

Analysis of Factors That Motivate Nurses' Job Satisfaction

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Abstract—A high level of job satisfaction indicates a positive attitude towards his work. Nurses are medical personnel with a vital role in a hospital. This study aimed to determine the effect of intrinsic and extrinsic motivation on the job satisfaction of executive nurses at Royal Prima Marelán Hospital in 2022. This type of research is non-experimental quantitative research with a descriptive approach (cross-sectional survey) and associative analysis conducted at Royal Prima Marelán Hospital in November 2022. The study population was 297 people, determined the number of samples with the SEM formula (Structural Equation Modeling) so that 100 samples were obtained. The sampling technique used in this study is based on the non-probability sampling method using a purposive sampling approach, bivariate analysis with the Chi-Square test, and multivariate with multiple logistic regression with a p -value (0.05). The results showed that simultaneously, the variables Award (X1), Achievement (X2), Supervision (X3), and Responsibility (X4) had an influence on the job satisfaction variable with a p -value < 0.05 . While the variable Wages (X5), Work Environment (X6), and Status (X7), with a p -value > 0.05 , does not influence the variable job satisfaction of executive nurses at Royal Prima Marelán Hospital. The results of multivariate analysis, that of the independent variables, namely Reward, Achievement, Supervision, and Responsibility, which are thought to affect job satisfaction, the most influential variable is the responsibility variable with a p -value of $0.023 < 0.05$. The OR value obtained is 8.322, meaning that a high sense of Responsibility has a chance of 8.322 times affecting employee job satisfaction at Royal Prima Marelán Hospital.

Keywords— Factors, Responsibility, Motivation.

I. INTRODUCTION

Health workers as Human Resources (HR) in hospital health services are essential to achieving optimal performance. One of the main factors affecting HR performance is motivation at work. Nurses are the most critical resource in running a hospital service, so nurses are required to have intellectual abilities, interpersonal communication, and technical and moral abilities. The characteristics of nurses that always determine the direction and strength of work are motivation and others such as level of knowledge, work skills, the authority given, innovative values, dedication, and devotion to each profession. Intrinsic motivation arises from within the individual, for example, activities to gain specific skills, obtain information and understanding, develop attitudes to succeed, enjoy life, and desire to be accepted by others. In contrast, extrinsic motivation arises due to influences from outside the individual, such as gifts, praise, invitations, orders, or coercion from others so that under these circumstances, people want to do something. Finally, job satisfaction is an individual's general attitude toward his work. Someone with high job

satisfaction shows a positive attitude toward his job, while someone dissatisfied with his career shows a negative attitude toward his position (1).

Based on Pratama's research in 2017 on the influence of intrinsic motivation on the performance of executive nurses at TK Hospital. IV Pematang Siantar obtained the research results with the frequency distribution of administrative nurses' achievements at Tk. IV Pematang Siantar Hospital, it is known that the majority of executive nurses' accomplishments are in a suitable category, as many as 28 people (45.9%), and the minority of wrong types, as many as 15 people (24.6%) (2). Based on the results of an initial survey conducted by researchers at Royal Prima Marelán Hospital, the satisfaction rate of executive nurses is still not optimal, with around 56.6% of 30 administrative nurses. Furthermore, the results of field interviews with several nurses found that nurses were less motivated in carrying out their duties. Therefore, researchers are interested in researching factors that motivate nurses' job satisfaction.

II. RESEARCH METHODS

This type of research is non-experimental quantitative research with a descriptive approach (cross-sectional survey) and associative analysis, namely by focusing on hypothesis testing and analysis using the Chi-Square test with the SPSS program. The research was conducted at Royal Prima Marelán Hospital in November 2022. The population in this study was 297 executive nurses at Royal Prima Marelán Hospital. Determination of the sample size using Structural Equation Modeling (SEM) determined the number of samples taken in this study to be 100 people. The sampling technique used in this study is based on the non-probability sampling method, which is a sampling technique that does not provide equal opportunities or opportunities for each element or member of the population to be selected as a sample, using a purposive sampling approach, the criteria for nurses who want to be respondents. Data analysis using Univariate analysis, Bivariate analysis (Chi-Square), and Multivariate analysis of multiple logistic regression tests, with a meaning limit of 0.05.

III. RESULT AND DISCUSSION

From Table 1 in this study, the Pearson Chi-Square value of each variable is obtained, with a significance level of 95% ($\alpha = 0.05$). Based on this comparison, the variables of Award (X1), Achievement (X2), Supervision (X3), and Responsibility (X4) have a p -value more minor than the 95% significance level ($\alpha = 0.05$). Therefore, based on this

comparison, H_a is accepted, meaning these variables influence job satisfaction. While the variables of Wages (X5), Work Environment (X6), and Status (X7) have a p-value more significant than the 95% significance number ($\alpha = 0.05$). Based on this comparison, H_0 is accepted; these variables do not influence job satisfaction. Before the multivariate analysis is carried out with multiple logistic regression tests, each variable is tested for its significance level separately. Variables with a signification level > 0.05 will be excluded or not included in the multivariate analysis of multiple logistic regression. From table 1, the results obtained that the variable Award (x1), Achievement (x2), Supervision (x3), and Responsibility (x4) has a signification value < 0.05 . Then these variables will be included in the multiple logistic regression test.

TABLE 1. Chi-Square Test Results

Variable	Job Satisfaction			Sum	Pearson Chi-Square Asymp.Sig. (2-sided)
	Not Satisfied	Satisfied			
Award	None	26	35	61	0.010
	Available	7	32	39	
Achievements	Available	18	20	38	0.023
	None	15	47	62	
Supervision	Available	13	10	23	0.002
	None	20	57	77	
Responsibility	Low	25	26	51	0.001
	High	8	41	49	
Wages	Not following the minimum wage	31	58	89	0.346
	Following the minimum wage	2	9	11	
Work Environment	Uncomfortable	31	57	88	0.244
	Comfortable	2	10	12	
Status	No Position	32	58	90	0.231
	Position	1	9	10	

Source: Primary data processed, 2022.

TABLE 2. Multivariate Approach

Variable	B	P-value	OR	95% C.I.for EXP(B)	
				Lower	Upper
Award	-0.195	0.821	0.823	0.151	4.473
Achievements	1.001	0.059	2.722	0.961	7.708
Supervision	1.111	0.049	3.037	1.003	9.194
Responsibility	2.017	0.016	8.322	1.438	39.292

Source: Primary data processed, 2022.

Based on Table 2. it can be explained that of the independent variables, namely Award, Achievement, Supervision, and Responsibility, which are thought to affect job satisfaction, the most influential is the responsibility variable with a p-value of $0.016 < 0.05$. The OR value obtained is 8.322, meaning that a high sense of Responsibility has a chance of 8.322 times affecting employee job satisfaction at Royal Prima Marelana Hospital. Statistically, the reward variable has a p-value (0.010) smaller than the 95% significance level ($\alpha = 0.05$). Based on this comparison, H_a is accepted, meaning these variables influence nurses' job satisfaction levels. Therefore, according to the researcher's assumption, the rewards given to nurses significantly affect

nurses' job satisfaction in the Royal Prima Marelana General Hospital Inpatient Room.

This follows Evanda's research in 2017 on the Effect of Motivation, Career Development on Job Satisfaction and Nurse Performance at Dr. Soebandi Jember Hospital. The analysis results are: (1) motivation has a direct and significant effect on the job satisfaction of nurses at dr. Soebandi Hospital, Jember; (2) career development has an immediate and significant impact on the job satisfaction of nurses at dr. Soebandi Hospital, Jember; (3) motivation has a direct and consequential effect on the performance of nurses at dr. Soebandi Hospital, Jember; (4) career development has an immediate and significant impact on the performance of nurses at dr. Soebandi Hospital, Jember; (5) job satisfaction directly and significantly affects nurse performance at dr. Soebandi Hospital Jember (3).

Statistically, the achievement variable has a p-value (0.023) smaller than the 95% significance level ($\alpha = 0.05$). Based on this comparison, H_a is accepted, meaning that this variable influences nurses' job satisfaction levels. Therefore, according to the researchers' assumption, nurses with good job performance significantly affect nurses' job satisfaction in working in the Inpatient Room of the Royal Prima Marelana General Hospital.

This is to Laima's research in 2019 on the Effect of Job Placement, Workload, and Job Satisfaction on the Work Performance of Nurses at Rsud Talaud with the results of the study obtained (1) Job Placement has a positive and insignificant effect on the Work Performance of nurses at Talaud Hospital (2) Workload has a positive and significant effect on the Work Performance of nurses at Talaud Hospital (3) Job Satisfaction has a positive and insignificant effect on the Work Performance of nurses at Talaud Hospital (4) Job Placement, Workload, and Job Satisfaction simultaneously have a significant effect on the Work Performance of nurses at Talaud Hospital, for the RSUD must always pay attention to the composition of work placement according to educational background and field of expertise, optimizing the division of nurses' working hours (4).

Statistically, the Supervision variable has a p-value (0.002) smaller than the 95% significance rate ($\alpha = 0.05$). Based on this comparison, H_a is accepted, meaning that this variable influences nurses' job satisfaction levels. Therefore, according to the researcher's assumption, good Supervision significantly affects nurses' job satisfaction in the Royal Prima Marelana General Hospital Inpatient Room.

This is following Sirait's research (2017) with the title of research on Factors Affecting Nurse Job Satisfaction in the Inpatient Room of Rsud Haji Boejasin Pelaihari; Fisher Exact test results show p: 0.001 ($p < 0.05$), there is a relationship between supervision and nurse satisfaction in the inpatient room of RSUD Haji Boejasin Pelaihari. These results strengthen research conducted by Alfrian Harikadua (2014), which states that there is a relationship between supervision and nurse job satisfaction (5).

Statistically, the responsibility variable has a p-value (0.001) smaller than the 95% significance level ($\alpha = 0.05$). Based on this comparison, H_a is accepted, meaning that this

variable influences nurses' job satisfaction levels. Therefore, according to the researcher's assumption, the higher Responsibility of nurses significantly affects the job satisfaction of nurses in the Royal Prima Marelán General Hospital Inpatient Room.

This is not following Panggulimang's 2019 research on Factors Associated with the Job Satisfaction of Nurses in the Inpatient Room of Rsud Lapangan Sawang, with the results of the study showing that there is no relationship between Responsibility and job satisfaction ($p=0.487$), there is a relationship between salary and job satisfaction ($p=0.002$), and there is a relationship between working conditions and job satisfaction ($p=0.001$). Therefore, this study can be concluded that there is no significant relationship between Responsibility and job satisfaction, and there is an important relationship between salary, working conditions, and job satisfaction. With the most dominant relationship is working conditions (6).

Statistically, the wage variable has a p-value (0.346) more incredible than the 95% significance level ($\alpha = 0.05$). Based on this comparison, H_0 is accepted, meaning this variable does not influence nurses' job satisfaction levels. Therefore, according to the researcher's assumption, wages following the minimum wage do not affect nurses' job satisfaction in working at the Royal Prima Marelán General Hospital Inpatient Room.

This research is not in line with Putri's research on Factors Related to the Job Satisfaction of Inpatient Nurses at Tugurejo Semarang Regional General Hospital, with the results showing that Respondents have good recognition (67.5%), Responsibility (55%), development potential (60%), promotion opportunities (51.3%), income (66.3%), working conditions (60%), hospital administration and policies (82.5%), the interaction between individuals (90%), Supervision (66.3%). Variables associated with inpatient nurses' job satisfaction at Tugurejo Hospital Semarang are recognition ($p = 0.000$), potential development ($p = 0.000$), promotion opportunities ($p = 0.000$), income ($p = 0.000$), working conditions ($p = 0.000$), hospital administration and policies, interactions between individuals ($p = 0.000$) and Supervision ($p = 0.000$). At the same time, the variable is not associated with the job satisfaction of inpatient nurses at Tugurejo Hospital Semarang to be responsible ($p = 0.365$). To manage nurses' job satisfaction, hospital management should be able to create a pleasant working environment, provide positive feedback, and improve the career path system (7).

Statistically, the work environment variable has a p-value (0.244) more significant than the 95% significance level ($\alpha = 0.05$). Based on this comparison, H_0 is accepted, meaning this variable does not influence nurses' job satisfaction levels. Therefore, according to the researcher's assumption, the work environment does not affect nurses' job satisfaction at the Royal Prima Marelán General Hospital Inpatient Room.

Statistically, the work environment variable has a p-value (0.231) more significant than the 95% significance level ($\alpha = 0.05$). Based on this comparison, H_0 is accepted, meaning this variable does not influence nurses' job satisfaction levels. Therefore, according to the researcher's assumption, the nurse's status in having a position does not affect the nurse's

job satisfaction in working at the Royal Prima Marelán General Hospital Inpatient Room.

This research is not in line with research by Jamalina in 2018 on the Effect of Work Environment on Nurses' Job Satisfaction at Massenrempulu Enrekang Hospital. The results show that leadership significantly affects nurses' job satisfaction. The positive and significant effect is indicated by a significance value of $0.001 < 0.005 \alpha$ value and the value of t count = $19.692 > t$ table = 1.960. nurse-doctor collaboration has no significant effect on nurse job satisfaction. The insignificant impact is indicated by a significance value of $0.245 > 0.005 \alpha$ value and t value = $1.170 < t$ table = 1.960. On the other hand, participation in decision-making significantly affects nurses' job satisfaction. The value of t count shows the positive and significant effect = $1.990 > t$ table = 1.960. And the most influential variable is leadership, with a value of $p=0.000 < 0.005$ (8).

Based on multivariate analysis, it can be explained that the independent variables, namely Awards, Achievement, Supervision, and Responsibility, are thought to affect job satisfaction. The most influential variable is the responsibility variable, with a p-value of $0.016 < 0.05$. The OR value obtained is 8.322, meaning that a high sense of Responsibility has a chance of 8.322 times affecting employee job satisfaction at Royal Prima Marelán Hospital.

IV. CONCLUSION

After analyzing and discussing the influence of factors motivation on 100 respondents, it is concluded that simultaneously, the variables of Reward (X1), Achievement (X2), Supervision (X3), and Responsibility (X4) have an influence on job satisfaction variables with a p-value < 0.05 . While the variable Wages (X5), Work Environment (X6), and Status (X7), with a p-value > 0.05 , does not influence the variable job satisfaction of executive nurses at Royal Prima Marelán Hospital.

The results of multivariate analysis, that of the independent variables, namely Reward, Achievement, Supervision, and Responsibility, which are thought to affect job satisfaction, the most influential variable is the responsibility variable with a p-value of $0.023 < 0.05$. The OR value obtained is 8.322, meaning that a high sense of Responsibility has a chance of 8.322 times affecting employee job satisfaction at Royal Prima Marelán Hospital.

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