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# The Relationship Of Job Satisfaction With Performance Of Contract Nurses In RSI Surabaya Ahmad Yani

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## ABSTRACT

Organizational culture and job satisfaction of nurses contract in RSI Surabaya is still the standard. This can cause the level of performance of the contract nurses is not optimal, so the impact on the quality of hospital services. Most of the performance of the contract nurses in standard level, but there are some in high levels. The purpose of this research is to analyze the relationship of job satisfaction with performance of the contract nurses. Design research use analytic survey with cross sectional approach. This research population i.e. the whole contract nurses in RSI Surabaya amounted to 86 people. Research samples taken with a cluster sampling method with a large sample of 71 people. The research variables consist of independent variables i.e. job satisfaction and dependent variables i.e. the performance of the contract nurse. Analysis of the data used is a correlation rank spearman test. The results showed mostly (73.2%) Respondents have medium-level job satisfaction, and most (52.1%) Respondents have medium-level performance. The results of the analysis showed there was a significant relationship between job satisfaction and performance of a contract nurse with significance value of 0.001 (< 0.05). The conclusion of this research is the higher job satisfaction nurse contracts, then the higher the performance of nurse contracts. It is recommended that hospitals conduct training on details, skills and skills in working for regular and scheduled contract nurses, rearranging the work environment, evaluating performance and maintaining consistency Hospital policies to improve performance.

**Keywords:** Job Satisfaction, Performance

## 1. Background

Health includes the main needs for the community, many health care places in the neighborhood. One of them is hospital, which provides complete health services in various areas of health. Various types of health services exist in every hospital. The hospital is competing in providing good health care, so that the hospital can be the first choice of society. To create good service, employees' performance is required optimally. Optimal performance can be influenced by a number of factors, seen from its definition of performance means the result of output or output of the worker in doing its job, so many factors that can affect the performance (Bintoro & Daryanto, 2017)<sup>[1]</sup>. There are a number of issues that often arise in employee work such as, too many workloads, less compensation, and an uncomprehensive leadership style that causes employee performance to decline. Not easy in building optimal performance, there must be good cooperation in the work and encouragement of the internal party hospital. Many factors can improve employee performance such as organizational culture and job satisfaction (Bintoro & Daryanto, 2017) [1].

The results of the evaluation of RSI Surabaya Ahmad Yani in 2017 to the contract nurse still occupy an average value of 75%. Cultural aspects of the Organization and job satisfaction. The value has not reached the value of either category, because the value of the category good for all indicators should reach an average value of 89%-100% (RSI Surabaya).

Organizational culture and job satisfaction greatly affect performance. If both of these aspects are decreasing it will impact the performance to be decreased and will trigger against the level of employee performance generated. So it can lead to a decline in employee performance that can cause a decline in hospital goals. At PT. Syaka Putra Transindo Jakarta, there is a strong and positive relationship between the organizational culture and the performance of the employees demonstrated by the value coefficient of correlation (R) of 0.73 (Ahidin & Mutaqin, 2014) [2]. Hospital Hidayah Boyolali, stated that there is a very significant positive relationship between organizational culture and employee satisfaction (Nurchayaningrum, 2015) [3]. The purpose of this research is to analyse the job satisfaction relationship with the performance of nurse contract at RSI Surabaya Ahmad Yani.

## 2. Research methods

This type of research is quantitative research with research design using analytical surveys with cross sectional approaches. The population of this research is the total of 86 nurses in RSI Surabaya. The research samples were taken with a sampling cluster method with a large sample of 71 people. The research variables consist of independent variables i.e. job satisfaction and dependent variables i.e. the performance of the contract nurse.

Data collection techniques use primary data obtained from research instruments using questionnaires that are subsequently in analysis with SPSS. Variable measurements use a Likert scale. Answer Reponden was given a score of 1-5 on each statement, namely:

Highly Disagree (STS) : Score 1  
 Disagree (TS) : Score 2  
 Less agree (KS) : Score 3  
 Agree (S) : Score 4  
 Strongly Agree (SS) : Score 5

Variable measurements will be grouped into categories divided into 3 categories: high, Medium, and low. Once categorized the data will be analyzed using SPSS with test rank Spearman.

## 3. Results and Discussion

### 3.1 Respondents overview

Here's an overview of respondents which include gender, age, length of work and last education. Table 1: Overview of respondents

Respondents overview		Frequency	Persentase
Age	17-25 years	40	56,3
	26-35 years	31	43,7
Gender	Male	24	33,8
	Female	47	66,2
Length of work	< 1 years	59	83,1
	>1-2 years	5	7
	>2-3 years	7	9,9
Last education	D3	26	36,6
	S1	44	62
	S1 dan profesi	1	1,4

Source: Primary Data, 2019

According to table 3.1 can inform that the nurse contract at the Surabaya RSI Ahmad Yani most (56.3%) Female gender with most (56.3%) Aged 17-35 years. Nurse contracts almost entirely (83.1%) Recently worked for the < 1 year. and most (62%) Educated Bachelor.

### 3.2 Respondents specific data

Here are the specific data of respondents which include job satisfaction and the performance of nurse contracts.

Table 2: Respondents specific Data

Respondent specific Data		Frequency	Persentase
Job satisfaction	Medium	52	73,2
	High	19	26,8
Performance	Medium	37	52,1
	High	34	47,9

Source: Primary Data, 2019

Based on the table 3.2 can inform that the nurse contracts in the RSI Suarabaya Ahmad Yani mostly (73.2%) Respondents have moderate job satisfaction, and most (52.1%) Respondents have moderate performance.

Table 3: Distribution Skoring answer of responden based on the variable job satisfaction on medical service RSI Surabaya Ahmad Yani Year 2019.

No.	Aspects of assessment	Skoring	Criteria
1.	Psychological factors	277	High
2.	Social factors	267	High
3.	Physical factors	253	High
4.	Financial factors	218	Medium

Source: Primary Data, 2019

Based on Table 3 indicates that the results of the value of the skoring variable declaration on job satisfaction, the highest value lies in the aspect of psychological factors with a score of 277 and the lowest being skoring on aspects of financial factors with a score of 218 in the category of being.

Table 4: Distribution Skoring Answers of respondents based on the variable performance of Contract Nurses in medical service RSI Surabaya Ahmad Yani Year 2019.

No.	Aspects of assessment	Skoring	Criteria
1.	Individual factors	270	High
2.	Psychological factors	258	Medium
3.	Organization factors	244	Medium

Source: Primary Data, 2019

Based on Table 4 shows that the results of the value of the skoring variable declaration on the performance of employees, the highest value lies in the aspect of individual factors with a score of 270 and skoring are at the lowest aspects of psychological factors with a score of 258 in the category of being and organization with a score of 244 in the category of being.

### 3.3 Cross tabulation

#### 3.3.1 Job satisfaction with the performance of nurse contracts

Table 5: Cross Tabulation job satisfaction and performance in the medical services RSI Surabaya Ahmad Yani

Job satisfaction	Performance				Total	
	Medium		High		n	%
	n	%	n	%		
Medium	35	67,3	17	32,7	52	100,0
High	2	10,5	17	89,4	19	100,0
Total	37	52,1	34	47,9	71	100,0
Sig Korelasi Spearman Rank : 0.001 (>0.05)						
Correlation Coefficient: 0,397						

Source: Primary Data, 2019

According to table 3.3 shows that the higher the job satisfaction level of the nurse's contract (89.4%), the higher the performance is generated. Based on the analysis results with a statistical test of correlation rank Spearman, obtained significance value of 0.001. Because of the significance value  $0.001 < 0.05$ , indicating that  $H_0$  rejected, then there is a significant relationship between job satisfaction with the performance of employees in the RSI Medical service Surabaya Ahmad Yani. Then the coefficient number is 0.397 which means the level of relationship strength between job satisfaction with employee performance is strong enough.

### 3.4 Discussion

#### 3.4.1 Job Satisfaction Analysis

Job satisfaction is an emotional attitude that pleases and loves his work (Hasibuan & Malayu, 2014) [4]. The attitude is reflected by working morals. Job satisfaction is enjoyed in the work and combination between inside and outside the work. Based on the results of the study it can be concluded that most of the nurse contract in Surabaya RSI Ahmad Yani has a level of job satisfaction in medium category.

The results of the scoring value on the job satisfaction variable statement, stating that the highest value is on the aspect of psychological factors in the high category. The highest working satisfaction variable statement is on the statement that nurse contracts are pleased with her current work. The statement is in accordance with its psychological factors such as interest, tranquility in work, attitudes towards work, talents and skills. This indicates that the nurse contracts in RSI Surabaya Ahmad Yani have a high level of interest and talent, happy and peaceful in working and have high skills in each field of work.

Psychological factors have a positive effect on job satisfaction, the stronger the psychological factors of employees, the more satisfied employees work (Melani & Suhaji, 2012) [5]. Psychological factors will emerge and develop well with a high motivation, that motivation with job satisfaction relates positively and significantly, which means motivation can influence the work of an employee so that employees will be satisfied in the works (Priadana & Ruswandi, 2013) [6]. The motivation of good work has been made by contract nurses, which can be proven from the highest scoring in the psychological factor and need to be retained in order to ensure higher level of work satisfaction.

The lowest scoring is on the aspect of financial factors in the medium level category. Financial factors include the system and the amount of salary, social security, benefits, facilities provided, and promotion. One Way Production employee in Bali has high work satisfaction due to the bonuses given by the company to employees other than satisfactory principal salary (Changgriawan, 2017) [7]. Compensation has positive and significant impact on job satisfaction in some employees of restaurants in Manado (Iroth et al., 2018) [8]. Basic salary, bonus, premium, rice and THR simultaneously have

positive and significant effect on the satisfaction of permanent employees of PT. Plantation Nusantara III MCC Sei Mangkei (Octaviani et al., 2018) [9].

Financial factors greatly affect the level of employee work satisfaction. It is possible that the contract nurse at RSI Surabaya Ahmad Yani has a job satisfaction in the category of moderate level, which is caused by less compensation. Financial factors are strongly complained by the contract nurse at RSI Surabaya Ahmad Yani, such as the system in the hospital is less effective. Salary problems, guarantees and benefits that the workers think are lacking and yet cover the needs of the workers' lives.

The facilities in hospitals are still standard especially for the old building RSI as well as a less promising promotion. The level of employment can be influenced by various factors including environment, salary/financial, policy, job type, co-worker, etc. PT. Jaya Sumber Pacific Jambi stated that the level of work satisfaction of an employee is often influenced by several factors such as the work itself, superiors, co-workers, promotion and salary (Yudha, 2018) [10]

These factors should be improved to improve employee satisfaction level. This is in accordance with the theory presented by Robbin (2003) That job satisfaction is a common attitude towards a person's work that demonstrates the difference between the number of awards received with what should be received (Sinambela, 2012) [11].

#### *3.4.2 Contract Nurse Performance Analysis*

Performance is the result of what the organization wants (Ivancevich, 2012) [12]. Based on the results of the study can be concluded that most of the nurse contracts in RSI Surabaya Ahmad Yani have moderate performance. The results of the highest scoring value on the employee's performance variable statement are in the individual factor aspects, which include skills and expertise, backgrounds and demographics. It is said that the contract nurse in RSI Surabaya Ahmad Yani has high skills and expertise, background and demographic that fit the field of work.

The decline and increase in employee performance is determined by individual factors, if the individual factor is low or high it will affect the quality of improvement in employee performance (Jaya, 2016) [13]. Individual and psychological factors significantly influence the performance of teachers on SMK Muhammadiyah 02 Pekanbaru (Novalina, 2014) [14]. These factors play an important role in increasing performance, as they can significantly affect performance. Nurse contracts in RSI Surabaya have high individual factors so as to improve the quality of performance.

The lowest scoring is on the organizational factor aspect, which includes resources, leadership, awards, structures, and job design. This allows the contract nurse at RSI Surabaya Ahmad Yani complained about the things that are in hospital organization, such as standard resources, less effective leadership, well-unrealized awards, structures and Design work that is still standard and has not yet run effectively. Situational leadership style has an influence on the performance of employees of Perum Bulog headquarters. Which means that the better the style of situational leadership, the better the performance of officers who are in the neighborhood of Perum Bulog head Office (Anggraini, 2018) [15].

The main factors that have significant effect on employee performance are employee appreciation system, employee satisfaction, employee behaviour and leadership Style (Setyawan, 2018) [16]. Some of the above studies have stated that leadership styles, behaviors, awards belonging to organizational factors have a major influence on achieving quality performance for employees and their organizations. It is hoped that the nurse contract at RSI Surabaya Ahmad Yani More concerned about the work organization and hospital leaders can improve the organizational system so as not to inhibit the creation of good performance.

#### *3.4.3 Relationship of Job Satisfaction with the Performance of Contract Nurses at RSI Surabaya Ahmad Yani*

Employee satisfaction has an important role in the work process. Job satisfaction has a high relationship to the resulting performance. If the employee is satisfied, the resulting performance will increase, in accordance with the theory that the job satisfaction has a positive influence on the

employee's performance (cashmere, 2016) [17]. The results showed that there was a significant relationship between job satisfaction with the performance of RSI contract nurse Surabaya Ahmad Yani.

Job satisfaction is a common attitude towards a person's work that demonstrates the difference between the number of awards received with what should be received (Sinambela, 2012) [11]. The results of this research in accordance with the research stating that there is a relationship between job satisfaction with the performance of civil servants in Yogyakarta, the more satisfied employees with the work, the higher the performance (Tentama, 2015) [18]. There is a significant relationship between job satisfaction and non-lecturer employee performance at the University of Mercu Buana Jakarta with significant value  $0,035 < 0,05$ . If the work satisfaction variable increases then the employee performance variable will increase (Ikhsan, 2016) [19].

Influence of organizational culture and job satisfaction on the performance of employees of PT. Bank Savings State Medan Branch which stated that there is a significant influence between the satisfaction of work with the performance of employees of PT. Bank Savings State Branch Medan with value Significant of  $0,004 < 0,005$  (Ginting, 2017) [20]. Job satisfaction has a positive and significant influence on Organizational Citizenship Behavior. The greater the chance of fulfillment of work satisfaction indicators, then the behavior of Organizational Citizenship Behavior shown will be stronger that will effect with performance (Sari & Susilo, 2018) [21].

Job satisfaction, work motivation and work discipline are partially positively influential to the employee's performance, meaning that if the worker is satisfied then the resulting performance will be good (Purba et al., 2019) [22]. The more satisfied the nurse contracts in work, the better the performance is generated. However, there are still below-standard scoring criteria such as level of satisfaction on financial factors and level of performance on organizational factors. There is a need for improvement as early as possible to the assessment factors that are still below the standard in order to support high quality of satisfaction and performance.

#### **4. Conclusions and Recommendation**

The higher the job satisfaction of an employee then the higher the quality of work produced so that it creates a high dedicated performance. There is a significant relationship between job satisfaction with the performance of the nurse contract at RSI Surabaya Ahmad Yani with a strong level of relationship strength.

Advice for hospitals is expected to be aware of financial aspects for its employees, such as benefits, social security, and promotion of the department especially for the nurse contract so as to increase the satisfaction of the employees. Hospitals in order to be able to fix working organisations regarding leadership and honorary systems in each medical service unit, so as to motivate employees to work more vigorously and create a high dedicated performance.

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