

Analysis of Job Satisfaction of Implementing Nurses on Work Productivity

Jumrana^{1,2}, Ariyanti Saleh³, Kadek Ayu Erika³

¹Hasanuddin University Makassar Nursing Masters Study Program, Indonesia

²Nurse at the Abdoel Wahab Sjahranie Hospital in Samarinda

³Nursing Lecturer at Hasanuddin University, Makassar, Indonesia

Received: November 7, 2022

Received in Revised: December 9, 2022

Accepted: December 23, 2022

Abstract

Job satisfaction is a problem that is often faced by nurses working in health services. The causes of job satisfaction include rewards, competence, and work stress which will have an impact on work productivity. Analyzing the job satisfaction of implementing nurses on work productivity. Analytical descriptive research with a cross sectional approach. The sample of implementing nurses in the Inpatient Installation and Intensive Care Installation is 317 implementing nurses. There is a correlation between competence ($r=0.260$ $p=0.001$) work stress ($r=0.394$ $p=0.001$) job satisfaction ($r=0.322$ $p=0.001$) to work productivity in the Inpatient Installation room. There is a correlation between competency ($r=0.573$ $p=0.001$), work stress ($r=0.522$ $p=0.00$) job satisfaction ($r=0.242$ $p=0.010$) and marital status ($r=-0.204$ $p=0.031$) in the treatment room intensive. There is no relationship between reward, age, gender, education level, years of service, employment status on work productivity ($p>0.005$). There is a relationship between competence, work stress, job satisfaction and marital status on work productivity. There is no relationship between rewards, age, gender, education level, years of service, employment status and work productivity.

Keywords: Reward, Competency, Job Stress, Job Satisfaction, Work Productivity

Introduction

The hospital provides individual health services by providing emergency, inpatient and outpatient services. Human Resources directly provide maximum service to patients. To maintain quality work productivity, quality human resources are needed. Nurses account for 40.85% of the number of other health workers (RI Ministry of Health, 2021). Work productivity is influenced by various factors such as man factors, materials, machines and methods (Martono, 2019).

Various data on the work productivity of nurses have been reported in Egypt where two-thirds of nurses have low productivity levels (Ali et al., 2019). The work productivity of nurses at Zainal Abidin Pagar Alam Hospital is in the good category 56.7%, in the bad category 46.3% (Riyanti & Yulianto, 2020). RSU GMIM Bethesda Tomohon work production in the good category 43.4%, not good 56.6% (Andini, 2019). Hospital Dr.M.Djamil Padang good category 71% (Arif et al., 2020).

Various studies state that nurse job satisfaction is heavily influenced by several factors including salary, leave, working hours, and co-workers (Liton & Dawlat, 2020). The emotional state of an employee regarding his work, what is done with what is expected at work (Kadir Rahman et al, 2017). Work environment, structural empowerment, organizational commitment, professionalism, job stress, patient satisfaction, ratio between patient and caregiver, social

capital, evidence-based practice and ethnic background (Lu et al., 2019). Job dissatisfaction is also influenced by health and safety, workload, salary, promotions, recognition and organizational policies (Alrawahi et al., 2020).

Methods

Analytical descriptive with cross sectional. Using non-probability sampling with purposive sampling technique Inclusion criteria for implementing nurses who work in Inpatient and Intensive Care Installation rooms, at least 1 year. Exclusion criteria for nurses who refused to participate.

Results and Discussion

Table 1. An Overview of the Implementing Nurse's Characteristics

Characteristics					Room			
					IRNA (205)		IPI (112)	
					n	%	n	%
Age	Adolescence (17 – 25 years)				4	2,0	1	0,9
	Early adulthood (26 – 35 years)				124	60,5	82	73,2
	Late adult 36 – 45 years old)				59	28,8	27	24,1
	Early elderly 46 – 55 years old				18	8,8	2	1,8
Gender	Men				49	23,9	37	33,0
	Woman				156	76,1	75	67,0
Education	D III Nursing				157	76,6	82	73,2
	S1 + Ners				48	23,4	30	26,8
Service Life	New service period < 6 years				49	23,9	24	21,4
	Medium Service Period 6 – 10 years				82	40,0	46	41,1
	Long service life > 10 years				74	36,1	42	37,5
Career Path	Pre PK				8	3,9	2	1,8
	PK 1				31	15,1	16	14,3
	PK 2				97	47,3	60	53,6
	PK 3				64	31,2	34	30,4
	PK 4				5	2,4	0	0
Marital Status	Unmarried				22	10,7	13	11,6
	Marry				179	87,3	95	84,8
	Divorce life				4	2,0	4	3,6
Employment Status	Civil servants				59	28,8	35	31,3
	Honor (TKWT)				146	71,2	77	68,8
IRNA					IPI			
Variable	Min	Max	Mean	SD	Min	Max	Mean	SD
Age	24	53	34.94	± 6.78	20	50	33,58	± 4.87
Period of service	1	31	10,67	± 6.32	3	28	9,48	± 3.73

The characteristics of implementing nurses in the IRNA and IPI rooms show an average productive age between 33-34 years, the most female gender, the majority of DIII Nursing, service period between 9-10 years. PK 2 career path

Table 2. Distribution of reward frequency, competence, work stress, job satisfaction and work productivity of implementing nurses

Variable	Room			
	IRNA		IPI	
	n	%	n	%
Reward				
Good	89	43,4	55	49,1
Less	116	56,6	57	50,9
Competence				
Good	48	23,4	36	32,1
Less	157	76,6	76	67,9
Work Stress				
Tall	111	54,1	73	65,2
Low	94	45,9	39	34,8
Job Satisfaction				
Good	97	47,3	54	48,2
Less	108	52,7	58	51,8
Work Productivity				
Good	89	43,4	54	48,2
Less	116	56,6	58	51,8
Sum	205	64,7	112	35,3

IRNA (Inpatient Installation)

IPI (Intensive Care Installation)

The results showed that most of the respondents answered that the reward was in the unfavorable category at IRNA at 56.6% and at IPI at 50.9%. Variable competence in the less category in the IRNA space was 76.6% and 67.9% in IPI. The high category of work stress in the IRNA was 54.1% and the IPI was 65.2%. Job satisfaction in the poor category at IRNA was 52.7% and 51.8% in the IPI room. Work productivity in the poor category was 56.6% in the IRNA room and 51.8% in the IPI room.

Table 3. The relationship between the characteristics of the implementing nurse and work productivity

Work productivity		
	IRNA	IPI
Age	r = 0.074 p = 0.290 n = 205	r = -0.122 p = 0.199 n = 112
Gender	r = -0.006 p = 0.929 n = 205	r = 0.006 p = 0.949 n = 112
Education level	r = 0.019 p = 0.787 n = 205	r = -.0, 057 p = .0548 n = 112
Period of service	r = 0.043 p = 0.541 n = 205	r = -0.042 p = 0.659 n = 112

Career path	$r = 0.007$ $p = 0.922$ $n = 205$	$r = -0.067$ $p = 0.481$ $n = 112$
Marital status	$r = -0.081$ $p = 0.249$ $n = 205$	$r = -0.204$ $p = 0.031$ $n = 112$
Employment status	$r = -0.057$ $p = 0.418$ $n = 205$	$r = 0.120$ $p = 0.206$ $n = 112$

The statistical test results for the relationship between the characteristics of the nurse practitioner and the work productivity of the nurse practitioner showed that in the IRNA room there was no relationship between age, gender, education level, years of service, career path, marital status, employment status and productivity with a value of $p > 0.005$. In the IPI room, there is a relationship between marital status and work productivity with a correlation coefficient of $r = -0.120$ $p = 0.031$ with a negative relationship and very weak relationship strength.

Table 4. The relationship between reward, competence and work stress on the job satisfaction of practicing nurses

	Job satisfaction	
	IRNA	IPI
Reward	$r = 0.378$ $p = 0.001$ $n = 205$	$r = 0.514$ $p = 0.001$ $n = 112$
Competence	$r = 0.341$ $p = 0.001$ $n = 205$	$r = 0.435$ $p = 0.001$ $n = 112$
Work stress	$r = 0.562$ $p = 0.001$ $n = 205$	$r = 0.442$ $p = 0.001$ $n = 112$

Statistical test results show a relationship between reward, competence, work stress and job satisfaction of the nurse in the IRNA room at IPI. In the IRNA reward space $r = 0.378$ $p = 0.001$, the strength of the relationship is weak with a positive correlation direction. Competence $r = 0.341$ $p = 0.001$, the strength of the relationship is weak with a positive correlation direction. Work Stress $r = 0.562$ $p = 0.001$ moderate relationship strength with positive correlation direction. In the IPI reward room $r = 0.514$ $p = 0.001$, the strength of the relationship is moderate with a positive correlation. Competence $r = 0.435$ $p = 0.001$, the strength of the relationship is weak with a positive correlation. Work Stress $r = 0.442$ $p = 0.001$ the strength of the relationship is weak with a positive correlation direction.

Table 5. The relationship between reward, competence, work stress, job satisfaction on the work productivity of implementing nurses

	Work productivity	
	IRNA	IPI
Reward	$r = 0.112$ $p = 0.111$ $n = 205$	$r = 0.018$ $p = 0.849$ $n = 112$
Competence	$r = 0.260$	$r = 0.573$

	$p = 0.001$ $n = 205$	$p = 0.001$ $n = 112$
Work stress	$r = 0.394$ $p = 0.001$ $n = 205$	$r = 0.522$ $p = 0.001$ $n = 112$
Job satisfaction	$r = 0.322$ $P = 0.001$ $n = 205$	$r = 0.242$ $p = 0.010$ $n = 112$

* *Spearman's rho* $\alpha 0,005$

The test results show that there is no significant relationship between reward and work productivity in the IRNA space with a value of $r=0.112$ $p=0.111$. Competence $r=0.260$ $p=0.001$ strength of weak relationship, direction of positive correlation, work stress $r=0.394$ $p=0.001$, strength of weak relationship direction of positive correlation, and job satisfaction $r=0.322$ $p=0.001$ strength of weak relationship direction of positive correlation. In the IPI room, there is no significant relationship between rewards and productivity with a value of $r=0.018$, $p=0.849$. Competence $r=0.573$ $p=0.001$, the strength of the relationship is in the direction of positive correlation, work stress $r=0.522$ $p=0.001$, the strength of the relationship is in the direction of positive correlation, and job satisfaction $r=0.242$ $p=0.010$ The strength of the relationship is weak in the direction of positive correlation (table 5.5)

The Relationship between the Characteristics of the Implementing Nurse and Work Productivity

Age indicates productive age in both IRNA and IPI. This age is very profitable for organizations how to empower nursing human resources professionally to produce benefits for the organization. Gender shows no significant relationship to work productivity. There is no difference in the type of work a nurse does in a hospital for the work done between men and women and the skills possessed are the same. The level of education is an organizational reference for accepting someone to work. One of the determining factors for work productivity is education (Sulistiyani, 2018). The education level of the majority is D III Nursing so that the skills possessed are more or less the same both in the IRNA room and in the IPI room.

Tenure is the length of time a person works in an organization. Based on research results both at IRNA and at IPI the working period is 9-10 years. Conditions for a long working period if not supported by comfortable working situations and conditions only work to carry out obligations without innovating. Competence is something that is owned by someone who can influence his behavior at work (Siska & Hendri, 2018). The majority are at PK level 2 who are able to perform holistic nursing care for patients independently, but complex cases need guidance. Marital status is the most married status in both IRNA and IPI. Those who are married have greater responsibilities and view work as the future. The employment status of the majority is temporary workers. There is no relationship between employment status and work productivity. There is no effect of employment status on Quality of Work (Kaluku, et al 2019). The test results show that age, gender, education level, years of service are not related to work productivity. Age has no relation to work productivity (Prasetya et al., 2020). Years of service, education level and work productivity have no significant relationship (Riyani & Farikha, 2016).

Marital status is related to work productivity. For those who are married have greater responsibility towards the family so they see work as the future. However, this is different from

previous research, there is no relationship between marital status and work productivity (Riyani & Farikha, 2016).

The Relationship Between Rewards and Work Productivity

Reward is an appreciation given to someone for the achievements achieved, usually in the form of a bonus in return for the performance achieved. Reward also functions as a promotion and a form of appreciation for nurses for their achievements and performance. The results showed that there was no relationship between rewards and work productivity in both the IRNA and IPI rooms. However, the results of the reward test on job satisfaction have a positive effect. This means that even though the nurse's reward is high, job satisfaction has not been fulfilled will affect work productivity. If job satisfaction is fulfilled it will have a positive impact on work productivity. Previous research stated that rewards have an effect on nurse job satisfaction (Susanto et al., 2020, Waltz et al., 2020). There is an influence between rewards and nurse job satisfaction (Isnainy & Nugraha, 2019, Jimmy Fitria, 2017). There is an influence between rewards and job satisfaction (Isnainy & Nugraha, 2019). Based on the results of interviews with the implementing nurse, he said "the welfare of nurses, especially salaries, is still low, services and action services are not in accordance with the number of our patients, the remuneration system needs to be implemented so that there are not too many differences in services between rooms,".

The Relationship Between Competence and Work Productivity

Competence is something that is owned by someone who can influence his behavior at work (Siska & Hendri, 2018). The better the competence possessed by the nurse, the more confident the nurse will be in their ability to provide professional nursing care. Statistical test results show that there is a relationship between competence and work productivity. The results of interviews with implementing nurses said "the placement of nurses is not entirely based on competence," it is better if the training is adjusted to the competence of nurses and the room where they work,"

Competence has a positive effect on work productivity (Abubakar, 2018, Juliadi, et al, 2022). Competent nurses will feel confident in providing nursing care to patients. Competence is an important factor in maintaining work productivity (Prasetya et al., 2020).

The Relationship of Work Stress to Work Productivity

Work stress has an unfavorable impact on individual health and work productivity. Nurses experience higher stress compared to other staff in hospitals (Kuo et al., 2020). Work stress stimulates the body to react to the body's ability. In this situation the body will try to do the task better and faster. However, if left in a long condition will reduce work productivity. The results of interviews with executive nurses, even though we are under stress and lack of staff, we continue to work professionally," "if there is an increase in service, at least it can reduce the work stress we experience. Several previous studies have stated that work stress is related to the work productivity of nurses (Umboh et al., 2020, Andini et al, 2019, Radito & Germana, 2020).

The Relationship Between Job Satisfaction and Work Productivity

Nurses who are satisfied with their work will survive in their work environment and will try to provide the best for the organization, doing their work with a sincere feeling. Job satisfaction is not only from wages, competence and work stress but is caused by many factors. Nurses who have positive beliefs about their work abilities have an impact on job satisfaction (De Simone et al., 2018).

Statistical test results show that there is a relationship between job satisfaction and work productivity both in the IRNA and IPI rooms. The results of the interview with the implementing nurse said "We are sincere and intend to work because of worship", I feel satisfied and proud to work in the biggest hospital. "the situation and conditions of work and a comfortable work space, co-workers who support each other make us comfortable working".

Previous research said there is a relationship between job satisfaction and work productivity. Job satisfaction is a determinant of work productivity (Istiqomah et al., 2021, Radito & Germa 2020). Work productivity is not only influenced by job dissatisfaction. but influenced by various factors including knowledge, skills, abilities, attitudes, and behavior (Sulistiyani & Rosidah, 2018).

Conclusion

The conclusion; (1) there is no relationship between demographic characteristics (age, gender, education, years of service, work space, career path, and employment status) with the work productivity of executive nurses at Abdoel Wahab Sjahranie Hospital Samarinda. There is a relationship between marital status and work productivity; (2) Reward has a significant relationship to work productivity through the job satisfaction of the implementing nurses at Abdoel Wahab Sjahranie Hospital; (3) there is a relationship between competence and the work productivity of implementing nurses at Abdoel Wahab Sjahranie Hospital; (4) There is a relationship between work stress and the work productivity of implementing nurses at the Abdoel Wahab Sjahranie Hospital in Samarinda; (5) There is no relationship between job satisfaction and work productivity of implementing nurses at Abdoel Wahab Sjahranie Hospital Samarinda.

Suggestion

The suggestion; (1) Organizational support is needed, in this case the management in minimizing work stress and increasing dimensions that can affect nurse job satisfaction such as rewards and competence; (2) There needs to be a technical skills development program as well as continuing education to support the competencies needed by nurses in accordance with the area of care; (3) Strategies and efforts are needed to minimize the impact of work stress experienced by nurses through activities or training and management of work stress management.

References

- Rahman Kadir A., Najmi Kamariah, A. Saleh R. (2017). The effect of role stress, job satisfaction, self-efficacy and nurses' adaptability on service quality in public hospitals of Wajo. *The Eletronic Library*, 34(1), 1–5. <https://doi.org/10.1108/IJQSS-10-2016-0074>
- Abu Yahya, O., Ismaile, S., Allari, R. S., & Hammoudi, B. M. (2019). Correlates of nurses' motivation and their demographic characteristics. *Nursing Forum*, 54(1), 7–15. <https://doi.org/10.1111/nuf.12291>
- Abubakar, R. R. T. (2018). Pengaruh Kompetensi Pegawai Terhadap Produktivitas Kerja Pegawai Dinas Kesehatan Kota Bandung. *Jurnal Administrasi Negara*, 24(1), 17–32. <https://doi.org/10.33509/jan.v24i1.63>
- Ali, H., Safan, S., & Mabrouk, S. (2019). Work design and its Relation to Productivity among Staff Nurses. *Menoufia Nursing Journal*, 4(1), 69–76. <https://doi.org/10.21608/menj.2019.118709>

- Alrawahi, S., Sellgren, S. F., Altouby, S., Alwahaibi, N., & Brommels, M. (2020). The application of Herzberg's two-factor theory of motivation to job satisfaction in clinical laboratories in Omani hospitals. *Heliyon*, 6(9), e04829. <https://doi.org/10.1016/j.heliyon.2020.e04829>
- Alzailai, N., Barriball, L., & Xyrichis, A. (2021). Burnout and job satisfaction among critical care nurses in Saudi Arabia and their contributing factors: A scoping review. *Nursing Open*, 8(5), 2331–2344. <https://doi.org/10.1002/nop2.843>
- Andika, R. B. W. dan R. A. (2019). Pengaruh Motivasi Kerja dan Persaingan Kerja Terhadap Produktivitas Kerja Melalui Kepuasan Kerja sebagai Variabel Intervening Pada Pegawai Universitas Pembangunan Panca Budi Medan. *Jurnal Manajemen Tools*, 11(1), 1689–1699.
- Andini, A. B. (2019). Hubungan stres kerja dengan produktivitas kerja perawat di RSUD GMIM Bethesda Tomohon. *E-Journal Keperawatan*, 7(1), 1–7.
- Arif, Y., Sasmita, F. N., & Anggraini, S. D. (2020). An application of nurses' professional self-concept and work productivity in one hospital in Padang, Indonesia. *Journal of Physics: Conference Series*, 1469(1), 1–7. <https://doi.org/10.1088/1742-6596/1469/1/012049>
- Aulia Dita Muistika, W. (2020) Pengaruh Faktor Intern Diri Pekerja Produktivitas Kerja (Studi Kasus Pada Perawat Di Rumah Sakit Anna Medika Harapan Baru Kota. *Ug Jurnal*, 14, 29–37.
- Austin, J. M., Hopkins, J., Safety, P., & Hopkins, J. (2020). *The State of Health Care Quality Measurement in the Era of COVID-19 The Importance of Doing Better*. 21202. <https://doi.org/10.1093/intqhc/mzw071>
- Dalimunthe, M. B., Situmorang, A., & Hanum, R. (2020). Analisis Pengaruh Kedisiplinan Dan Pelatihan Terhadap Produktivitas Kerja Perawat Pada Rumah Sakit Umum Delia Kabupaten Langkat. *Jurnal Manajemen Dan Administrasi Rumah Sakit Indonesia (MARSI)*, 4(1), 13–24.
- De Simone, S., Planta, A., & Cicotto, G. (2018). The role of job satisfaction, work engagement, self-efficacy and agentic capacities on nurses' turnover intention and patient satisfaction. *Applied Nursing Research*, 39(November 2017), 130–140. <https://doi.org/10.1016/j.apnr.2017.11.004>
- Emulyani, Suprayogi, Y., & Ningsih, K. W. (2021). Faktor Yang Mempengaruhi Produktivitas Kerja Perawat. *Jurnal Endurance*, 6(2), 410–418. <http://ejournal.kopertis10.or.id/index.php/endurance>
- Frederikus Feribertus Nikat, Bagoes Widjanarko, A. S. (2020). Identifikasi Faktor-Faktor Yang Berpengaruh Terhadap Kepuasan Kerja Perawat Di Rumah Sakit : Literatur Review. *Jurnal Kesehatan Masyarakat Khatulistiwa*, 7(3), 135–149.
- Hairul Fauzia, Muntholib, Kasful Anwar (2021) Perilaku Kepemimpinan Partisipatif Pengembangan Kepuasan Kerja Dosen di Perguruan Tinggi Keagamaan Islam, cetakan 1
- Harmawati, Angelia, I., & Maulana, J. R. (2021). Hubungan Karakteristik Organisasi Dengan Kepuasan Kerja Perawat Pelaksana di IGD dan ICU RS Tk III Dr. Reksodiwiryo Padang. *Jurnal Amanah Kesehatan*, 3(1), 43–52.

- Hendrawati, A. (2017). Hubungan Karakteristik Individu Dan Karakteristik Pekerjaan Dengan Kepuasan Kerja Perawat Di Ruang Rawat Inap Rumah Sakit Umum Daerah Nganjuk. *Revitalisasi Jurnal Ilmu Manajemen*, 6(2002), 47–58.
- Huang, Y., & Zhao, N. (2020). Generalized anxiety disorder, depressive symptoms and sleep quality during COVID-19 outbreak in China: a web-based cross-sectional survey. *Psychiatry Research*, 288(April), 112954. <https://doi.org/10.1016/j.psychres.2020.112954>
- Isnainy, U. C. A. S., & Nugraha, A. (2019). Pengaruh Reward Dan Kepuasan Kerja Terhadap Motivasi Dan Kinerja Perawat. *Holistik Jurnal Kesehatan*, 12(4), 235–243. <https://doi.org/10.33024/hjk.v12i4.647>
- Istiqomah, A. F., Ekawati, & Wahyuni, I. (2021). Analisis Faktor Kepuasan Dan Produktivitas Kerja Pada Pekerja Rehabilitasi Sosial Penyandang Disabilitas Intelektual. *Kesehatan Masyarakat*, 9(1). <http://ejournal3.undip.ac.id/index.php/jkm>
- Iswadi, U. (2020). Pengaruh Kompetensi Terhadap Produktivitas Karyawan Pada Pt. Iss Cabang Cilegon. *Jurnal Ekonomi Efektif*, 2(4), 602. <https://doi.org/10.32493/jee.v2i4.10693>
- Jimmy Fitria, H. S. R. S. (2017). Pengaruh Reward, Insentif, Pembagian tugas dan Pengembangan karier pada kepuasan kerja perawat di Rumah Sakit Ortopedi Prof. Dr. R. Soecharso Surakarta. *Jurnal Manajemen Dan Bisnis*, 2 nomor 1, 28–44.
- Juliadi, Ady Imanta Karo Sekali, Hasudungan Naik P. Samosir, Marhara Tua Marpaung, J. (2022). Pengaruh komunikasi organisasi, komitmen kerja, kompetensi dan tingkat pendidikan terhadap produktivitas kerja pegawai di rumah sakit bhayangkara tingkat ii medan 1. *Tijarah*, 1(23), 11–21.
- Kementrian Kesehatan Republik Inonesia. (2021). Profil Kesehatan Indonesia 2020. In *Kementrian Kesehatan Republik Indonesia*. <https://pusdatin.kemkes.go.id/resources/download/pusdatin/profil-kesehatan-indonesia/Profil-Kesehatan-Indonesia-Tahun-2020.pdf>
- Kundre, G. J. M. B. H. R. K. R. (2019). Hubungan Mekanisme Koping Dengan Stres Kerja Perawat Di Ruang Unit Gawat Darurat Di Rsu Gmim Bethesda Termohon. *E-Journal Keperawatan (e-Kp)*, 7(1), 4–6.
- Kuo, F. L., Yang, P. H., Hsu, H. T., Su, C. Y., Chen, C. H., Yeh, I. J., Wu, Y. H., & Chen, L. C. (2020). Survey on perceived work stress and its influencing factors among hospital staff during the Covid-19 pandemic in Taiwan. *Kaohsiung Journal of Medical Sciences*, 36(11), 944–952. <https://doi.org/10.1002/kjm2.12294>
- Liton, R., & Dawlat, K. A. K. M. (2020). Nurses' Job Satisfaction at the Southeast District, Chattogram in Bangladesh: A Cross-sectional Study. *International Journal of Caring Sciences*, 13(2), 938–949. <http://search.ebscohost.com/login.aspx?direct=true&db=rzh&AN=146255957&site=ehost-live>
- Lu, H., Zhao, Y., & While, A. (2019). Job satisfaction among hospital nurses: A literature review. *International Journal of Nursing Studies*, 94, 21–31. <https://doi.org/10.1016/j.ijnurstu.2019.01.011>
- Nopita Wati, N. M., Juanamasta, I. G., & Suartini, N. L. (2020). Gambaran Kepuasan Kerja Perawat di Ruang Rawat Inap Rsud Wangaya Denpasar. *Gaster*, 18(2), 163.

<https://doi.org/10.30787/gaster.v18i2.418>

- Noviyani, T. D., & Guspul, A. (2019). Pengaruh Motivasi, Lingkungan, Reward Dan Punishment Terhadap Produktivitas Kerja Karyawan (Studi Pada Pt Tambi Up Bedakah Di Wonosobo). *Journal of Economic, Business and Engineering (JEBE)*, 1(1), 1–9.
- Nurfrida Pratomo Putri, Ayun Sariatmi, E. Y. F. (2018). Faktor-Faktor Yang Berhubungan Dengan Kepuasan Kerja Perawat Rawat Inap Rumah Sakit Umum Daerah Tugurejo Semarang. *Jurnal Kesehatan Masyarakat (e-Journal)*, 6(4), 62–71.
- Nursalam. (2014). *Manajemen Keperawatan Aplikasi dan Praktek keperawatan* (4th ed.). Salemba Medika.
- Nuryanto, Enggok, M. S., & Abdurrahman, A. (2017). Pengaruh Kompetensi Terhadap Produktivitas Kerja Pegawai Kantor Unit Penyelenggara Pelabuhan Kelas III Satui. *Ilmu Administrasi Dan Manajemen*, 1(1), 83–96.
- Potra, C. I. N. P. da S. M. F. dos S. (2019). Job satisfaction of nurses in a local health unit : determinants of satisfaction Research questions. *Revista de Enfermagem Referência*, 117–128. <https://doi.org/doi.org/10.12707/RIV18077>
- Prasetya, T. A. E., Mukhadiroh, L., Farapti, Chesoh, S., & Lim, A. (2020). Factors Contributing to Nurse Productivity in Public Hospitals in Surabaya, Indonesia. *Hospital Topics*, 98(4), 145–154. <https://doi.org/10.1080/00185868.2020.1798317>
- Radito, T. A., & Germana, Y. (2020). Efek Mediasi Kepuasan Kerja dan Pengaruh Stres Kerja Terhadap Produktifitas Kerja Karyawan di RSUD Nyi Ageng Serang Kulon Progo Yogyakarta. *INVEST : Jurnal Inovasi Bisnis Dan Akuntansi*, 1(2), 79–90.
- Rahmaniah, L., Rizany, I., & Setiawan, H. (2020). Hubungan Penjadwalan Dinas Perawat dengan Kepuasan Kerja Perawat di Instalasi Rawat Inap. *Jurnal Kepemimpinan Dan Manajemen Keperawatan*, 3(1), 29. <https://doi.org/10.32584/jkkm.v3i1.554>
- Revi Yulia. (2020). Faktor yang berhubungan dengan kepuasan kerja perawat pelaksana. *Jurnal Human Care*, 5(October), 1050–1059.
- Rita Setianingrum, Rr.Tutik Sri Hariyati, Hening Pujasari, E. N., & Fitri, D. (2021). Kepuasan kerja perawat pelaksana di masa pandemi covid-19 dan variabel yang berhubungan. *Journal of Telenursing (JOTING)*, 3, 565–577. <https://doi.org/doi.org/10.31539/joting.v3i2.2697>
- Riyani, R., & Farikha, P. (2016). Hubungan status gizi, karakteristik individu dengan Produktivitas pekerja sorting dan packing. *The Indonesian Journal of Occupational Safety and Health*, 5(1), 71–80.
- Riyanti, R., & Yulianto, A. (2020). Disiplin kerja, etos kerja dan kesempatan berprestasi dengan produktivitas kerja perawat rumah sakit. *Holistik Jurnal Kesehatan*, 14(3), 460–469. <https://doi.org/10.33024/hjk.v14i3.1618>
- Safitri, L. N., & Astutik, M. (2019). Pengaruh Beban Kerja Terhadap Kepuasan Kerja Perawat Dengan Mediasi Stress Kerja. *JMD: Jurnal Riset Manajemen & Bisnis Dewantara*, 2(1), 13–26. <https://doi.org/10.26533/jmd.v2i1.344>
- Said, R. M., & El-Shafei, D. A. (2021). Occupational stress, job satisfaction, and intent to leave: nurses working on front lines during COVID-19 pandemic in Zagazig City, Egypt. *Environmental Science and Pollution Research*, 28(7), 8791–8801.

<https://doi.org/10.1007/s11356-020-11235-8>

- Savitsky, B., Radomislensky, I., & Hendel, T. (2021). Nurses' occupational satisfaction during Covid-19 pandemic. *Applied Nursing Research*, 59(January), 151416. <https://doi.org/10.1016/j.apnr.2021.151416>
- Setyowati, M., Dwiantoro, L., Warsito, B. E., Keperawatan, D. I., Semarang, U. D., & Semarang, K. (2020). Pengaruh Kompetensi Sosial Perawat Terhadap Kepuasan Kerja the Effect of Nursing Social Comptence on Nursing Satisfaction. *Jurnal Keperawatan Jiwa*, 8(1), 61–68.
- Shafira, A. L. (2017). Perbedaan Kepuasan Kerja Pada Karyawan Berdasarkan Usia Dan Masa Kerja. *Jurnal Empati*, 6(1), 396–400.
- Shaheen, A. M., Al- Hniti, M., Bani Salameh, A., Alkaid-Albqoor, M., & Ahmad, M. (2021). Predictors of job satisfaction of registered nurses providing care for older adults. *Journal of Nursing Management*, 29(2), 250–257. <https://doi.org/10.1111/jonm.13147>
- Siska, D., & Hendri, S. (2018). Analisis Faktor-faktor yang Mempengaruhi Kepuasan Kerja Perawat pada RSUD Wamena di Papua , Indonesia. *SIPATAHOENAN: South-East Asian Journal for Youth, Sports & Health Education*, 4(April), 27–42.
- Sule Kurt, B. C. D. (2018). Job satisfaction levels og nurses working at public hospitals. *Journal Of Organizational Behavior Research*, 3, 242–253.
- Sule Kurt, B. C. D. (2018). Job satisfaction levels og nurses working at public hospitals. *Journal Of Organizational Behavior Research*, 3, 242–253.
- Susanto, M. A. E., Suryawati, C., & Arso, S. P. (2020). Analisis Faktor-Faktor yang Mempengaruhi Kepuasan Kerja Karyawan RS M di Kabupaten Pekalongan. *Jurnal Manajemen Kesehatan*, 8(1), 37–42. <https://ejournal.undip.ac.id/index.php/jmki/article/view/25184>
- Sutrisno, D. S. (2019). The Effect of Work Motivation and Discipline on Employee Productivity at PT . Anugerah Agung in Jakarta. *Jurnal Administrare: Jurnal Pemikiran Ilmiah Dan Pendidikan Administrasi Perkantora*, 6(2), 187–196.
- Ulfah, N. M., Ngongo, R. R., & Daya, S. B. (2018). Karakteristik Individu Terhadap Kepuasan Kerja. *Conference on Innovation and Application of Science and Technology (CIASTECH)*, 1(September), 128–137.
- Umboh, D. I., Kawatu, P. A. T., & Ratag, B. T. (2020). Hubungan Antara Stres Kerja Dan Motivasi Kerja Dengan Produktivitas Kerja Pada Perawat Di Rsu Gmim Pancaran Kasih Manado. *Kesmas*, 9(2), 15–20.
- Wahyudi, C. T., & Gunarto, C. S. (2019). Produktivitas Kerja Perawat Ruang Rawat Inap. *Jurnal Ilmiah Ilmu Keperawatan Indonesia*, 9(01), 550–562. <https://doi.org/10.33221/jiiki.v9i01.210>
- Wahyuni, N. P. S., & Darmawan, E. S. (2019). *Patient Centered Care Model to Improve the Quality and Safety of Patient Care in Hospital: A Systematic Review*. 291–291. <https://doi.org/10.26911/the6thicph.04.53>
- Waltz, L. A., Muñoz, L., Weber Johnson, H., & Rodriguez, T. (2020). Exploring job satisfaction and workplace engagement in millennial nurses. *Journal of Nursing Management*, February, 673–681. <https://doi.org/10.1111/jonm.12981>

- White, E. M., Aiken, L. H., & McHugh, M. D. (2019). Registered Nurse Burnout, Job Dissatisfaction, and Missed Care in Nursing Homes. *Journal of the American Geriatrics Society*, 67(10), 2065–2071. <https://doi.org/10.1111/jgs.16051>
- Wu, X., Li, J., Liu, G., Liu, Y., Cao, J., & Jia, Z. (2018). The effects of emotional labor and competency on job satisfaction in nurses of China: A nationwide cross-sectional survey. *International Journal of Nursing Sciences*, 1–15. <https://doi.org/10.1016/j.ijnss.2018.08.001>
- Zhu, B., Chen, C. R., Shi, Z. Y., Liang, H. X., & Liu, B. (2016). Mediating effect of self-efficacy in relationship between emotional intelligence and clinical communication competency of nurses. *International Journal of Nursing Sciences*, 3(2), 162–168. <https://doi.org/10.1016/j.ijnss.2016.04.003>.