



The Relationship between Tools and Management Support with Nurse Practitioners' Job Satisfaction

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Abstract. Improving the quality of nursing services is done by increasing nurse job satisfaction to improve the performance of nurses in improving services. This study aims to identify the relationship between tools and management support with nurses' job satisfaction in the Dr. Soedomo regional public hospital of Trenggalek Regency. The cross-sectional study design was applied in this study. We recruited 172 nurse practitioners using proportional random sampling. The results showed that there was relationship between tools and management support with nurses' job satisfaction with the tool ($p=0.039 < 0.05$), and management support ($p = 0.034 < 0.05$). Improvement of tools and management support can improve nurse job satisfaction

Keyword: Job satisfaction, Tools, Management support,
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INTRODUCTION

Nursing services are critical aspect in providing health services at Hospitals. Nurses can be interpreted as human resources in delivering health services in hospitals because the number of nurses is dominant compared to other health workers. Nurses are professions that provide ongoing health services and often interact with patients for 24 hours. Therefore, nursing services contribute to determining the quality of care for a hospital. So that in improving the quality of nursing services, one of them is by increasing nurses' job satisfaction so that nurses' performance in service increases. Professional nurses have a responsibility always to serve humanity and humanity (1).

Some phenomena state that the level of nurses' job satisfaction, including the category, is quite low. Job satisfaction of nurses in the inpatient room of PKU Muhammadiyah Gamping Hospital showed that 67.9% of them were moderate level, while 11.3% was low category (2).

The Dr. Soedomo regional public hospital of Trenggalek Regency, based on the results of a survey on several elements of service, has an unfavorable category with a value of

2.60-3.064. Requirements, speed, suitability, procedures, and abilities of officers are elements included in the unfortunate category. In the survey of inpatient satisfaction at Dr. Hospital Soedomo Trenggalek in 2017 can be seen that there are still several service units that have service performance that is categorized as weak. Application and achievement of minimum semester II service standards at Dr. RSUD Soedomo Trenggalek, has not fulfilled the predetermined target, this means that it needs to improve the performance and job satisfaction of service providers (3).

Satisfaction is a model of the gap between expectations (supposed performance standards) and actual performance obtained by consumers or customers (4). Employee satisfaction is an essential problem for every health care institution and is an indicator of the physical and psychological condition of employees (5). The service profit chain also reported the quality of internal services, which encourages employee job satisfaction and high-value services. Results in customer satisfaction might lead to customer loyalty, which in turn produces profit and growth. These ideas are closely related to service capabilities, namely an employee's perception of his ability to provide services to consumers (6). Employee satisfaction is recognized as the main thing about employee work quality, productivity, and loyalty (7). If workers are satisfied, then they will work harder, be more motivated, and have high enthusiasm (8). Other studies recognize average scores - the highest average satisfaction with colleagues, followed by supervision, employment, salary, and promotion (9).

Employee satisfaction with services received from internal service providers can be referred to as internal service quality. Internal service quality is an essential right because it is related to customer satisfaction and employee job satisfaction. The development of quality internal services can provide greater job satisfaction to improve employee performance in delivering the best service for consumers. Some of the internal service quality components include tools and management support. Tools are equipment, sources of data, and information provided by an organization for employees in providing services to consumers. For nurses, equipment, or a comfortable work environment affects job satisfaction. The work environment that has a better condition will increase nurse job satisfaction.

Conversely, there is a decrease in nurse job satisfaction if the work environment gets worse. Meanwhile, management support is the action of managers or superiors to provide employee support in serving consumers (10). This is in line with previous research, which states that supervisor support has a positive relationship with nurse job satisfaction. Adequate support from supervisors for nurse groups by providing additional resources and facilitating collaboration between members is used as an encouragement to achieve goals so that it will have an impact on nurse job satisfaction. Nurses assess the support given by their superiors as an indication that their efforts are considered so that nurses will have positive emotions. Superiors' support is also a critical welfare factor that increases nurse staff job satisfaction (11).

Based on this explanation, this study aims to determine the effect of tools and management support on nurses' job satisfaction at the Regional General Hospital Dr. Soedomo Trenggalek Regency, which had not previously been done.

OBJECTIVE

This study aimed to examine the relationship between tools and management support on job satisfaction among nurses at Dr. Soedomo regional public hospital, Trenggalek Regency.

METHOD

This study applied a quantitative method with a cross-sectional design approach. This research was conducted in Dr. Soedomo regional public hospital of Trenggalek Regency, on 15 June - 1 July 2019. One hundred seventy two samples were selected each room by using proportional random sampling technique.

The research instrument used a questionnaire of internal service quality and job satisfaction survey answered by respondents. Data were analyzed by multiple linear regression, through normality test, multicollinearity, heteroscedasticity, autocorrelation, t-test, F test, coefficient of determination. Ethical clearance of this proposal was carried out on the ethics committee of the Faculty of Nursing, Airlangga University, Surabaya, and considered ethical principles are respect of human, beneficence, and none-maleficence, autonomy and freedom, integrity and fidelity, anonymity and confidentiality, justice

RESULTS

Frequency of Tools in Dr. Soedomo Regional Public Hospital of Trenggalek Regency

Table 1 showed that tools in Dr. Soedomo regional public hospital of Trenggalek Regency are mostly in the good category, 50%. This illustrates that the equipment needed to serve patients is available in complete and good condition.

Table 1, Table 1. Frequency of Tools in Dr. Soedomo Regional Public Hospital of Trenggalek Regency in 2019

Tools	Frequency	Percent
Good	86	50%
Enough	81	47.1%
Less	5	2.9%

Frequency of Management Support in Dr. Soedomo regional public hospital of Trenggalek Regency

Based on table 2. It shows that management support in Dr. Soedomo regional public hospital of Trenggalek Regency is mostly in the enough category of 64,5%. This illustrates that management often provides support to nurses in providing nursing processes and involved in decision making.

Table 2 Frequency of Management Support in Dr. Soedomo regional public hospital of Trenggalek Regency in 2019

Management Support	Frequency	Percent
Good	48	27.9%
Enough	111	64.5%
Less	13	7.6%
Total	172	100%

The effect of tools and management support on nurse job satisfaction in Dr. Soedomo regional public hospital of Trenggalek Regency

Based on table 3. It shows that the coefficient value in the tool's variable is 1,854. This shows that every increase in the value of the tool variable by 1 unit, the nurse's job satisfaction will increase by 1,854. The significance value obtained is 0.039 ($p < 0,05$). This shows that the tool's variable has a significant effect on nurse job satisfaction. While the coefficient value in the management support variable is 2.326. This shows that every increase

in the management support variable value of 1 unit, the nurse's job satisfaction will increase by 2,326. The significance value obtained is 0.034 ($p < 0,05$). This shows that management support variables have a significant effect on nurse job satisfaction

Table 3. The effect of tools and management support on nurse job satisfaction in Dr. Soedomo regional public hospital of Trenggalek Regency

Model	B	Std. Error	Beta	t	Sig
Constant	50.620	11.843		4.274	.000
Tools	1.854	.891	.146	2.080	.039
Management support	2.326	1.087	.170	2.140	.034

DISCUSSION

The results showed that the tool's variable had a significant effect on nurse job satisfaction; in the results of this study, most of the tools were obtained in the excellent category. Tools (equipment) is one component in internal service quality, which includes such equipment, data sources, and information provided by an institution for employees in providing services to consumers (10). Equipment or facilities are the same as the work environment, namely the convenience of the workplace and the infrastructure needed for work. Convenience includes fresh ventilation, adequate lighting, cleanliness of the workplace, providing convenience in doing work, as well as non-material rewards for individuals. A comfortable work environment influences job satisfaction for nurses. A better working environment will increase nurse job satisfaction. Likewise, vice versa, the worse the work environment will reduce the level of nurse job satisfaction.

This study also shows that management support variables have a significant effect on nurse job satisfaction. The results of this study obtained most management support in a fairly good category. Management support is the action of managers/supervisors/supervisors to provide employee support in serving consumers (10).

Supervisors must be able to be flexible due to changes in the work environment but still, uphold the company's policies and vision and mission. If the supervisor does not have this ability, the employee will feel the boss does not understand them so that eventually, it will cause dissatisfaction. However, employees will not work harder or be more productive if they do not get support or trust (12). Bosses have a role to always provide support to nurses in carrying out so many tasks. In addition, employers are expected to be able to understand the needs of nurses, whether expressed or not disclosed, thus creating a comfortable feeling for nurses in carrying out their duties. Therefore, nurses will appreciate and respect employers if their problems are heard and understood by their superiors and do not make nurses feel guilty and demeaned. In addition, a superior leadership style has a direct impact on nurse job satisfaction, thus affecting the quality of care and patient satisfaction. Through nurse involvement in decision making, the boss has the opportunity to change his leadership behavior (13).

CONCLUSION

Based on the results of these studies, researchers argue that tools have an influence on nurse job satisfaction, and management support has an influence on nurse job satisfaction. The better the tools, the more it will improve nurse job satisfaction. As well, the better management support, it will increase nurse job satisfaction.

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