Factors Affecting Job Satisfaction of Nurses during the Covid-19 Pandemic at Kwaingga Regional General Hospital, Keerom Regency

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Abstract

Work satisfaction is a person's emotional response to the job that he is doing, where each individual has a different measure of satisfaction. Everyone is motivated to satisfy certain needs, from basic life necessities to psychological needs. Everyone seeks high needs when lower needs are predominantly met. It is hoped that nurses' job satisfaction will be able to generate love for the nurses and nurses at work. This study aims to determine the factors that affect the job satisfaction of nurses during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency. This type of research is quantitative analytic with a cross sectional study design. This research was conducted in Kwaingga General Hospital, Keerom Regency from January to February 2021. The population of this study were all 74 nurses in Kwaingga Hospital, Keerom Regency. The sample of this research is using the total sampling technique. The data were obtained using a questionnaire and analyzed using the chi square test.

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The results shows that the factors that influenced the job satisfaction of nurses during the Covid-19 pandemic at Kwaingga Hospital were work motivation (p-value = 0.003 <0.05; RP = 33.00 (95% CI: 3,919 - 277,887)), while the work environment (p-value = 0.150> 0.05), and the role of the manager (p-value = 1,000> 0.05) had no significant effect on job satisfaction for nurses during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency.

Keywords: *Job Satisfaction, Nurse, Kwaingga Hospital, Keerom Regency, Covid-19*

1. Introduction

Job satisfaction is a person's emotional response to the work he is doing, each individual has a different measure of satisfaction [1]. Maslow believed that everyone is motivated to satisfy specific needs, from basic survival needs to complex psychological needs. Everyone is looking for high needs when lower needs are met predominantly [2]. If someone has done a job well, then he will get satisfaction with the results achieved and the challenges during the process implementation. This satisfaction can be created with a reward strategy that is achieved, both physical and psychological and increased motivation [3]. Herzberg stated that dissatisfaction and satisfaction appear in two dimensions (group of factors) which are separate, namely the extrinsic conditions of work which are called hygiene factors and the intrinsic conditions of work which are called motivating factors [4]. The factors that affect the appearance and job satisfaction of nurses are motivation, environment, and the role of the manager [3]. Motivation is divided into intrinsic motivation which is directly related to the level of one's ambition, and extrinsic motivation which is enhanced by the work environment or external rewards.

Although everyone is intrinsically motivated to some degree, it is unrealistic for organizations to assume that all workers have a sufficient level of intrinsic motivation to achieve organizational goals. Therefore, organizations must provide an atmosphere that stimulates motivation, both extrinsic and intrinsic [2]. Research in various hospitals shows that more than 40% of nurses experience job dissatisfaction [5]. In the United States, Canada, United Kingdom and Germany it is shown that 41% of nurses in hospital are dissatisfied with their jobs and 22% of them plan to leave their jobs within one year [6]. This shows that there are still many nurses abroad who are dissatisfied with their work. Research in Indonesia found that 55.8% of nurses in government hospitals experienced low job satisfaction [5]. As we know in early 2020, 2019-nCoV infection has become a world health problem. This case begins with information from the World Health Organization (WHO) on December 31, 2019, which states that there is a cluster pneumonia case with unclear etiology in Wuhan City, Hubei Province, China. This case continued to grow until it was finally discovered that the cause of this cluster was the novel coronavirus. This case continues to develop until there are reports of deaths and importation outside China [7]. WHO named the new virus Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-coV-2) and the name of the disease as coronavirus disease 2019 (Covid-19) on February 11, 2020, and established a global pandemic situation on March 11, 2020 [8]. Furthermore, covid-19 infographic data as of March 31, 2020 shows that Covid-19 has spread in 32 Provinces with a total of 1,529 positive cases of Covid-19, 136 people died and Indonesia is in the 35th world order out of 204 countries affected by Covid. -19. From this data, it shows that the spread of the pandemic is spreading in various countries very quickly and the number of victims tends to increase [9]. Since the Covid-19 pandemic hit the entire world including Indonesia, for all parties including health service providers, especially hospitals, have become the last bastion in the fight against Covid-19.

Hospitals must start thinking about the steps that will be taken to continue caring for Covid-19 patients but at the same time be able to provide services to non-Covid-19 patients with the minimum risk of transmission by implementing infection prevention and control [7]. In the appeal of the Indonesian National Nurses Association (PPNI) to institutions where nurses provide services to pay attention to the safety and health of nurses in providing services, complete equipment according to standards and provide additional supplements or nutrients to increase endurance for nurses who provide services to patients who contracted the infection [10]. Technical guidelines for hospital services during the adaptation period for new habits [7], require that in work, nurses need to pay attention to the application of Infection Prevention and Control (PPI) procedures, the application of Occupational Safety and Health (K3) in work units and the fulfillment of Personal Protective Equipment (PPE). The Kwaingga Regional General Hospital (RSUD) is a technical service unit in Keerom District Health Office that serving the community in Keerom Regency and its surroundings. This hospital is a class-D hospital with 74 nurses serving in several work units as follows: Emergency Stations Emergency (IGD), Inpatient Installation (IRNA), Surgical Installation, and Outpatient Installation (Polyclinic). According to the observations of researchers who also work in the surgical installation of the Kwaingga Regional General Hospital (RSUD), Keerom Regency, it turns out that the level of job satisfaction of nurses is at different levels. This can be seen from the frequency of nurses asking about the suitability of work wages when compared to other health professionals, especially during the Covid-19 pandemic which is full of risks, and complaints about the lack of attention of hospital management in terms of developing the capacity of Human Resources (HR), as well as complaints about the minimal availability of Personal Protective Equipment (PPE). Researchers also saw that the Kwaingga Hospital had implemented service standards in hospitals during the Covid-19 pandemic according to the technical guidelines for hospital services during the adaptation period for new habits published by the Ministry of Health, such as arrangements for patient service flows that had to go through screening and triage. division of risk zones (risk zones for Covid-19 and non-Covid-19), and application of the principles of infection prevention and control. This greatly affects the work environment, habits and working conditions of nurses in the services provided to patients, where the workload increases and nurses adjust to the comfort of using standard Covid-19 personal protective equipment. It is hoped that nurses' job satisfaction will be able to create a sense of love for the work of nurses and the institutions where the nurses work. Given the importance of this study, researchers are encouraged to carry out research on "Factors Affecting Job Satisfaction of Nurses During the Covid-19 Pandemic at Kwaingga Hospital, Keerom Regency".

2. Materials and Methods

This research is an analytical study using a cross sectional study design. This research is included in causal associative research because it aims to determine the effect of independent variables on the dependent variable, namely the effect of work motivation, work environment, and the role of managers on job satisfaction of nurses during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency. This research was conducted at Kwaingga Hospital, Keerom Regency, from January to February 2021. The population in this study were all nurses who worked at the Kwaingga Hospital, Keerom Regency during the study time. The total number of nurses working at Kwaingga Hospital in Keerom Regency is 74 nurses. This study used non-probability sampling with saturated sampling technique, namely sampling in which all members of the population were sampled so that the samples of the study were all nurses who were on duty during the research time at Kwaingga

Hospital, Keerom Regency. Collecting data in this study using a questionnaire, for measuring the level of job satisfaction of nurses at Kwaingga Hospital, researchers using a nurse job satisfaction questionnaire according to Nursalam (2008) [3], measuring work motivation using a work motivation questionnaire according to A. Haerul Agus M (2013) [11], measuring the work environment of the work environment questionnaire according to Alex S. Nitisemito (2002) [12], and measuring the role of managers using a leadership role questionnaire according to M. Pranoto (2014) [13]. All of the questionnaires were adapted to the current situation of the Covid-19 pandemic. Data analysis was using chi-square test with a level of significant 5%.

3. Result and Discussion

3.1. Univariate Analysis

The univariate is used to classify each variable of the sample. This study only shows the frequency and percentage of each variable. This can be found in Table 1:

Table 1 shows that regarding the level of work satisfaction of respondents in Kwaingga Hospital, it can be seen that of the 74 respondents, 69 respondents (93.2%) unsatisfied, and only 5 respondents (6.8%) satisfied. The majority of respondents were those with not good work motivation with a total of 68 respondents (91.9%) and those with good work motivation with a total of only 6 respondents (8.1%). There were 28 respondents who has not good work environment (37.8%) and 46 respondents (62.2%) who has a good work environment. Eighty-eight respondents (91.9%) had not good manager role and 6 respondents (8.1%) who had good manager role.

Table 1: Distribution of respondents by work motivation, work environment, manager role, and work satisfaction of nurses during Covid-19 pandemic at Kwaingga Regional Hospital, Keerom Regency.

No	Variable	Frequency (n)	Percentage (%)
1	Work motivation		
	Not Good	68	91.9
	Good	6	8.1
2	Work environment		
	Not Good	28	37.8
	Good	46	62.2
3	Manajer role		
	Not Good	68	91.9
	Good	6	8.1
4	Work Satisfaction		
	Not Satisfied	69	93.2
	Satisfied	5	6.8
	Total	74	100.0

Source: Primary Data, 2021

3.2. Bivariate Analysis

Bivariate analysis was performed to determine the relationship between independent and dependent variables, i.e. work motivation, work environment, and manager role. In order to assess the association, the chi-square test was used at a significant level of 5%. The results of the bivariate analysis are shown in the following tables:

a. *The Effect of Work motivation on the Work Satisfaction of Nurses.*

Table 2 shows that of the 68 nurses who have poor work motivation, 66 people (97.1%) feel dissatisfied, and 2 people (2.9%) feel satisfied, while of the 6 nurses who have good work motivation, 3 people (50.0%) were not satisfied, and 3 people (50.0%) were satisfied. The results of the Fisher's Exact Test statistical test obtained p value = 0.003 < 0.05; RP = 33.000; 95% CI = (3.919 – 277.887), means that the level of work motivation affects the level of job satisfaction of nurses at Kwaingga Hospital, Keerom Regency during the Covid-19 pandemic. The Prevalence Ratio (RP) is 33.000, which means that nurses with poor work motivation have a tendency to be dissatisfied at work by 33 times higher than nurses who have good work motivation.

Table 2: Distribution of Work motivation and Work Satisfaction of Nurses during the Covid-19 Pandemic at Kwaingga Regional Hospital, Keerom Regency.

Work motivation	Work Satisfaction				Total	
	Not satisfied		Satisfied			
	n	%	n	%	n	%
Not good	66	97.1	2	2.9	68	100
Good	3	50.0	3	50.0	6	100
Total	69	93.2	5	6.8	74	100
p-value = 0.003; RP = 33.000; CI95%= (3.919 – 277.887)						

Source: Primary Data, 2021

b. *The Effect of Work environment on the Work Satisfaction of Nurses.*

Table 3 shows that of the 28 nurses who have a poor work environment, all of them (100.0%) feel dissatisfied, and none (0.0%) feel satisfied, while of the 46 nurses who have a good work environment, 41 people (89.1%) were not satisfied, and 5 people (10.9%) were satisfied. The results of the Fisher's Exact Test statistical test obtained p-value = 0.150; means that the level of work environment was not affecting the level of job satisfaction of nurses at Kwaingga Hospital, Keerom Regency during the Covid-19 pandemic.

Table 3: Distribution of Work environment and Work Satisfaction of Nurses during Covid-19 at Kwaingga Regional Hospital, Keerom Regency.

Work environment	Work Satisfaction				Total	
	Not satisfied		Satisfied			
	n	%	n	%	n	%
Not Good	28	100	0	0.0	28	100
Good	41	89.1	5	10.9	46	100
Total	69	93.2	5	6.8	74	100
p-value = 0.150 > 0.05						

Source: Primary Data, 2021

c. *The Effect of Manager role on the Work Satisfaction of Nurses.*

Table 4 shows that of the 68 nurses who have a poor manager role, there are 63 nurses (92.6%) feel dissatisfied, and 5 nurses (7.4%) feel satisfied, while of the 6 nurses who have a good manager role, all of them (100.0%) were not satisfied, and none (0.0%) were satisfied. The results of the Fisher's Exact Test statistical test obtained p-value = 1.000 > 0.05; means that the level of manager role was not affecting the level of job satisfaction of nurses at Kwaingga Hospital, Keerom Regency during the Covid-19 pandemic.

Table 4: Distribution of Manager role and Work Satisfaction of Nurses during Covid-19 at Kwaingga Regional Hospital, Keerom Regency.

Manager Role	Work Satisfaction				Total	
	Not Satisfied		Satisfied			
	n	%	n	%	n	%
Not Good	63	92.6	5	7.4	68	100
Good	6	100.0	0	0.0	6	100
Total	69	93.2	5	6.8	74	100

p-value = 1.000 > 0.05

Source: Primary Data, 2021

4. Discussion

4.1. The Effect of Work motivation on the Work Satisfaction of Nurses.

The results of statistical tests show that there is an effect of work motivation on job satisfaction of nurses during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency. The higher the level of work motivation of the nurses, the higher the level of job satisfaction of the nurses and the lower the level of work motivation of the nurses, the lower the level of job satisfaction of the nurses. This is in line with previous research conducted by Ramli and Maniagasi (2018) at RSUD Dok II Jayapura which provides evidence that job satisfaction has a positive and significant effect on organizational commitment, indicated by the t-value of 2.84 is greater than the t-table of 1.96 [14]. The motivation theory put forward by Herzberg argues that the motivator or job satisfaction is in the work itself; the second thing gives people the desire to work and do a good job [2]. Suyanto (2008) states that work motivation is the desire and desire so that staff performs an activity or job well in order to achieve the desired goals [15]. From a total of 74 nurses who worked at Kwaingga Hospital during the Covid-19 pandemic, 66 people felt less motivated and dissatisfied at work. Dissatisfied nurses expressed their dissatisfaction with the amount of incentives and wages that did not match the workload, unsatisfied working conditions, and job promotions that were not provided. More specifically, complaints about the dissatisfaction of most of these nurses were due to the unpaid Covid-19 incentives for 7 months (July 2020 - January 2021) and additional unpaid civil servant income during the month (July - December 2020), while the work risk was getting bigger due to the limited problem of personal protective equipment (PPE). This complaint appeared equally to the majority of nurses, both civil servants and non civil servants / male or female / all age groups and all levels of education. What is felt by nurses at this time makes nurses less motivated to work, according to Mangkunegara's (2010) statement, that wages or salaries are one aspect of work that is related to feelings [16]. For nurses' complaints about the limitations of PPE, it is closely related to the need for a sense of security and safety, this is in accordance with the statement of Suarli & Bahtiar (2009), about the hierarchy of human needs according to Maslow [17].

4.2. The Effect of Work environment on the Work Satisfaction of Nurses.

The results of statistical tests show that there is no influence of the work environment on job satisfaction of nurses during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency. Even though the work environment of nurses is getting better, it does not change the level of job satisfaction of nurses to be higher. This is not in line with previous research conducted by Susanto, Suryawati, and Arso (2020) at RS M in Pekalongan Regency providing evidence that the work environment has a significant relationship to job satisfaction, indicated by a p-value of 0.001, which is smaller than the critical limit of 5% (0.005) [18]. ERG

theory by Clayton Alderfer states that relatedness, which is a need that can be satisfied by social relationships, interpersonal relationships. This need is the same as the third level of Maslow's hierarchy, namely a sense of belonging, social and love [17]. Mangkunegara (2010) argues that the work environment includes clear job descriptions, adequate authority, challenging work targets, communication patterns, harmonious work relationships, dynamic work climate, career opportunities, and adequate work facilities [16]. From a total of 74 nurses who worked at Kwaingga Hospital during the pandemic, 28 people felt that the work environment was not good and were not satisfied at work. Dissatisfied nurses expressed more dissatisfaction about the comfort of the work space and incomplete work support tools. The non-impact of the work environment on job satisfaction of nurses is not due to a lack of ownership from nurses, but rather due to incomplete work support tools while demands for excellent service are getting bigger during the Covid-19 pandemic. This is in accordance with Suarli & Bahtiar (2009), regarding the hierarchy theory of needs according to Maslow where humans need a sense of belonging (belongingness), in which there are social aspects, and love (the need to have relationships with other people, such as: friendship, affiliation, interaction, marriage, and teamwork). Meanwhile, incomplete work support tools can hinder the need for self-actualization such as the need to maximize one's abilities, expertise, and potential [17].

4.3. The Effect of Manager role on the Work Satisfaction of Nurses.

The results of statistical tests show that there is no influence of manager's role on job satisfaction of nurses during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency. Although the better the role of nurse manager, it does not change the level of job satisfaction of nurses to be higher. This is in line with previous research conducted by Susanto, Suryawati, and Arso (2020) at RS M in Pekalongan Regency provide evidence that leadership has no significant relationship to job satisfaction, indicated by a p-value of 0.088 which is greater than the critical limit of 5% (0.005) [18]. One of the elements in Maslow's hierarchy of needs theory is self-esteem (esteem), which is the need to respect yourself and get appreciation from others. For example, the achievement of a certain position or position [17]. The manager's function in increasing staff job satisfaction is based on motivational factors, which include: desire for improvement; believe that the salary earned is sufficient; have the necessary knowledge, skills and values; feedback; opportunity to try; performance instruments for promotion, cooperation, and increasing income [3]. From a total of 74 nurses who worked at Kwaingga Hospital during the Covid-19 pandemic, as many as 63 people felt that the manager's role was poor and dissatisfied at work. Dissatisfied nurses expressed more of their dissatisfaction with the lack of a manager's role in motivating nurses and giving promotions to outstanding nurses. There are so many complaints about the role of manager but it does not affect the job satisfaction of nurses because many nurses think that being satisfied or not satisfied, still does not affect the effective and therapeutic relationship. Demands for providing excellent service are still charged, but promotions, awards, and wages will not be better. According to Simamora (2012), everyone who works wants his career to continue to improve from time to time, increase income, and get fair rewards in work assignments. Unfortunately, this often does not go smoothly as predicted, this condition requires the skills of employees who hold managerial positions to play their roles [20].

5. Conclusion

The results of this study are summarized as follows:

1. Nurses' work motivation has a significant effect on job satisfaction during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency (p-value = 0.003 < 0.05).

2. The work environment of nurses has no effect on job satisfaction during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency (p-value = 0.150> 0.05).

3. The role of the nurse manager has no effect on the job satisfaction of nurses during the Covid-19 pandemic at Kwaingga Hospital, Keerom Regency (p-value = 1,000> 0.05).

6. Suggestion

1. Nurse: a) In particular, nurses who worked during the Covid-19 pandemic at Kwaingga Hospital in Keerom Regency to increase job satisfaction through work motivation by integrating views of the desire for health services or hospitals into internal desires. That way, nurses can be patient in facing the Covid-19 pandemic that has hit the world, not just Kerom Regency or Papua; b) In general, all people who work as nurses pay attention to the work motivation factor, because without high motivation there will be no satisfaction in working to serve others who are suffering from illness.

2. Hospital: a) It is hoped that it can improve the work environment of nurses, both in relationships between fellow nursing professions, and in teamwork with other health workers as partners. Also to complete the facilities and infrastructure / tools to support the work of nurses; b) Increase the role of managers by creating a harmonious relationship between managers and nurses, so that nurses feel cared for at work, which in turn creates a sense of satisfaction at work.

3. Next researcher: Can carry out further research on job satisfaction of nurses who work in hospitals by combining other factors such as rewards and others.

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