DETERMINATION OF THE EFFECT OF JOB SATISFACTION AND WORK MOTIVATION ON THE PERFORMANCE OF NURSES IN THE COVID-19 ENDEMIC

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ABSTRACT

Nurses are the frontline against COVID-19, they take care of patients and are close to patients at all times. This research was conducted with the aim of knowing the direct impact of Job Satisfaction with Work Motivation, and Nurse Performance and its indirect effects in the post-pandemic period, namely the COVID-19 Endemic. The population used in this study were Nurses in one of the private hospitals in Sidoarjo, East Java, Indonesia, totaling 281 nurses. The sample in this study amounted to 109 respondents. The analysis technique used is using PLS SEM. From data processing, the results show that the Job Satisfaction variable has a significant role in fostering Work Motivation, and Nurse Performance in hospitals. Work Motivation is proven to affect performance. In addition, it turns out that Job Satisfaction indirectly affects Nurse Performance through Work Motivation of nurses. The results provide an understanding that the approach can be taken to maintain Nurse Performance, especially in difficult times such as endemic.

Keywords : Covid 19; Nurse Performance; Endemic Period

ABSTRAK

Perawat adalah garda terdepan melawan COVID-19, mereka merawat pasien dan berada dekat dengan pasien setiap saat. Penelitian ini dilakukan dengan tujuan untuk mengetahui pengaruh langsung Kepuasan Kerja dengan Motivasi Kerja, dan Kinerja Perawat serta pengaruh tidak langsungnya pada masa pasca pandemi yaitu Endemik COVID-19. Populasi yang digunakan dalam penelitian ini adalah Perawat di salah satu rumah sakit swasta di Sidoarjo, Jawa Timur, Indonesia yang berjumlah 281 perawat. Sampel dalam penelitian ini berjumlah 109 responden. Teknik analisis yang digunakan adalah menggunakan PLS SEM. Dari pengolahan data diperoleh hasil bahwa variabel Kepuasan Kerja mempunyai peranan yang signifikan dalam menumbuhkan Motivasi Kerja, dan Kinerja Perawat di Rumah Sakit. Motivasi Kerja terbukti mempengaruhi kinerja. Selain itu ternyata Kepuasan Kerja berpengaruh secara tidak langsung terhadap Kinerja Perawat melalui Motivasi Kerja perawat. Hasil penelitian memberikan pemahaman bahwa pendekatan dapat dilakukan untuk menjaga Kinerja Perawat terutama di masa sulit seperti endemis.

Kata Kunci : Covid 19; Kinerja Perawat; Periode Endemik

INTRODUCTION

The weekly decrease in Covid-19 confirmed cases, coupled with a weekly positive rate of 6.38% in the past week, and deaths that have also decreased to 123 per week, or an average of less than 20 per day, indicate that Indonesia has entered the

endemic phase of Covid 19 (Rokom., 2022). This decrease in cases is good news because community activities have returned to normal and cases have not increased despite increased community mobility and business activities (Bestari., 2022). From the data obtained in real time Indonesia entered the Covid 19 Endemic period (Novrizaldi., 2022).

Previously, COVID-19 was first discovered starting in December 2019, (Diana et al., 2021). COVID-19 has had an impact on many other fields around the world, especially on the lack of understanding to increase the severity of the impact of the pandemic, how they respond to the crisis, and what kind of long-term implications the pandemic might have on the organization will also affect the size of the impact of the pandemic (Mont et al., 2021).

The crisis due to Covid 19 is a heavy burden for employees so that the role of Work Motivation of employee commitment to Nurse Performance is very important to monitor so that Job Satisfaction has a significant role in fostering Work Motivation, commitment, and Nurse Performance which will affect the success of fighting Covid 19 (Diana et al., 2021). So it can be concluded that Nurse Performance is very important to maintain its stability amid the pressure of the virus threat.

During COVID-19 attacks, high Job Satisfaction can improve Nurse Performance (Diana, Eliyana, Mukhtadi, et al., 2020). Nurses are motivated to work because they are appreciated for their achievements and their needs are met regularly, which then improves their quality of life and performance because Work Motivation is a significant psychological factor for nurses in improving their performance amid the COVID-19 crisis (Diana et al., 2021). Therefore, it is important to discuss in this study with the Endemic which is a big challenge for these nurses to be discussed, especially on the Job Satisfaction factor which will have an impact on Work Motivation and their performance amid the COVID-19 crisis.

In this study the object is a hospital in Sidoarjo district. It is hoped that this research will clearly answer the effect of Job Satisfaction on Nurse Performance during the Covid 19 Endemic in the hospital. Also, it is hoped that the results of this study can be an insight and learning for HRD in other hospitals.

LITERATURE REVIEW

Job Satisfaction and Work Motivation

Job Satisfaction is a person's positive emotional state, this emotional state results from an assessment of a job and also the work experience that employees have (Job Satisfaction Loke, n.d. 1969). Job Satisfaction is identified as an employee's feeling of pleasure or displeasure at work or an evaluative response related to the emotional state of nurses towards their work (Diana, Eliyana, Emur, et al., 2020).

An important factor causing an increase in Job Satisfaction of health workers is a factor that has a relationship with the circumstances or working conditions of employees and also to the work environment which includes communication that must be reciprocal, teamwork, and cooperation as well as a good relationship and mutual respect in the health unit to increase Job Satisfaction and work productivity of medical and nursing staff can be by giving some level of reward to each health nurse so that they can be more productive if there is an appropriate reward that will increase their Job Satisfactionb (Kitsios & Kamariotou, 2021).

Meanwhile, Work Motivation is the desire to achieve something and the capacity to act to fulfill personal needs (Diana et al., 2021). In addition, Work Motivation is defined as the ability to cause someone to act and guide one's behavior to counteract the achievement of certain goals and resources to help someone achieve these goals (Steers & Porter, 1995 in Diana et al., (2021)). Work Motivation is defined as "value-based, psycho-biological stimulus-driven inner drives activate and guide human behavior in response to self others, and the environment", so that higher Work Motivation can increase intrinsic satisfaction and prospects for the deliberate fulfillment of basic human drives, perceived needs, and desired goals (Moody & Pesut, 2006).

Work motivation is one of nurses' work related outcomes, which can be improved by the level of structural empowerment (Cai et al., 2011). A healthcare system cannot achieve desired outcomes without a motivated healthcare workforce, and Work Motivation is a vital concept that is usually associated with employees as it plays an important role in retaining healthcare workers, increasing healthcare provider productivity, and therefore improving patient outcomes (Abdelhamied et al., 2017). Job Satisfaction has a significant role to foster work motivation of nurses in hospitals (Diana et al., 2021).

Work Motivation and Nurse Performance

Work Motivation is the desire to achieve something and the capacity for action to fulfill personal needs. (Diana et al., 2021). In addition, Work Motivation is defined as the ability that causes a person to act and guide a person's behavior to counteract the achievement of certain goals and resources to help a person achieve these goals (Steers & Porter, (1995) (Diana et al., 2021)). Work Motivation can be summarized as an impulse that moves a person to act. Apart from that, it can also be understood that according to Zulkarnaen, W., et al., (2018:49) motivation is a force that encourages someone to carry out an action or not, essentially existing internally and externally which can be positive or negative to direct it, it really depends on leadership toughness.

Performance is a person's ability to contribute well to performance tasks and contextual performance (Diana, Eliyana, Mukhtadi, et al., 2020). Nurse Performance is a product of the relationship between ability, Work Motivation, and opportunity (Robbins (2013) in (Diana et al., 2021)). Performance is the work achievement of the implementation and objectives of an organization that has been carried out by a supervisor and employees who work in an organization so that organizational goals are achieved (Nugroho & Paradifa, 2020). Performance is the result or achievement of a job done by someone.

Work Motivation is a significant psychological component for nurses to improve Nursee Performance because they are rewarded for their achievements and their needs are met regularly, which then improves their quality of life and performance even in the midst of covid 19 (Yulianti, 2021). With hope, employees will be motivated to use their abilities to achieve the performance expected by the company (Diana et al., 2021). Thus forming the following hypothesis.

Job Satisfaction and Nurse Performance

Job Satisfaction is identified as a feeling of pleasure or displeasure of employees at work so that Job Satisfaction can also improve employee performance and in the end an employee feels there is satisfaction with his job so that he can do his job better (Eliyana & Sridadi, 2020). Job Satisfaction is a general behavior in a person's workplace, as he should get either a quantity of workload or a good reward (Eliyana & Sridadi, 2020).

Performance is a very important factor to ensure care, patient safety and patient satisfaction (Terzioglu et al., 2016). Performance is directly linked to productive, efficient, and uninterrupted service provision (Top et al., 2010 in (Ardıç et al., 2022)). Due to the importance of nursing impact on several outcomes, such as patient hospitalization, patient satisfaction, patient safety and teamwork, interest in Nurse Performance has increased (Terzioglu et al., 2016).

In the Social-Cognitive theory, the results of attitudes towards Job Satisfaction affect employee performance, in other words, satisfaction affects performance. (Diana, Eliyana, Mukhtadi, et al., 2020) Job Satisfaction has a significant role to foster Nursee Performance in hospitals (Diana et al., 2021).

Job Satisfaction, Work Motivation, Nurse Performance

Job Satisfaction is an assessment of an employee's job or as an assessment of a person's work experience that can improve or satisfy the needs and desires of employees (Job Satisfaction Loke, n.d. 1969). So that Job Satisfaction can increase or bring up an employee's Work Motivation. Work Motivation is the desire to achieve something and the desire to fulfill personal needs (Diana et al., 2021) so that the desire to fulfill these needs can increase one's ability to make a good contribution to performance tasks and contextual performance or called performance (Diana, Eliyana, Mukhtadi, et al., 2020).

RESEARCH METHODS

Type of Research

The type of research used quantitative research. Quantitative research is a methods used to answer research problems related to data in the form of numbers and statistical programs. This study uses exogenous variables, namely Job Satisfaction (X), the intervening variable is Work Motivation (Z) and the endogenous variable Nurse Performance (Y). This study measures the Job Satisfaction Variable (X) using items from (Munir & Rahman, 2016). Work Motivation Variable (Z), the items are based on (Kuvaas et al., 2017). While the Nurse Performance Variable (Y) is measured by items taken from (Eliyana & Sridadi, 2020). The questionnaire is arranged in the form of closed statements with 5 (five) alternative answers using a Likert scale.

Location and Time of Research

The research take a place in Sidoarjo, Jawa Timur. The research had been done since March- July 2023.

Population and sample

In this study, researchers used the population, namely all nurses in one of the hospitals in Sidoarjo. In total, there is a population of 281 nurses consisting of permanent and honorary nurses. The sample used the Slovin formula with a total sample of 109 people.

RESULTS AND DISCUSSION

Results

The SEM PLS method is used to measure the influence between variables in. Based on the table below, to answer the hypothesis of this study can be explained in Table 1:

a) Hypothesis 1, namely Job Satisfaction (X) has a big effect on Work Motivation (Z) is accepted, with the test results showing that the path coefficient value or path coefficients in the test conducted, obtained equal to 0.737, and a .Sig value of 0.000 where this value is smaller than (0.05), and the value in the t test obtained a value of 19.215 (>1.96), indicating that Job Satisfaction (X) has a significant positive effect on Work Motivation (Z), so in this case hypothesis 1 can be accepted.

b) The test results show that the path coefficients value obtained from the test results is 0.737, and the .Sig value obtained is 0.000 (>0.05), and the value in the t test is 18.120 (>1.96) Nurse Performance (Y), indicating that Hypothesis 2 is accepted: Work Motivation (Z) has a major effect on Nurse Performance (Y). So from the results obtained that Work Motivation (Z) has a large positive influence on Nurse Performance (Y), in this case it means that hypothesis 2 is accepted.

c) Job Satisfaction (X) has a significant effect on Work Motivation (Z), with the test results on the path coefficient value or path coefficients obtained a value of 0.257, the .Sig value obtained in this test is 0.000 (<0.05) and after the t test is obtained a value of 5.270 (>1.96), so that from these data it can be stated that Job Satisfaction (X) has a positive and significant effect on Work Motivation (Z), in this case it means that hypothesis 3 can be accepted.

d) Hypothesis 4, namely Job Satisfaction (X) has a significant influence on Nurse Performance (Y), through Work Motivation (Z), with the test results on the path coefficient value or path coefficients obtained a value of 0.543, a Sig value of 0.000 (<0.05) and after the t test a value of 12.273 (> 1.96) so that from these data it can be

stated that Job Satisfaction (X) has a positive and significant effect on Nurse Performance (Y), through Work Motivation (Z), in this case it means that hypothesis 4 can be accepted.

Discuss

Job Satisfaction directly affects Work Motivation by 0.737 or 74%. This figure can be understood that high Job Satisfaction will be able to increase nurses' Work Motivation. The satisfaction of recovering patients has given nurses Job Satisfaction which in turn increases their Work Motivation to work.

Motivation directly affects Performance by 0.737 or 74%. This figure can be understood that with high Motivation will improve the performance of nurses. Nurses who have Work Motivation at work can significantly increase their performance.

Job Satisfaction affects Performance by 0.257 or 25%. This figure can be understood that high nurse job satisfaction contributes to increasing Nurse Performance by 25%.

Job Satisfaction affects Performance through Motivation by 0.543 or 54%. This figure can be understood that Job Satisfaction affects Nurse Performance through Work Motivation significantly by 54%.

CONCLUSIONS

Conclusion

The study conducted had the objective of determining the relationship of Job Satisfaction and Work Motivation of nurses to their performance. The results showed empirical evidence that Job Satisfaction has a direct impact on Work Motivation and Nurse Performance, with Work Motivation having a direct impact on Nurse Performance. In addition, Job Satisfaction also has an indirect impact on Nurse Performance through the influence of nurses' Work Motivation.

Employee performance is one of the factors to support the organization to achieve its goals. There have been many research studies on performance. However, this study may be interesting because nurses are the subject. Nurses are at the forefront of dealing with this epidemic.

The findings highlight important areas to adopt plans in an effort to improve nurses' work performance and serve as an initial stage towards greater knowledge that can be used to influence Nurse Performance.

Suggestions

Based on the results of the research conducted, hospitals must increase job satisfaction and work motivation in nurse performance. Good performance of nurse will provide benefits to the hospital's performance. This variable needs to be considered because hospitals are one of the public service units that serve many people.

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TABLE

Table 1. Significance Value

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
JS -> M	0.737	0.748	0.038	19.215	0.000
M -> P	0.737	0.742	0.041	18.120	0.000
JS -> P	0.257	0.251	0.049	5.270	0.000
JS -> M -> P	0.543	0.556	0.044	12.273	0.000