Relationship Between Performance And Job Satisfaction Of Nurses In The Central Surgical Installation Of Dr. Saiful Anwar Hospital, East Java Province

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ARTICLE INFORMATION	ABSTRACT
Article history Received (14 January 2025) Revised (31 January 2025) Accepted (4 February 2025) **Keywords** Job Satisfaction, Performance, Nurses	***Introduction**: The quality of service in hospitals is related to the quality of health workers' performance. Several factors related to the implementation of the duties and responsibilities of nurses are greatly influenced by the ability of nurses to carry out their duties. The purpose of this study was to determine the relationship between performance and nurse job satisfaction..* ***Methods**: The design of this study was observational analytic with a cross-sectional approach, using a total sampling technique with a sample of 50 respondents. The research instrument used a questionnaire sheet to measure performance and job satisfaction. Data analysis with the Somers'd correlation test with SPSS IBM Version 23* ***Results**: The results of the Somers'd statistical test obtained a p value = 0.001, which can be concluded that there is a significant relationship between performance and nurse job satisfaction in the Central Surgical Installation of Dr. Saiful Anwar Hospital, East Java Province.* ***Conclusions**: Job satisfaction is a fairly interesting and important problem, because it is of great benefit to the interests of individuals, hospitals and society. For hospitals, research on job satisfaction is carried out in order to improve the quality of nursing care.*

Introduction

The quality of service in hospitals is related to the quality of health workers' performance. Several factors related to the implementation of the duties and responsibilities of nurses are greatly influenced by the nurse's ability to carry out their duties. When assessing someone's performance, the ability to carry out tasks is very important. Not only completing tasks, but the hope is that someone is able to complete their tasks well and they will feel satisfied. Satisfaction achieved from the results of their work and the problems they face during the implementation process (Hidayat, 2017). Performance assessments really need job satisfaction. Job satisfaction is one of the elements that nurses really hope for because if nurses feel satisfied in their work, it is likely to provide benefits both from within the nurse and in a work environment. Nurses as implementers, the satisfaction felt is one aspect needed to work harder. Therefore, job satisfaction is an element that must be present in organizations such as hospitals (Erlina & Mishbahatul, 2021). Employee dissatisfaction can cause disruptions and obstacles and problems in the provision of hospital health services which lead to losses and decreased work capacity of the hospital itself. The results of the ASIA survey in Shanghai city showed that nurse satisfaction was very low at 60%. These data show that the level of job satisfaction is still low in the Asian region, especially in Indonesia. Similar research is needed to assess nurse job

satisfaction in various fields to overcome psychological problems or their negative impacts. It is known that in Shanghai, nurse satisfaction is relatively low at 60.8%. In 2018, Indonesia was ranked 3rd in the country with the highest employee turnover rate with a percentage of 25.8% compared to Brazil (24.4%), US (21.8%), China (21.3%), and UK (14.6%). One study conducted at Fatmawati Hospital showed that the turnover rate of nurses at Fatmawati Hospital was quite high, namely in 2017-2019 there was a significant increase of 18 nurses, namely in 2019 until August 2019 the number of nurses who resigned was 126 people where the nurses had not even worked for 1 year (Dwiyanti Fera et al., 2022). Lack of nurse job satisfaction is usually seen due to: lack of nurse enthusiasm, for example reluctance to work, low sense of responsibility in carrying out work tasks reflected in work results, and low sense of responsibility. employee loyalty to management. Decreased job satisfaction is expected to lead to decreased performance. This is generally seen when nurses appear to be doing daily tasks without wanting to improve their work skills. Work skills are seen in the responsibility and ability to provide nursing care (Suardi, 2020).

The operating room is one of the rooms with quite high overtime. The existence of a surgical schedule that exceeds the hospital's capacity, resulting in operating room nurses being overtime. Nurses are often scheduled to work overtime because they have to adjust the length of surgery for each patient. One of the impacts of this overtime is the nurse's workload. Overtime is also a factor that causes work stress, in addition, overtime hours cause work productivity to decrease and can result in increased labor costs (Novita Ivan Ton, Florentianus Tat, 2019). Based on research conducted by (Nadia Fuada, 2017), it is known that nurses who experience severe work stress are mostly experienced by nurses with high mental workload, which is 64.3%. The aim of this research is shows that there is a significant relationship between mental workload and work stress.

Methods

This study used a cross-sectional design and an analytical method. The population in this study was 50 respondents, with a sample size of 50 respondents undergoing nurse on kamar operasi. A total sampling strategy was utilised to choose this study sample. Questionnaires about the nurse performance and nurse satisfaction using questionnaires from previous research that have been tested for validity and reliability. Following the administration of PSP (explanation before consent) and the attainment of written informed consent, data collection was initiated. The next step in processing quantitative data is cleaning, editing, coding, and entering the data after collection. To examine the distribution of frequencies for each variable, descriptive statistics were used to the data. After the data is obtained, it is statistically tested, namely by analysing the frequency of nurse performance and nurse satisfaction using a Somerds test. The results of this analysis are then used to conclude a hypothesis which has been approved by the health research ethics commission of the RSSA with letter number 400/142/K.3/102.7/2024

Results

In this study, We used bivariate analysis to look for a hubungan antara kinerja dan kepuasan perawat. Things that will be examined based on the characteristics of the respondents occurrences of performance and job satisfaction.

Table 1 Cross tabulation of nurse performance with nurse job satisfaction at the Central Surgical Installation

Nurse Performance	Nurse Job Satisfaction		Total
	Satisfied n(%)	Not satisfied n(%)	
Good	29 (100%)	0(0,00)	29(100%)
Enough	12(66%)	6(34%)	18(100%)
Less	0(0%)	3(100%)	3(100%)
Total	**41(82%)**	**9(8%)**	**50(100%)**

Based on table 1 shows that the majority of nurses' performance is good with 29 respondents (58%) being satisfied with their job satisfaction.

Table 2 Hypothesis Test Results

Nurse Job Satisfaction		*P value*
Nurse Performance	sig = 0,000 r =0,805	p < 0,05
	n = 50	

The results of the Somers'd statistical test obtained a p value = 0.000 or p <0.05, which means that H1 is accepted and the r value is 0.805, meaning that the relationship is very strong. So it can be concluded that the higher the performance value, the higher the job satisfaction value. There is a very strong relationship between nurse performance and job satisfaction at the Central Surgical Installation of Dr. Saiful Anwar Hospital, East Java Province.

Discussion

Based on the results of the study, most were satisfied (82%), this is in accordance with the research of Pegacahyadi & Idealistiana (2023) job satisfaction is a person's response to various situations in the work environment, including the response to communication that takes place in the hospital. Poor communication between leaders and members can be an obstacle in realizing job satisfaction. Job satisfaction is a fairly interesting and important problem, because of its great benefits for the interests of individuals, hospitals and the community. For hospitals, research on job satisfaction is carried out in order to improve the quality of nursing care. In addition, satisfaction is also supported by the length of service, where the majority of nurses have worked for more than 5 years. Length of service as a benchmark for how long employees have worked in a place. The span of work also affects performance and job satisfaction positively or negatively (Rakhmayanti, 2018). If the workforce works longer in a place, of course their experience and work caution will increase and minimize unwanted risks. On the other hand, it will have a

negative effect if the longer the working period, the more likely a person will act as they please and be more daring to break the rules.

According to researchers, nurses must be professional in their work. With their work, nurses are expected to obtain job satisfaction. Job satisfaction reflects the degree to which a person likes their job. Formally defined, job satisfaction is an affective or emotional response to various aspects of a person's job. Job satisfaction reflects a person's feelings towards their job. This is evident in the nurse's positive attitude towards their work and everything they face in their work environment.

The results of the Somers'd statistical test obtained a p value = 0.000 or $p < 0.05$, which means that H1 is accepted so that it can be concluded that there is a very strong relationship between nurse performance and job satisfaction at the Central Surgical Installation of Dr. Saiful Anwar Hospital, East Java Province.This is in line with research (Mutiarini Mubyl, 2020) on the effect of nurse performance on nurse job satisfaction. Based on the results of statistical analysis with a significance value of 0.000 <0.050, so that nurse performance has a significant effect on nurse job satisfaction. This means that nurse performance can change directly if nurse job satisfaction changes.

Job satisfaction expressed by Stamps (in Ahmad, Oranye, & Danilov, 2016) is the extent to which someone likes their job and views their job as something complex. Stamps identified six important components in measuring nurse job satisfaction and created a scale for measuring nurse job satisfaction called the Index of Work Satisfaction (IWS) including (Ahmad, Oranye, & Danilov, 2016): Professional Status, Task requirement, Pay, Interaction, Organizational Policy, and Autonomy. Factors that influence job satisfaction according to Herzberg's theory (in Resandi, 2015) consist of external and internal factors. External factors include physiological factors (type of work, room conditions, etc.), social (interaction in the workplace, etc.), and financial (salary, social security, facilities, etc.). While internal factors include psychological factors viewed from aspects within a person, such as skills, attitudes, etc. Performance is the most important part in assessing individual development in accordance with the goals set by an organization (Koopmans et al., 2013). Individual performance will increase if they are able to be responsible for their tasks (Task Performance), demonstrate behavior that is in line with the company (Contextual Performance), do not do things that can harm the company (Counter productive Work Behavior), and are able to adapt to changes in the work system (Adaptive behavior). Factors that influence nurse performance according to Gibson et al. (in Darmawan, 2016) are individual factors (ability and skills, background and demographics such as age, gender, marital status, number of family members, length of service), behavior (appearance), psychology (perception, attitude, personality, learning, and motivation), and organization (resources, leadership, rewards, job structure and design).

Conclusion

Job satisfaction also reflects the overall result of the degree of liking or disliking of workers towards various aspects of their work. With positive feelings, nurses are expected to work well to achieve the performance expected by the hospital.

Ethics approval and consent to participate
The results of this analysis are then used to conclude a hypothesis which has been approved by the health research ethics commission of the RSSA with letter number 400/142/K.3/102.7/2024

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