



Analysis of Quality of Work Life and Job Satisfaction of Nurses at Regional Public Hospital of West Tulang Bawang

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ABSTRACT

This study aimed to describe the level of quality of work life and job satisfaction of nurses at Regional Public Hospital of West Tulang Bawang. This study used the descriptive analytic method. It took a saturated sample where the entire population was used as the research sample with a total of 82 nurses at the Regional Public Hospital of West Tulang Bawang per March 2021. Primary data were collected from questionnaires, which were subsequently analyzed using SPSS 20. The results of this study indicate that the level of quality of the work life of nurses at the Regional Public Hospital of West Tulang Bawang is at a good level with an average value of 3.74 based on the dimensions of work life-home life, work design, work context, and work world. Meanwhile, the level of job satisfaction of nurses at the Regional Public Hospital of West Tulang Bawang was at a poor level with an average value of 3.69 based on the dimensions of external rewards, schedule flexibility, family-work balance, coworker relationships, work environment interactions, opportunities to develop professionalism, praise and recognition, and control and responsibility.

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1. Introduction

During the current pandemic, health facilities are required to be able to provide responsive and high-quality health services. Human resources are one of the most crucial aspects of providing quality services to the community. Nurses are the most numerous health workers; thus, they should have a decent quality of work life in order to create job satisfaction [1]. When job satisfaction is not met, morale will decrease, nurses become bored more quickly, lose interest, and even quit their jobs [2].

The nurse turnover rate worldwide has a fairly high percentage range from 15% to 44%. Meanwhile in Indonesia, a study conducted at five private public hospitals in East Java revealed a nurse turnover rate of between 12 - 34% [3]. Similarly, a study in one hospital in Bogor showed an increase in the incidence of nurse turnover from 2015 by 14.8% to 20.8% in 2016 [4]. Based on data obtained from the West Tulang Bawang Regency Health Office in 2018, there was a decrease in the number of nurses in the West Tulang Bawang Regency from 2013 to 2017 [5].

Nurse turnover is on the rise, which has a number of negative effects, including greater workload, diminished ability to meet patient needs, decreased community healthcare quality standards, and losses for the hospital. Efforts that can be made by hospitals to meet nurse job satisfaction are by paying attention to the quality of work-life of their employees. A decent quality of work life can foster a nurse's desire to keep working and survive in a hospital [6][7].

The Regional Public Hospital of West Tulang Bawang is the only hospital in this Regency. Research related to the level of quality of work-life and job satisfaction of nurses at the Regional Public Hospital of West Tulang Bawang has never been conducted before. Therefore, this study aimed to describe the level of quality of work-life and job satisfaction of nurses at the Regional Public Hospital of West Tulang Bawang.

2. Literature Review

2.1 Quality of Work Life

Quality of work life is a complex entity that is affected and interacts with a variety of aspects in both work and personal life. It is the level of fulfillment of the needs of employees in a work environment [8]. If these needs can be fulfilled, it can increase work productivity, employee retention, and profitability of the organization [9]. Therefore, health service provider facilities (hospitals) must consider and try to meet the quality of work life of their employees. Improving the quality of work life will affect the quality of health services. Four dimensions affect the quality of a nurse's work life, including work life-home life, work design, work context, and work world [10].

2.2 Job Satisfaction

Job satisfaction refers to an employee's positive or negative views about their work [11]. Employees will show a positive attitude when they are satisfied with the economic benefits obtained from their work, obtain the characteristics of the work as they desire, and obtain an increase in social status [12]. Job satisfaction can be utilized as an indicator to determine employees' perception about their profession and their efforts in fulfilling their responsibilities in their work [13]. Nurses' dissatisfaction can lead to growing turnover rates, which eventually can worsen the workload of nurses, reduce the quality of patient care, and ultimately escalate the cost of health services. The commitment of the hospital to keep improving their employees' job satisfaction will subsequently affect the emergence of high motivation and morale to develop a comfortable working environment and prompt employees to choose to work in a hospital. There are eight dimensions in nurse job satisfaction, including external rewards, schedule flexibility, family-work balance, coworker relationships, work environment interactions, opportunities to develop professionalism, praise and recognition, and control and responsibility [14].



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3. Methods

This study was quantitative with a descriptive analytic approach. It employed a saturated sample where all populations were selected as research samples. The research population was all nurses at the Regional Public Hospital of West Tulang Bawang as of March 2021, totaling 82 people.

This study used two types of data, including primary data and secondary data. Primary data collection was carried out by distributing online questionnaires to nurses at the Regional Public Hospital of West Tulang Bawang. Nurses' quality of work life was measured using the Brooks' Questionnaire of Quality of Nursing Work Life (QNWL) while nurses' job satisfaction was measured using The McCloskey/Mueller Satisfaction Scale (MMSS) questionnaire. Quantitative data were analyzed using descriptive statistical methods employing SPSS software version 20.

4. Results and Discussion

The quartile limit in the figure below shows that the average value for the variable of quality of work life is in the second quartile.

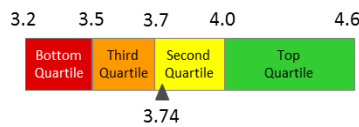


Fig 1. The Quartile Limit of Quality of Work Life

The work life-home life dimension has an average value of 3.92. The indicator with the highest average value is "I am able to take care of my child or parents when they are sick" of 4.09 with a percent agreement of 79%. Meanwhile, the indicator with the lowest average value is "I feel that schedule rotation gives a negative impact on my life" of 3.44 with a percent agreement of 41%.

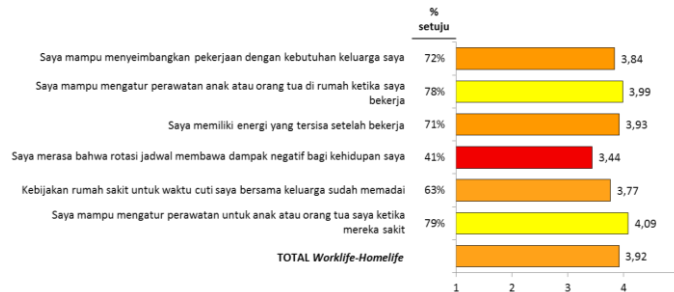


Fig 2. Average Value of Work life-Home life Dimension

The work design dimension has an average value of 3.23. The indicator with the highest average value is "I can provide decent quality patient care" of 4.32 with a percent agreement of 87%. The indicator with the lowest average value is "My workload is too heavy" at 2.56 with a percent agreement of 13%.

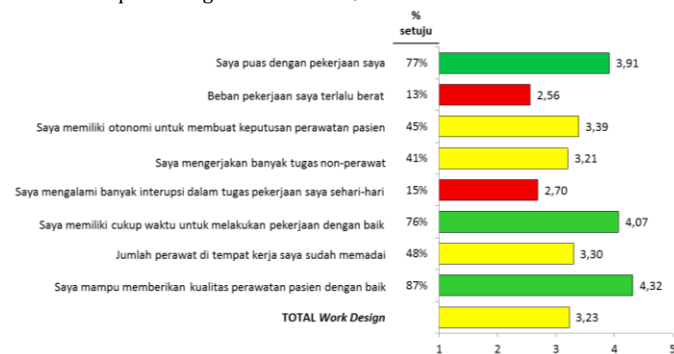


Fig 3. Average Value of Work Design Dimension

The work context dimension has an average value of 3.95. The indicator of "I feel teamwork is needed at work" has the highest average value of 4.72 with a percent agreement up to 98%. Meanwhile, the indicator with the lowest average value is "Comfortable break room or nurse changing room" with an average value of 3.27 and a percent agreement of 48%.



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Fig 4. Average Value of Work Context Dimension

The work world dimension has an average value of 3.55. The indicator with the highest average value is “I believe my work impacts the lives of patients and families” of 4.45 with a percent agreement of 89%. The indicator with the lowest average value is “My salary is adequate for my job given the current job market conditions” at 2.51 with a percent agreement of 23%.

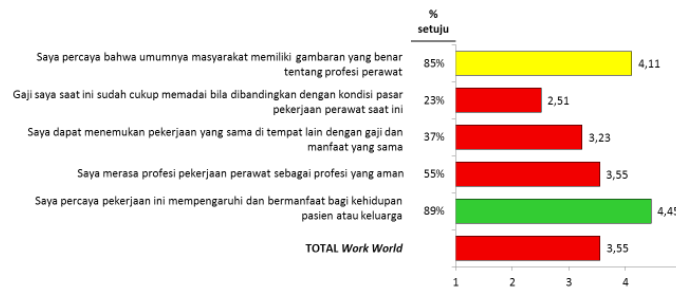


Fig 5. Average Value of Work World Dimension

The quartile limit in the figure below shows that the average value for the job satisfaction variable is in the third quartile.

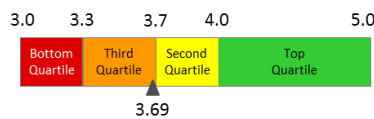


Fig 6. The Quartile Limit of Job Satisfaction

The external reward dimension has an average value of 2.84, making it fall in the lower quartile. The indicator with the highest value is “Opportunity to take days off from work” with an average of 3.61 and a satisfaction percentage of 51%. Meanwhile, two indicators fall into the lower quartile, including the indicator of “Satisfied with the salary” with an average value of 2.55 and a satisfaction percentage of 24%, and the indicator of “Allowances (insurance, severance pay, and incentives)” with an average value of 2.59 and a satisfaction percentage of 26%.

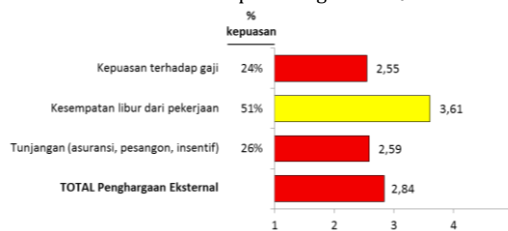


Fig 7. Average Value of External Reward Dimension



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The dimension of schedule flexibility has an average value of 3.57. The indicator with the highest average value is "Flexibility (ease) in shift scheduling" of 3.74 and a satisfaction percentage of 65%. The indicator with the lowest average value is "Compensation earned when working on weekends (Saturday and Sunday)" of 3.17 with a satisfaction percentage of 37%.

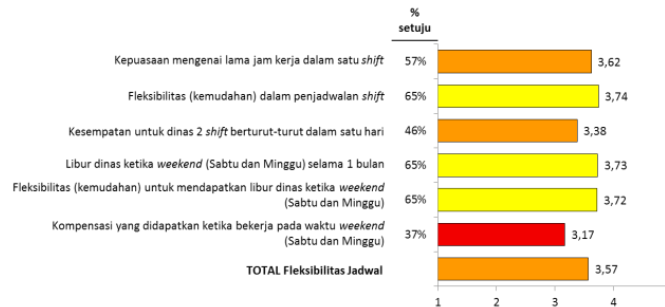


Fig 8. Avarage Value of Schedule Flexibility Dimension

The dimension of family-work balance has an average value of 3.49. The indicator with the highest average value is "Ease of obtaining permission of half-day service when there is an urgent need" of 3.88 and a satisfaction percentage of 78%. The indicator with the lowest average value is "Facilities for child care in the workplace" of 3.11 with a satisfaction percentage of 34%.

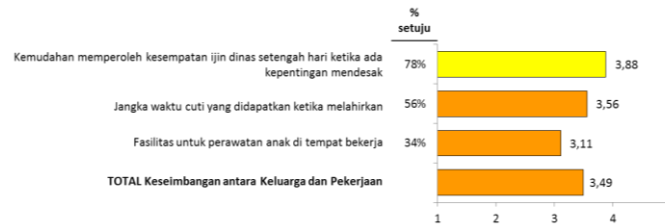


Fig 9. Avarage Value of Family-Work Balance Dimension

The co-worker relationship dimension has an average value of 4.08. The indicator "Satisfaction with fellow nurses" has the highest average value of 4.10 with a satisfaction percentage of 79%. The indicator of "Satisfaction with doctors who work with you" has an average value of 4.06 and a satisfaction percentage of 79%.

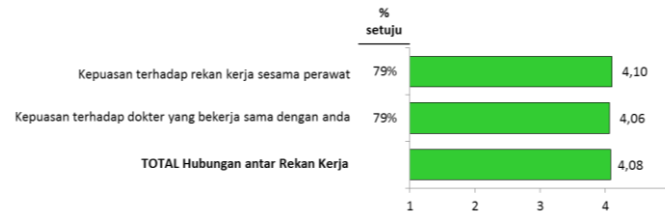


Fig 10. Avarage Value of Co-worker Relationship Dimension

The work environment interaction dimension has an average value of 4.02. The indicator with the highest average value is "Opportunities to socialize with colleagues after work" of 4.17 and a satisfaction percentage of 82%. Meanwhile, the indicator with the lowest average value is "Method/procedure of patient care used (e.g, functional, team, primary)" with an average of 3.78 and a satisfaction percentage of 63%.

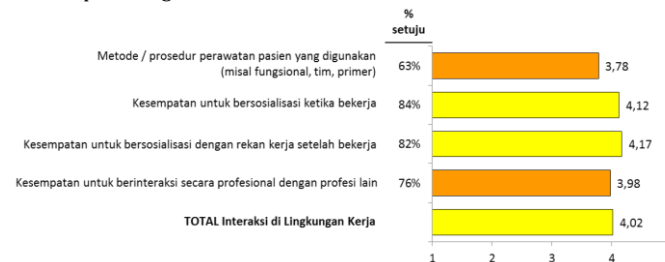


Fig 11. Avarage Value of Work Environment Interaction Dimension

The dimension of opportunity to develop professionalism has an average value of 3.71, with all indicators on this dimension fall in the third quartile. The indicator of "Opportunities to interact with nursing education institutions" has an average value of 3.79 with a satisfaction percentage of 68%. The indicator of "Opportunity to become a member of a department/division in a hospital" with an average value of 3.62 and a satisfaction percentage of 55%.



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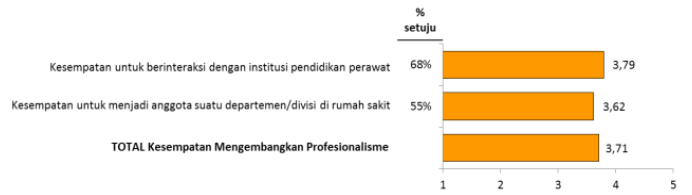


Fig 12. Average Value of Opportunity to Develop Professionalism Dimension

The praise and recognition dimension has an average value of 3.86. The indicator with the highest average value is "The respect attitude from colleagues towards the work you do" of 4.07 with a satisfaction percentage of 82%. The indicator with the lowest average value is "Satisfaction with the supervision of the head nurse" of 3.51 with a satisfaction percentage of 50%.

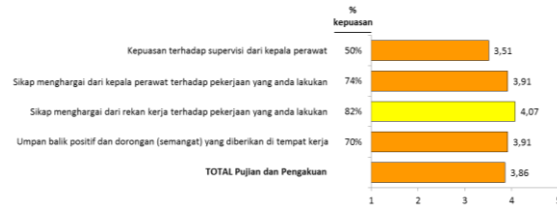


Fig 13. Average Value of Praise and Recognition Dimension

The control and responsibility dimension as shown in Figure 4.16 has an average value of 3.74. The highest indicator is "Satisfaction with the responsibilities given to you" with an average value of 3.95 with a satisfaction percentage of 79%. Meanwhile, the lowest indicator is "Participation in decision-making in the hospital" with an average value of 3.56 and a satisfaction percentage of 54%.

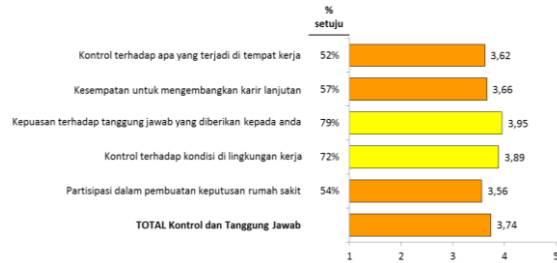


Fig 14. Average Value of Control and Responsibility Dimension

4.1 Discussion

The results show that the quality of work life of the 82 nurses at the Regional Public Hospital of West Tulang Bawang was at a good level with an average value of 3.74 based on 39 question indicators. The dimensions of work design and work world have the lowest average value. Meanwhile, the dimensions of work life-home life and work context obtain the highest average value.

The following indicators indicate that the hospital has been able to provide a decent quality of work life for its nurses. In the work design dimension, the nurses expressed their satisfaction with their work, having enough time to do a good job, and being able to provide decent quality care for patients. In the work context dimension, they agree with the importance of teamwork at work, friendship with co-workers, and the ability to work as a family. They are also able to communicate well with the head nurse and other health workers. In the work world dimension, they believe that working as a nurse can affect and benefit the lives of patients and families.

Although the overall level of quality of work life is at a good level, some aspects still need to be improved. In the work context dimension, indicators regarding a comfortable resting room or nurse changing room, access to educational programs through work, and appropriate supplies of equipment for patient care have values below average. In the work world dimension, three indicators also have low average values. Nurses consider that their pay is inadequate compared to market conditions, nursing work is not a safe profession, and their abilities to find work elsewhere with higher salaries and benefits. It indicates that special consideration is required particularly to improve nurse changing room facilities, nurse break rooms, patient care equipment, and access to education programs for nurses. The hospital can also consider providing a more appropriate amount of salary to maintain a sense of security for the nursing profession and improve loyalty to the hospital.

The level of job satisfaction of nurses at the Regional Public Hospital of West Tulang Bawang was at a poor level with an average value of 3.69 based on 29 question indicators. This data shows that the dimension with the highest average value is the coworker relationship, while that with the lowest average value is external rewards.

Several indicators on the job satisfaction variables have a value above the average. Two indicators in the dimension of work environment interaction have the highest value, which is satisfaction with the opportunity to socialize both at work and after work. In the dimension of the coworker relationship, the majority of nurses are satisfied with their fellow nurses and the doctors who work with them. In the praise and recognition dimension, they are also satisfied with the respect attitude from their colleagues regarding the work they do. It indicates that excellent relations and communication have been established between employees, which should be maintained.

Several areas that need to be improved to increase nurse job satisfaction include the dimension of external rewards, in



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which the majority of nurses are dissatisfied with the salary and benefits received. On the dimension of schedule flexibility, nurses also feel dissatisfied with the compensation received when they should work on weekends. Similarly, on the dimension of family-work balance, they are not satisfied with the facilities provided for child care in the workplace. These areas need more consideration as nurses feel that the compensation they receive is insufficient, resulting in decreased loyalty and increased turnover rates.

5. Conclusion

The results of the descriptive analysis show that the quality of work life variables was in the second quartile with an average value of 3.74, while the job satisfaction variables were in the third quartile with an average value of 3.69. The level of quality of the work life of nurses at the Regional Public Hospital of West Tulang Bawang overall is at a good level, while the level of job satisfaction is at a poor level. The Hospital should evaluate the compensations and facilities provided for the nurses,

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