals, attitudes, challenges and skills) that cause motivation, besides that there are extrinsic factors (salary, security, relationships with fellow workers, supervision, appreciation, work) also need to be considered in increasing the work motivation of surgical nurses.

