

Antecedents of Nurse Job Satisfaction at Dr.Midiyato Suratani Tanjungpinang Navy Hospital

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Abstract. *This study aims to determine the effect of work-life balance and work fatigue on nurses' job satisfaction at Dr.Midiyato Suratani Tanjungpinang Navy Hospital. The methods used in this study are descriptive and verifiative studies. The data collection technique used questionnaires distributed to nurses at the Dr. Midiyato Suratani Tanjungpinang Navy Hospital. The population was 132 nurses. While the qualified sample was 100 nurses using the Isaac and Michael table with an error rate of 5%. Data analysis using multiple regression using the JASP program. The findings of this study stated that work-life balance and work fatigue had a positive and significant effect on job satisfaction variables. The magnitude of the variable contribution of work-life balance and work burnout was 20.8% to job satisfaction. While the remaining 79.2% was influenced by other variables such as work stress, work attachment, compensation and organizational culture that were not examined in this study.*

Keywords: *work-life balance, burnout, and job satisfaction.*

Abstrak. Penelitian ini bertujuan untuk mengetahui pengaruh keseimbangan kehidupan kerja dan kelelahan kerja terhadap kepuasan kerja perawat pada Rumah Sakit Angkatan Laut Dr.Midiyato Suratani Tanjungpinang. Metode yang digunakan dalam penelitian ini adalah studi deskriptif dan verifikatif. Teknik pengumpulan data menggunakan kuesioner yang disebarkan kepada perawat pada Rumah Sakit Angkatan Laut Dr. Midiyato Suratani Tanjungpinang. Populasi diambil sebanyak 132 perawat. Sedangkan sampel yang memenuhi syarat sebanyak 100 perawat dengan menggunakan table Isaac dan Michael dengan taraf kesalahan 5%. Analisis data menggunakan regresi berganda dengan menggunakan program JASP. Hasil temuan penelitian ini menyatakan bahwa keseimbangan kehidupan kerja berpengaruh positif dan signifikan terhadap variabel kepuasan kerja sedangkan dan kelelahan kerja berpengaruh negatif dan signifikan terhadap variabel kepuasan kerja. Besarnya kontribusi variabel keseimbangan kehidupan kerja dan kelelahan kerja sebesar 20,8% terhadap kepuasan kerja. Sedangkan sisanya 79,2% dipengaruhi oleh variabel lain seperti stress kerja, keterikatan kerja, kompensasi dan budaya organisasi yang tidak di teliti dalam penelitian ini.

Kata kunci: keseimbangan kehidupan kerja, kelelahan kerja, dan kepuasan kerja .

INTRODUCTION

In hospitals, human resources (HR) act as implementing subjects in providing health services to patients. One of the HR components in question is nurses. The job of a nurse in a hospital is to supervise and control the developmental condition of patients under treatment. Therefore, nurses are an important component in hospitals because nurses are the main force in providing health services directly to patients for 24 hours.

The implication of this 24-hour work system requires a nurse to work based on a shift system. In general, the division of the nurse shift system in Indonesia is divided into 3 shifts, namely morning, afternoon and night with an estimated working time of around 8 hours / shift in accordance with existing policies at each hospital. According to (Sudaryo, Yoyo, et al., 2018) job satisfaction is a feeling about pleasant or unpleasant about work based on expectations with rewards given by agencies. According to (Nuraini, 2013) job satisfaction is job satisfaction enjoyed in work that gets praise, work results, placement, treatment, equipment and a good working environment atmosphere.

Problems usually arise when nurses are unable to balance the duties of these roles, especially between time at work and time for personal and family life. The application of the concept of work-life balance can have an impact on the quality of health services to patients for 24 hours carried out by nurses. According to Kastner (2014) work-life balance or also called work-life balance starts from the words 'work' and 'life', so work-life balance is the art of how to balance these two aspects of life. According to Frame & Hartog (Moedy, 2013), indications of work-life balance behavior can be viewed from individual efforts and abilities to balance roles between work and personal life. Work-life balance and job satisfaction have a reciprocal relationship. Factors that influence an individual to achieve work-life balance according to (Paulose & Sudarsan, 2014) gender, work planning, organizational support, family support and job stress.

Dr.Midiyato Suratani Tanjungpinang Navy Hospital is one of the hospitals in Tanjungpinang which was established on April 1, 1955. Dr.Midiyato Suratani Tanjungpinang Navy Hospital has 132 nurses consisting of 38 Military Nurses, 40 Civil Servant Nurses and 54 PPNPN (non-civil servant) nurses.

There are several factors that affect employee job satisfaction in a company. According to (Sudaryo, Aribowo, et al., 2018) job satisfaction can be influenced by several factors,

including salary, the job itself, colleagues, superiors, promotions and work environment, which affect job satisfaction, namely:

1. The results of interviews with nurses at the Dr.Midiyato Suratani Tanjungpinang Naval Hospital Ibu Zm are still obtained by nurses who feel that the work given is sometimes not in accordance with their competencies.
2. In this case, nursing colleagues at the Naval Hospital Dr. Midiyato Suratani Tanjungpinang according to nurse Agy, this is also one of the nurses' job satisfaction at work, namely colleagues sometimes always ask or ask for help with other colleagues when work hours are about to finish or return hours, thus making other colleagues tired.
3. Nurses' working hours are divided into work shifts, work shifts at the Dr.Midiyato Suratani Tanjungpinang Navy Hospital are divided into 3 times, namely morning shifts at 07.00 WIB, day shifts at 13.45 WIB and night shifts at 20.45 WIB. However, sometimes nurses have to overtime to replace other nurses who cannot attend suddenly, cannot work, or who are sick and permitted, making nurses less satisfied at work.
4. Work fatigue is also felt by nurses. In this case, nurses have a responsibility at work and they also take care of their families at home. Then the workload problem felt by nurses due to the tendency that inpatient nurses do the same and repetitive work including checking the patient's condition, intravenous installation, injection, administrative services in recording the addition or subtraction of patients, daily medications and mental readiness in dealing with patients in any condition and the number of dependents and job demands given can potentially occur Work fatigue.

Based on this problem phenomenon, researchers are interested in conducting research on the antecedents of nurse job satisfaction at the Dr. Midiyato Suratani Tanjungpinang Naval Hospital. The purpose of this study was to determine the effect of work-life balance variables and work fatigue on nurses' job satisfaction. The results of this study are expected to be a reference for future researchers in the field of work management studies, especially work-life balance, work fatigue and nurse job satisfaction at the hospital. In addition, the results of this study can be taken into consideration for hospitals in an effort to increase job satisfaction.

LITERATURE REVIEW

Work-Life Balance

According to Donald and Bradley (Pangemanan et al., 2017) work-life balance is the extent to which a person feels satisfied with carrying out all roles in life outside and inside his work. Work-life balance is a state that has a balance where there are demands for work and one's personal life is the same (Nurendra & Saraswati, 2016). According to Moorhead & Griffin (Hafid & Delcta, 2017), work-life balance is a person's ability to balance his demands on work life and personal life. Based on this definition, it can be synthesized that work life balance is the role of an individual in balancing between work life and non-work life in order to still be able to meet the demands of his work and still be able to prioritize time for individual life. To measure work life balance according to Donald & Bradley (Pangemanan et al., 2017) consists of: Time Balance, Involvement Balance, Satisfaction Balance).

Work Fatigue

According to Kuswana (2015) fatigue is a subjective feeling, but it is not the same as weakening which has stages. Work fatigue can be resolved by getting enough rest. According to Suma'mur (Pomegranate, 2018) fatigue is a protective mechanism of the body so that the body avoids further damage, so that recovery occurs. According to Ramadan (2018) work fatigue is a complex criterion, also associated with decreased physical performance, feelings of fatigue, decreased motivation and decreased work productivity. Based on this definition, it can be synthesized work fatigue is a physiological condition of the body that shows a decrease in work power which can ultimately affect productivity. The indicators of work fatigue (Pomegranate, 2018) are decreased attention, perception slows down and inhibits, decreased achievement ability, mental and physical activities become less efficient.

Job Satisfaction

Job satisfaction is an emotional attitude that is pleasant and loves his job (Hasibuan, 2017). Job satisfaction is a feeling about pleasant or unpleasant about work based on expectations with rewards given by the agency (Sudaryo, Yoyo, et al., 2018). Job satisfaction is an emotional attitude that is pleasant and loves his job (Hasibuan, 2017). Based on this definition, job satisfaction can be synthesized is the feeling of employees towards the work they are assigned to, such as happy with the rewards given, happy with cooperation between employees, and other things. Indicators of job satisfaction (Hasibuan, 2017), namely discipline, work morale, turnover.

Hypothesis

- H1 = There is an effect of work-life balance on nurses' job satisfaction at Dr.Midiyato Suratani Tanjungpinang Navy Hospital.
- H2 = There is an effect of work fatigue on nurses' job satisfaction at the Dr.Midiyato Suratani Tanjungpinang Navy Hospital.
- H3 = There is an effect of work-life balance and work fatigue on nurses' job satisfaction at Dr.Midiyato Suratani Tanjungpinang Navy Hospital.

METHODS

The methods used in this study are descriptive and verifiative studies. By measuring the influence of the relationship between variables X on Y, the independent variables X1 Work-Life Balance, and X2 Work Fatigue to influence the dependent variable Y job satisfaction at Dr.Midiyato Suratani Tanjungpinang Navy Hospital. In this research, The population was 132 nurses. While the qualified sample was 100 nurses using the Isaac and Michael table with an error rate of 5%. Data analysis using multiple regression using the JASP program.

RESULTS AND DISCUSSION

The respondents of this study were nurses working at the Dr. Midiyato Suratani Tanjungpinang Naval Hospital. From the research data there were 100 respondents, it was found that 25 male respondents (25%) and 75 female respondents (75%). So it can be concluded that the nurses who work at the Dr. Midiyato Suratani Tanjungpinang Naval Hospital according to the criteria are mostly women. Then respondents aged 22-29 years amounted to 35 people or with a percentage (35%), respondents aged 30-39 years amounted to 45 people or with a percentage (45%) and respondents aged 40-49 years amounted to 20 people or with a percentage (20%). Followed by respondents whose working period < 1 year amounted to 14 people or with a percentage (14%), respondents whose working period was 1-5 years amounted to 22 people or with a percentage (22%), respondents whose working period was 5-10 years amounted to 35 people or with a percentage (35%) and respondents whose working period > 10 years amounted to 29 people or with a percentage (29%).

Table 1.
Validity Test Results

Variable	Item	R Hitung	R Table	Information
Work-Life Balance (X1)	WLB_1	0,358	0,1956	Valid
	WLB_2	0,426	0,1956	Valid
	WLB_3	0,486	0,1956	Valid
	WLB_4	0,485	0,1956	Valid
	WLB_5	0,461	0,1956	Valid
	WLB_6	0,238	0,1956	Valid
	WLB_7	0,421	0,1956	Valid
	WLB_8	0,431	0,1956	Valid
	WLB_9	0,310	0,1956	Valid
Work Fatigue (X2)	KELK_1	0,472	0,1956	Valid
	KELK_2	0,553	0,1956	Valid
	KELK_3	0,618	0,1956	Valid
	KELK_4	0,523	0,1956	Valid
	KELK_5	0,582	0,1956	Valid
	KELK_6	0,649	0,1956	Valid
	KELK_7	0,710	0,1956	Valid
	KELK_8	0,446	0,1956	Valid
Job Satisfaction (Y)	KEPK_1	0,505	0,1956	Valid
	KEPK_2	0,518	0,1956	Valid
	KEPK_3	0,410	0,1956	Valid
	KEPK_4	0,478	0,1956	Valid
	KEPK_5	0,458	0,1956	Valid
	KEPK_6	0,330	0,1956	Valid
	KEPK_7	0,359	0,1956	Valid
	KEPK_8	0,516	0,1956	Valid
	KEPK_9	0,369	0,1956	Valid

Source: Processed primary data, 2023

From the table above it can be seen that of the third variables used in this study, there are 26 statement items that have a correlation coefficient value (r count) that is greater than the critical value (r table), which means that each statement item in each of these variables is Valid. As for how to obtain the r table value is $df = n-2$, then $100-2 = 98$, then the number 98 is searched for the value in the r table, and the r table value is 0.1956.

Table 2.
Reliability Test Results

Variable	Cronbach's Alpha	Alpha Hitung	Conclusion
Work-Life Balance	0,727	0,60	Reliable
Work Fatigue	0,837	0,60	Reliable
Job Satisfaction	0,759	0,60	Reliable

Source: Processed primary data, 2023

From the above it can be seen that all instruments (research variables) used in this study are declared reliable, because the Cronbach's Alpha value of each variable is greater than the comparison Alpha. Therefore, it can be concluded that all variables in this study can be trusted and have good measurement consistency so that they can continue to be used for further research.

Table 3.
Multiple Linear Regression Analysis

Coefficients						
Model		Unstandardized	Standard Error	Standardized	t	p
H ₀	(Intercept)	36.560	0.354		103.276	< .001
H ₁	(Intercept)	14.568	4.219		3.453	< .001
	WLB	0.411	0.092	0.402	4.485	< .001
	KELK	-0.218	-0.083	-0.234	-2.614	< .001

Source: Processed primary data, 2023

Based on the table above, it can be written in the form of multiple linear regression equations as follows:

$$\text{KEPK} = 14,568 + 0,411\text{WLB} - 0,218 \text{ KELK}$$

From the regression equation above, several things can be interpreted, namely:

Constant Value (α)

The constant (α) is 3.495 and has a positive direction, meaning that if the variables of Work-Life Balance (X1), and Work Fatigue (X2), are ignored or equal to 0, then this number shows the value of Job Satisfaction (Y) of 14.568.

Table 4.
Coefficient of determination test (R²)
Model Summary - KEPK

Model	R	R²	Adjusted R²	RMSE
H ₀	0.000	0.000	0.000	3.540
H ₁	0.473	0.224	0.208	3.150

Source: Processed primary data, 2023

From the test results above, the value obtained is R square, which is 20.8%, meaning that the variables of Work-Life Balance, and Work Fatigue, affect the Job Satisfaction variable by 0.208 (20.8%) while the remaining 79.2% is influenced by other variables.

Work-Life Balance Toward Job Satisfaction

The results of this study support previous research conducted by Maslichah & Hidayat (2017), namely the work-life balance variable has a significant effect on job satisfaction by 0.307, the physical work environment variable has a significant effect on job satisfaction by 0.416, the non-physical work environment variable has a significant effect on job satisfaction by 1,346. Furthermore, research by Rondonuwu et al. (2018) with the results of this study which shows that work-life balance affects employee job satisfaction. In addition, Ganapathi's research (2016) with the results of this study shows that Work life has a significant effect on employee job satisfaction. The next research was conducted by (Kasbuntoro et al., 2020) entitled Work-Life Balance and Job Satisfaction: A Case Study of Employees on Banking Companies in Jakarta. The increase in the variable Work life balance will be responded to by an increase also in job satisfaction and work-life balance has a positive influence and has a significant effect on job satisfaction in the banking industry in Jakarta. Furthermore, Razak et al. (2022) research entitled The Effect of Workload and Work Life Balance on Job Satisfaction. The results of the study used t-test, f-test. The results showed simultaneously that workload and work-life balance had a positive and significant effect on job satisfaction. Partially, workload has an effect and is significant on job satisfaction.

Job Fatigue Against Toward Job Satisfaction

The results of this study support previous research conducted by Depari (2018) with the results of the statistical test of work fatigue (X₂) having a negative and significant effect on nurse job satisfaction (Y) at PT. Bank BRI Putri Hijau Medan Branch. Because the result t count -3.075 > t table -1.68 with a significant value of 0.004 < 0.05, H₀ is rejected. Emotional exhaustion in an employee will have consequences or impacts on employees, especially on the

level of job satisfaction and organizational commitment. This relates to affective event theory, which states that the nature of work and the need for labor emotions affect work habits and attitudes. Emotional fatigue can have an influence on efforts to achieve performance and on the fulfillment of job satisfaction of an employee in a company / institution (Mangkuprawira, 2007). The results of this study are in line with previous research conducted by Ni Wayan Dyna Yuliastin (2015) where the results of the study stated that work fatigue negatively affects job satisfaction of vocational teachers in Denpasar.

CONCLUSION AND SUGGESTION

The conclusions of this study are (1) work-life balance has a positive and significant effect on job satisfaction variables (2) work fatigue has a negative and significant effect on job satisfaction variables (3) work-life balance and work fatigue have a positive and significant effect on job satisfaction variables (4) The magnitude of the contribution of work-life balance variables and work fatigue is 20.8% on job satisfaction.

Meanwhile, the researchers' recommendations: (1) must improve the treatment of nurses well in accordance with work contributions and achievements, give praise, propose promotions, and distribute labor equally, provide free time for employees and eliminate work-life conflicts (2) nurses need to instill positive traits in dealing with fatigue so that things do not happen that result in decreased performance which will later have an impact on nursing services that will be in the future. (3) Hospital management must maintain nurse job satisfaction through work-life balance and reduce nurses' work fatigue, and pay attention to nurses' welfare so that it can be done as a service responsibility and not as a workload.

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