



The Relationship Between the Work Environment and the Job Satisfaction of Nurses at Anwar Medika Sidoarjo Hospital

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Abstract. Job satisfaction is one of the problems that many nurses still experience in hospitals. Many factors affect job satisfaction including the work environment. Problems that are often found in the work environment in hospitals are the lack of lighting systems, high room humidity, noise, and relationships between colleagues and leaders. Low job satisfaction can lead to high levels of fatigue, entry and exit of employees, and even illness. The purpose of this study was to determine the relationship between the work environment and the job satisfaction of nurses at Anwar Medika Sidoarjo Hospital. The research design used a cross-sectional design. The research sample was 101 nurses who worked in the inpatient room of Anwar Medika Sidoarjo Hospital. Sampling techniques are used with purposive sampling. The results of the study found that there was a relationship between the work environment and the job satisfaction of nurses at Anwar Medika Sidoarjo Hospital. Relationships have a positive pattern, the better the work environment, the more job satisfaction of nurses will also increase. Efforts to increase nurse job satisfaction can be done by improving the relationship between nurses and superiors, and improving internet facilities.

Keywords: job satisfaction · environment · nurses

1 Introduction

Problems that currently still occur in hospitals are related to nurses' work dissatisfaction and poor work environment of nurses, including low job satisfaction which can cause high levels of fatigue, entry, and exit of employees, and even illness. One of the factors that affect job satisfaction is the work environment. There is often a working environment in hospitals where the lighting system is lacking, high room humidity, noise, and others.

The results of research by Sutrisnoputri, Suryawati, & Fatmasari (2018) showed that 56% perceived the work environment at Tugurejo Hospital Semarang as not good [7]. The results of Oxyandi's research (2018), the work environment that is categorized is less than 51.5%, greater than that of respondents who have a good category work environment of 48.5% [5]. The results of research by Putri, Sriatmi, & Fatmasari (2018) in the inpatient room of Tugurejo Hospital showed that 53.6% of nurses had high job satisfaction and 16.3% had low job satisfaction. The results of the study by Febrianita & Yunus (2017),

showed satisfied nurses by 42.8%, and dissatisfied by 57.2% [2]. The results of research by Barahama, Katuuk, & Oroh (2019) showed that the job satisfaction of nurses in the adult care room of GMIM Pancaran Kasih Manado Hospital was dissatisfied with 30 respondents (51.7%) while those who were satisfied were 28 respondents (48.3%) [1].

The results of interviews with 6 nurses about job satisfaction were obtained by 3 people (50%) who said they were satisfied with their work, and 3 people (50%) said they were not satisfied, especially in the aspect of position promotion and development of nurse resources. The results of the interview about the work environment showed that 3 people (50%) answered that the work environment was good, the room was air-conditioned, clean, bright lights even though they were not exposed to sunlight, colleagues could be invited to cooperate well, the head of the room could cooperate well with subordinates. Bathroom facilities are close to the nurse's station, and 3 people (50%) answer that the work environment is not good because there are still many small waste marks such as candy wrappers, less lighting, the color of the wall has faded, colleagues are less able to work together, and after tabulating job satisfaction shows that 1 person (50%) is satisfied in their work and 1 person (50%) feels dissatisfied in their work, 1 person did not answer. While 3 people with a good environment say 2 people are satisfied, 1 person is not satisfied.

A nurse's job satisfaction is influenced by various factors such as personality, organization, and other job factors. In particular, job satisfaction is influenced by personality factors including age, gender, marital status, level of education, work experience and length of service in nursing, and organizational factors [9]. Other factors that also influence include hospital culture, management quality, leadership style, communication effectiveness, job design, salary, benefits, technical demands of work, emotional, the demands of unique patient situations, and environmental factors [8].

Optimizing satisfaction with the physical work environment is important for the organization since the work environment will affect job satisfaction [3]. The work environment creates work motivation, work productivity increases, and work can be resolved appropriately. Job satisfaction causes an increase in performance so that satisfied workers will be more productive and can also reduce work stress. Job dissatisfaction can lead to professional fatigue, poor morale, an increase in the likelihood of getting out of work, a decrease in the quality of care, and an increase in psychiatric morbidity. Job satisfaction can also cause depression in nurses.

One of the efforts that hospitals can make in providing job satisfaction to nurses is by conducting supportive supervision that makes workers and supervisors work together. Supportive supervision makes workers like their work environment and increases its efficiency, which in turn will increase job satisfaction. Nurse job satisfaction can increase with the responsibility of the manager, a satisfactory work environment, rewarding the nurse's performance, and the creation of a balanced work situation.

2 Methods

The research design used correlation. The population is all nurses, the study sample used in the study was 101 nurses. The sampling used is saturated sampling. There are 2 types of research instruments, namely research instruments on the work environment

and research instruments on job satisfaction. Ethical clearance at STIKes Haf sawaty Probolinggo.

3 Result

Table 1 shows that most of the respondents' education was D3 nursing i.e. 55 people (54.5%). The length of service of respondents was mostly 1–5 years (70%), and the gender of the majority of women (90%).

Table 2 shows that most (68.3%) of the respondents rated their work environment as good and had high job satisfaction. The results of the Spearman Rho test showed that $p\text{-value} = 0.002$ and coefficient correlation of 0.3 so that H1 was accepted, meaning that there is a relationship between the work environment and job satisfaction where the

Table 1. The Characteristic of respondents at Anwar Medika Sidoarjo Hospital in November 2021

Variable	Category	Frequency	%
Education level	D3	55	54,5
	D4	7	6,9
	Bachelor	39	38,6
Total		101	100
Work length	1–5 years	70	70
	5–0 years	20	20
	10–15 years	9	8
	15–20 years	2	2
Total		101	100
Gender	Man	11	11
	Woman	90	90
Total		101	100

Source: 2021 Primary Data

Table 2. Cross-Tabulation between Work Environment and Job Satisfaction at Anwar Medika Sidoarjo Hospital in November 2021.

Working environment	Job satisfaction				Total	
	High		Moderator		f	%
	f	%	f	%		
Good	58	57.4	11	10.9	69	68.3
Enough	14	13.8	18	17.9	32	31.7
Total	72	71.2	29	28.8	101	100

better the work environment will be followed by the higher the job satisfaction of nurses at Anwar Medika Sidoarjo Hospital.

4 Discussion

4.1 The Relationship Between the Work Environment and Nurse Job Satisfaction at Anwar Medika Sidoarjo Hospital

The results showed that most (68.3%) of the respondents who rated their work environment as good had high job satisfaction. The results of the Spearman Rho test showed that value = 0.002 and a coefficient correlation of 0.3 so H1 was accepted, meaning that there was a strong relationship between the work environment and job satisfaction. The relationship between these two variables has a positive pattern, meaning that the better the work environment of the eating hospital will be followed by the higher the job satisfaction of nurses.

The environment plays an important role in supporting work motivation for the achievement of job satisfaction which includes: communication, growth potential, individual wisdom, wages/salaries, and conducive working conditions. Objective features of the work environment are the most important factor in job satisfaction. Safety at work, interest in the workplace and work, work pressures, and interpersonal relationships in the workplace are factors that have a major influence on job satisfaction [4].

According to researchers, nurses who feel that their work environment is good will tend to have high job satisfaction, while those whose work environment is sufficient, will tend to have moderate satisfaction. This is because the work environment is very closely related to the work of the nurse, a good environment will support the nurse's performance to be better so that the nurse will feel satisfied with her work. Vice versa, if the work environment is sufficient, then job satisfaction is also sufficient because an environment that does not provide full support for nurses will make the nurse's work also not optimal which in the end will make nurse job satisfaction also not optimal.

Nurses who assess the work environment as good but the job satisfaction is moderate as many as 15 people (15%), this can be caused because in their opinion the work environment is very supportive of their work, but the salary they get is not by the responsibilities carried out and the severity of the work done, so this will cause the nurse's lack of satisfaction at work.

Nurses who assess the work environment sufficiently but have high job satisfaction can be caused by the working environment conditions in some rooms that are still in the process of being improved so that the room temperature is hot, and lack of lighting, causing discomfort in the nurse. Assessments of the environment by nurses have high subjectivity so a small percentage of nurses are found who assess their work environment as sufficient but still have high job satisfaction.

5 Conclusion

The working environment at Anwar Medika Sidoarjo hospital is in a good category. The job satisfaction of nurses is almost entirely high job satisfaction. There is a relationship between the work environment and the job satisfaction of nurses at Anwar Medika Sidoarjo hospital.

6 Suggestion

Conduct further studies for hospitals in improving the comfortable work environment for nurses both psychologically and physically. The measurement of job satisfaction that is carried out periodically will be known as the effectiveness of the changes that have been made to improve human resources in particular. The community can provide input and suggestions in improving nursing services or improving good health problems as expected. Researchers can then develop research on other factors that affect nurse job satisfaction to improve the quality of nursing services.

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