FACTORS RELATED TO SATISFACTION AND PERFORMANCE OF NURSES IN PATIENT HOSPITAL ROOM OF THE IBNU SINA HOSPITAL PEKANBARU 2014

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Abstract

Job satisfaction is an emotional state that is pleasant or unpleasant in which employees view their work.Subjektif judgment about a person's job satisfaction relating to salary, working condision, supervision, personal relationship at work and promotion opportunity.Influence of job satisfaction will have an impact to performance. The research arms to determine factors related to satisfaction and performance of nurses in patient hospital room of the ibnu sina hospital. Kind of research is cross sectional with 96 sample of nurses. Data analysis in this research are univariate, bivariate and multivariate with multipple logistic regression.Result of this research that variable not relating with performance and satisfaction is leadership. Conclussion,variable that related to performance are supervision (POR: 5,6) and sallary (POR: 2,7) and variable that related to satisfaction is sallary (POR: 5,4). Recommended to nursing managemenin Ibnu Sina Hospital to provide guidance through seminars and training on leadership, increase activity that relating with promotion, given employee salaries in time, make a comfortable work condition, and regularly supervision

Keywords : Satisfaction, Performance

BACKGROUND

The quality of medical services in hospitals are strongly influenced by the quality of the physical facility, type of available power , drugs and health equipment as wellas the process of administering health services. Therefore an increase of any of these factors, one of which is human resources and professionalism is indispensable in order to produce good quality healthservices. One of professionalism at a very ill play a role in health care in the hospital is nursing personnel (Bustami, 2011).

Implementation of nursing process in hospital will not run properly if the nurses who perform nursing process does not comply with the standards of nursing practice, and all the provisions that exist in the hospital environment as an organization. The growing phenomena on of the moment, not a few nurses who carry out the work is not in accordance with the standards of nursing care. Not infrequently we read in variousmedia complaints of nursing service users dissatisfied with nursing services. One of the factors that are associated with less good performance of nurses in providing nursing

care is satisfaction. Satisfaction work for Nursing profession as the giver of the nursing services required by lenders to improve its performance that willhave an impact on satisfaction customers (Kusnadi, 2006).

Performance is the result of real work from the work of employees who can be measured in the quality as well as quantity in accordance with the standard of his work in an organization (Suroso, 2011). The assessment of performance by the employee alone is a technique that has long been applied in various companies inindustrialized countries (Ilyas, 2012).

The performance of human resources for health, in this case the nurse, is influenced by several factors, one of which is the satisfactionof (Triwibowo, 2013). Lukman (2007) study involving 75 nurses at RS Kusta Sungai Kundur Palembang reported thatleadership, bility and compensation affect the performance of the nurses.

Satisfaction work according to Gomes (2003) stated as a State which issubjectively based on a comparison of what is expressly accepted by someone fromhis job compared

82

to what was expected, as he had desired, and things that deserve orentitled to him.

According to Gomes (2003) the subjective consideration someone about satisfaction of work related to salary/ incentive, environmental conditions of work, supervision, relations between individuals in a work (the direction of the associate and friend) and opportunities in the future (promotion). Therefore our satisfaction of working nurses need to get serious attention from the management of the hospitals because of the power of nursing dominate health workforce thoroughly and as the first and oldest penjalin contact with customers (patients and families) who would later produce a good performance (Aditama, 2010).

IbnuSina hospital provides two service s namely ambulatory (out patient) and hospitalization (in patient). Inpatient room at Ibnu Sina Hospital is the most important part of the hospital. Currently in 2013 Ibnu Sina Hospital has 161 beds scattered in everyclassroom.

From the results of performance assessment conducted Ibnu Sina Hospital Pekanbaruin the form of an assessment of DP3 (list of assessment of the implementation of thejob) obtained good results from such assessment. 87% of nurses gain goodappraisals by 2013. And the results of the initial survey conducted on performance of nurses at the Ibnu Sina Hospital, against the process of nursing careperformed by nurses is still a lot of work not in accordance with the nursing process flow such as nursing actions conducted without assessment and formulate a diagnosisthat fit the data for the study. This is evidenced from 10 medical record seen, only 4are complete charging assessment, establishment of diagnosis and perform Diagnostics.

Based on the results of the interview with the Director of the Ibnu Sina Hospital says that there are benefits that accrue in addition to salary as allowances andincentives. And they also said health facilities in the form of getting health costs untilthe third child if medical treatment at the hospital. For there is a new nurseorientations and explanations against existing SOP at the

hospital. This proves that inthis hospital has begun to pay attention to the level of satisfaction of the nurses.

The results of the interview against 10 nurses inpatient from 113 inpatient nurses in Ibnu Sina Hospital, 3 people say less satisfied work due to a heavy workload while still lacking power, it is already notified to the leader at the room but there has been no addition of power at the room, 3 people say have yet to get a chance for promotion, and 4 people say are less satisfied with the incentives that are given.

METHOD

Type of this research is quantitative analytic with cross sectional design research thatwas carried out in April 2014 in the inpatient Ibnu Sina Hospital Pekanbaru. 96 Sample is inpatient nurse at the Ibnu Sina Hospital Pekanbaru. The sample technique used total sampling. Types of data collected in the form of primary data. Questionnaire about leadership, incentives, conditions of work environment, opportunities of promotion, supervision, performance and satisfaction, and secondary data from the Ibnu Sina Hospital. Data analysis used univariate analysis, bivarit by using the chi-square and multivariate logisticregression using double.

RESULTS

The results of the univariate analysis in this research were obtained that the nurse whoperforms well as many as 48 people (50%), nurses are satisfied as much as 49 people (51%), a nurse who said good leadership as many as 50 people (52,1%), nurse whosays the incentives less as much as 49 people (51%), nurse who says environmental conditions of work less well as much as 51 people (53.1%), nurse who says goodpromotion opportunities as much as 51 people (53.1%), and the nurse says good supervision as many as 49 people (51%).
Bivariat analysis results showed that satisfaction with the dependent from fivevariables there are three independent variables significantly associated with the satisfaction of nurses, which can be described as follows: 1) Nurses with

incentives lessrisky 7,29 times feel not satisfied compared to nurse incentive either 95% CI: POR:2.96-17,98). 2) nurses who get less work environment conditions are more at risk of4.06 times feel not satisfied compared to those who get good working environmentconditions 95% CI : POR: 1.72-9,53). 3) nurses who get the opportunity of promotionless risky 3.32 times feel not satisfied compared to those who obtain good promotionchance 95% CI: POR: 1.4-area of 7.69).

Bivariat analysis results with the dependent performance shows that out of sixvariables there are three independent variables significantly associated withperform ance of the nurses, who can be described as follows: 1) Nurses with incentivesless risky 3,64 times produce less performance compared to those who get goodincentives (C. I 95%: POR: 1,57-8,47). 2) nurses who obtained more or less riskysupervision 5.34 times produce less performance compare d to those who obtain good supervision (95% C. I : POR: 2,23-12,77). 3) a nurse who feels dissatisfied more risky3.04 times produce less performance compared to those who were satisfied (95% C. I:POR: 1,32-6.98).

The results of the multivariate analysis conducted with four times the modelingvariable is visible that are associated

with satisfaction with meaningful in Ibnu Sina Hospital Pekanbaru is an incentive with POR: 5.4 (CI: 2.1-13.9). While the variables becomeconfounding variables) is 1 chance promotion against the conditions of the work environment, 2) variable environmental conditions work against incentives andpromotional opportunities. Variable incentives can explain the variable satisfaction ofnurses by 33%, the rest is explained by other variables not examined.

The results of the multivariate analysis conducted with four times the modeling variable is visible that are associated with meaningful performance in Ibnu Sina Hospital is the incentives (and supervision: the nurses get the incentive of more or lessrisky 1,980 times produce the performance less than nurses who get good incentives (CI: 0.7-5.5). Nurses get less supervision 5,651 times higher risk of generatingperformance less than nurses get good supervision (CI: 2.1-15.3). While the variables become confounding variables) is 1 chance promotion towards supervision andsatisfaction, 2) variable satisfaction against incentives. Variable incentive and supervision can explain the variable performance of nurses amounted to 30.2%, the rest is explained by other variables not examined.

Table 1
The distribution of Nursing Satisfaction with independent variable of Ibnu Sina Hopital 2014

Independent variables and categories	Satisfaction				Total		P Value	POR (95%CI)
	Satisfied		Not Satisfied					
	N	%	N	%	N	%		
Leadership								1,28 (0,57-2,86)
Good	27	54	23	46	50	100	0,683	
Less	22	47,8	24	52,2	46	100		
Incentive								7,29 (2,96-17,98)
Good	35	74,5	12	25,5	47	100	0,000	
Less	14	28,6	35	71,4	49	100		
The conditions of the work environment								4,06 (1,72-9,53)
Good	31	68,9	14	31,1	45	100	0,001	
Less	18	35,3	33	64,7	51	100		
Promotional Opportunities								3,32 (1,44-7,69)
Good	33	64,7	18	35,3	51	100	0,008	
Less	16	35,6	29	64,4	45	100		
Supervision								1,958 (0,87-4,41)
Good	29	59,2	20	40,8	49	100	0,153	
Less	20	42,6	27	57,4	47	100		

Table 2
Distribution of Independent Variables and satisfaction with the performance of the nurses of Ibnu Sina Hospital 2014

Independent variables and categories	Performance				Total		P Value	POR (95%CI)
	Good		Less					
	N	%	N	%	N	%		
Leadership								1,398 (0,63-3,12)
Good	27	54	23	46	50	100	0,540	
Less	21	45,7	25	54,3	46	100		
Incentive								3,64 (1,57-8,47)
Good	31	66	16	34	47	100	0,004	
Less	17	34,7	32	65,3	49	100		
The Conditions of the work environment								2,14 (0,95-4,85)
Good	27	60	18	40	45	100	0,101	
Less	21	41,2	30	58,8	51	100		
Promotional Opportunities								1,80 (0,80-4,06)
Good	29	56,9	22	43,1	51	100	0,220	
Less	19	42,2	26	57,8	45	100		
Supervision								0,000	5,34

85

Good	34	69,4	15	30,6	49	100		(2,23-12,77)
Less	14	29,8	33	70,2	47	100		
Satisfaction							0,014	3,04
Satisfied	31	63,3	18	36,7	49	100		(1,32-6,98)

Table 3
The Final Stage Of The Dependent Multivariate Modeling Customer Satisfaction

Independent Variables	P value	POR	(95% CI)
Incentive	0,000	5,436	2,1-13,9
The Conditions of the work environment	0,119	2,198	0,8-5,9
Promotional Opportunities	0,166	1,996	0,8-5,3
Omnibus test : <0,001		**NagelKerke : 0,330**	

Table 4
The Dependent Multivariate Modeling II Performance

Independent Variables	P value	POR	(95% CI)
Satisfaction	0,189	1,980	0,7-5,5
Incentive	0,050	2,747	1,0-7,5
Promotional Opportunities	0,413	,648	0,2-1,8
Supervision	0,001	5,651	2,1-15,3
Omnibus test : <0,001		**NagelKerke : 0,302**	

DISCUSSION
Independent Variable Associated With The Dependent Variable Causal
Incentive To The Satisfaction.
Satisfaction rate is obtained from the employment remuneration or the results obtained from the job, compared to what is expected or valued employee. The closer the comparison, the more that will be retrieved from the work compared to the wanted, the higher working of satisfaction. This theory explains that can be known about the individual values of work and results, then it can be used as information to estimate the influences factors that affect satisfaction work (Siagian, 2005). Nurses who earn incentives at risk 5 (five) times to get a good job satisfaction than nurses who received no incentive (95% CI = 2.1-13.9). The results of this research consistency with the Rumiati research (2001), Mayasari (2009) and Uja (2013) that the existence of a significant relationship between nurses satisfaction with incentives. With the counfounding conditions of the work environment. Then it can be suggested: Should hospitals should develop adequate incentive system and can be covered by the receipt of its current status. Hospitals also need to reach an agreement with the nurses about setting payment services (services) that satisfy all parties that includes doctors, nurses and other staff and the management of the hospital. The existence of an agreement between all parties would provide certainty for management in planning and budget certainty for patients in estimating the costs that must be removed. And also the granting of incentives should be done must be on time, accordance with the first deal . In addition to administering the incentive system is fixed by the hospital, the condition of a comfortable working environment and adequate will also cause the nurse to feel satisfied in working with ways: complete all

the equipment and supplies to support the work that will be done nursing.

Performance Supervision

Gibson in Ilyas (2012) stated the factors that affect the performance of the personnelone is grouped in organization variable sub variable resources, leadership, job design, rewards, supervision and control of the individual variables and variable other thanpsychological. nurses who obtain supervision risk six times to get good performancethan nurses who did not obtain supervision (95% CI = 2.1-15.3). The results of this research study conducted with consistency Mua (2011) that there is a significantrelationship between supervision with the performance. Counfounding with a chanceof promotion. Then it can be suggested: Should the management team of hospitalsupervision at regular intervals and planned to further improve the performance ofthe nurses that will result in improved quality of service to be received by the patientand also the hospital. Give a chance to the nurse to take further education or training that support the improvement of their position with the provisions agreed uponobjectively, not subjectively.

Performance Incentives

According to Gibson (2000) in Tribowo (2013), stated that the factors that affect a person's behavior and performance factor is the individual, the organizational factorsand psychological factors. Organizational factors include (resources, rewards, structure, design work and leadership style). Nurses whoearn incentives at risk 3 (three) times to get good performance than nurses who did not receive the incentives(95% CI = 1-7.5). The results of this research with the research of consistency Agustin(2010) that there is a significant relationship between incentives with performance. For that support the recommendation it is recommended that paying more attention tothe issue of incentives will be given to the nurse by way of incentives granted in accordance with the agreed deal, are objective, Incentives should be provided in a timely manner. With three suggestions above are expected to affect the

level of satisfaction resulting in performance improvements that are generated by the nurses.

The independent variables Are Not Correlated with the dependent Variable
The Independent variables are not correlated with satisfaction orperformance are:

Leadership On the research there is no significant relationship between leadership with satisfaction and performance, is in line with research conducted by Transyah (2012) that the leadership does not have a significant relationship with nurse Inpatientsatisfaction I n M. Djamil Hospital Padang. The possibility of this research there were nosignificant relationships because the research on data collection regarding theleadership is only done through a detailed questionnaire data retrieval fromimplementing the nurses, not with observation firsthand how leadership processes in the room was performed. And answers from leadership that is not categorized by the four categories namely delegatif, authoritarian leadership, participative leadership merely circumstantial and good leadership and less.

CONCLUSION
Variables that have a causal relationship with the performance of the nurses in the Ibnu Sina Hospital are:
a. Supervision affect performance: strictly speaking nurses with less good supervisionaffect six times will produce a less good performance compared with nurses who getgood supervision.
b. Incentives affect performance: strictly speaking nurses with less-intensive good affects three times will produce a less good performance compared with nurses whoget intensive either.
    Variables that have a causal relationship with the satisfaction of nurses in the Ibnu Sina Hospital is incentive. A nurse with a less intensive good affects five times

will feel dissatisfied compared to nurses who get intensive either.

SUGGESTION

For the Management of nursing through leader of Ibnu Sina Hospital, researchers suggest: increasing activities related to the promotion of further education and training particularly nursing, conduct training relating to nursing leadership (leadership training for head room), provides timely and incentives involving nurses in determining incentive, completesthe equipmentthat willbeused for activities innursing care and supervision in a scheduled against implementation of the nursingcare of the nurses do the implementing in the room.

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