

# The Relationship Of The Work Environment And The Job Satisfaction Of Nurses At The Hospital Of The Islamic University Of Indonesia Bantul Yogyakarta

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## A B S T R A C T

The objective of this study is to ascertain whether a correlation exists between the work environment and job satisfaction among nurses at UII Bantul Hospital, Yogyakarta. This research employed a cross-sectional design with the entire sample population. The study encompassed 160 nurses working across the outpatient and inpatient departments of UII Bantul Hospital, Yogyakarta. Data collection was conducted through a survey accessible via a Google Forms link. Data analysis utilized the Spearman rank correlation test. The findings indicate a positive work environment. Out of the respondents, 76 indicated satisfaction with their jobs, while 10 (6.3%) expressed dissatisfaction. The research revealed a Spearman's Rho correlation coefficient of 0.373 with a p-value of 0.000, which is less than 0.05. This suggests a statistically significant positive relationship, albeit at a moderate level. In summary, there exists a significant and unidirectional correlation between the work environment and job satisfaction among nursing staff in the outpatient and inpatient departments at UII Bantul Hospital, Yogyakarta.

## INTRODUCTION

According to Sedamaryanti in Fahmi (2023), the work environment, both physical and non-physical, greatly influences employee performance. Indeed, these two components are closely related to their direct experience in the workplace. Employees are at risk of experiencing problems such as health problems, high levels of stress, difficulty concentrating and decreased productivity if the work environment is not ideal.

Nursing services play a crucial role in the effectiveness of hospital medical care, as in many countries nurses provide up to 80% of medical services. In Indonesia, nurses constitute up to 40% of healthcare providers. They deliver continuous, round-the-clock care to clients, patients, and their families, making a significant contribution to hospital services. Consequently, the quality and reputation of a hospital heavily rely on the services provided by its nursing team (Marliani et al., 2023)

The hospital work area has a significant influence on the performance and job satisfaction of medical and non-medical staff. The hospital work area is divided into 2 parts, namely the physical area and the non-physical area. The physical area includes facilities and infrastructure in the hospital such as rooms, medical equipment and other supporting facilities. On the other hand, non-physical areas include factors such as policies, organizational culture, and bonds between employees. Several studies show that a supportive work environment can improve the performance and job satisfaction of medical and non-medical hospital employees. Therefore, it is important for hospitals to create a good and conducive work environment for their employees to improve performance and job satisfaction (Krismawati & Manuaba., 2022).

According to Kamijan (2021), the work environment refers to all factors around an employee that can influence him in carrying out his assigned tasks. The work environment has the potential to develop close working relationships between those involved. Organizational climate is important for the people who work there because it influences the level of individual job satisfaction.

The development of each employee can only be achieved if they feel satisfied with their work. If human error occurs among employees, the company's performance will decline and be impacted. This frequently results from the effects of low employee job satisfaction. Obstacles that often cause reduced employee job satisfaction are repetitive habits that cause employees to lose enthusiasm and interest in work, resulting in boredom. The lower an employee's job satisfaction, the more likely they are to feel like their work is never ending. The feeling of having too much work is a form of coercion in the workplace, causing employee performance to be less than optimal (Hamzah, 2019).

Human resource management is the science and art of managing employee relationships and positions, helping them contribute actively and efficiently to the achievement of business, employee and community goals (Hasibuan, 2017).

In general, companies should understand employee behavior in order to understand what their employees need, of course this will affect employee job satisfaction (Ferdianto, 2017).

The workplace environment is among the numerous factors that impact employee job satisfaction. If the work environment is unhealthy, unpleasant, or undesirable, employees will feel uncomfortable and even lazy at work. Conversely, an employee's performance reaches its optimal level when they operate within a supportive and conducive work environment that promotes well-being. Importantly, when employees derive satisfaction from their

work, it correlates positively with enhanced company performance. (Ferdianto, 2017)

Human energy resources are very important because even though all the modern equipment needed already exists, without reliable and competitive workforce/employees, an industry cannot carry out its activities optimally. Considering how important the role of workers/employees is as a source of human energy in the creation process, it is hoped that employees will be motivated by a sense of comfort and a good work area so that they can work more productively and professionally (Haedar, 2015).

There are a number of journals that compare this research with previous studies, but there are differences in terms of methods, variables, instruments and results.

Firstly, the results of this research are in accordance with research conducted by (Marliani et al., 2023b) which has similarities, namely with a cross sectional approach, the data was analyzed using the Spearman rank test. The difference is that the sample was taken using random sampling and the data was analyzed using the chi-square test with the results that there was a significant relationship between the work environment and the job satisfaction of nurses in the inpatient room at Dr. Fauziah Bireuen Regional public hospital.

Second research results are also in line through research by (Hassira & Kasmiruddin, n.d 2023.) that the work environment and work stress simultaneously have a significant impact on job satisfaction. However, the influence of the two is in different directions: the work environment has a positive impact, while work stress has a negative impact. A more conducive work environment will increase job satisfaction, while a less conducive environment will reduce job satisfaction.

Third studies are in line with (Dalena et al., 2020), work environment variables influence job satisfaction. By enhancing and refining working conditions, employee job satisfaction at Wisma Sehati BSD South Tangerang branch can be built, improved and maintained.

## METODE

This research uses a quantitative research design known as Descriptive Correlative research. According to Notoatmodjo (2010), *Descriptive Correlative* research aims to explain the relationship between two variables: the independent variable and the dependent variable. This research adopts a *cross-sectional* design, where observations or measurements of variables are carried out simultaneously at a certain time (Adiputra et al., 2021).

## RESULTS

This study was carried out starting from April 2024 to May 2024 at the Indonesian Islamic University Hospital. The research was conducted on 160 nurse employee respondents. Data was collected using a questionnaire instrument that had undergone validation and reliability testing.

### Description of the work environment at UII Hospital in April 2024

Table 1. Description of work environment

Lingkungan Kerja	f	%
Baik	76	47.5%
Cukup	83	51.9%
Kurang	1	0.6%

Sumber: Data Primer, 2024

Table 1 shows the frequency of the work environment at UII Hospital, 76 respondents answered good (47.5%), 83 respondents answered enough (51.9%), and 1 respondent answered poor (0.6%).

### Description of Nurse Job Satisfaction at UII Hospital in April 2024

Table 2. Description of Job Satisfaction 2024

Kepuasan Kerja	f	%
Sangat Puas	13	8.1%
Puas	137	85.6%
Tidak Puas	10	6.3%
Total	160	100 %

Sumber: Data Primer, 2024

Table 2 shows the level of job satisfaction of nurses at UII Hospital, 13 respondents answered very satisfied (8.1%), 137 respondents answered satisfied (85.6%), and 10 respondents answered dissatisfied (6.3%).

### Correlation results of Spearman's rho work environment on job satisfaction of nurses at UII Hospital

Table 3. Spearman's rho correlation results

		LINGKUNGAN KERJA	KEPUASAN KERJA
Spearman's rho	LINGKUNGAN KERJA	Correlation Coefficient	1.000
		Sig. (2-tailed)	.000
		N	160
KEPUASAN KERJA	LINGKUNGAN KERJA	Correlation Coefficient	.373**
		Sig. (2-tailed)	.000
		N	160

Based on table 3, it is known that the Spearman's rho correlation value is 0.373 with a significance of 0.000. This value shows that there is a significant relationship between the work environment and job satisfaction, the significance value is smaller than 0.05. Therefore, the alternative hypothesis (H<sub>A</sub>) is accepted, which indicates that there is a significant relationship between the work environment and job satisfaction of nurses at the Islamic University of Indonesia hospital. Or in other words, there is a strong, significant and unidirectional variable relationship

## DISCUSSION

The discussion of the research which aims to determine the relationship between the work environment and the job satisfaction of nurses at UII Hospital is as follows:

### 1. Nurse work environment

The results of this study show that the majority of respondents rated the work environment as adequate, namely 83 respondents (51.9%), and the work environment as good as 76 respondents (47.5%), with the availability of adequate facilities and complete work tools, many nurses were comfortable enough to do their work and providing services to patients, the rooms and equipment provided are complete enough to make it easier for nurses to do their work, the length of work also influences the level of satisfaction, where nurses who are senior or who have worked longer have a higher level of satisfaction than nurses who have just joined the job. There was 1 respondent (0.6%) who thought it was poor, this was due to a lack of attention and motivation from superiors and difficulty in establishing communication with superiors in the work environment. The work environment itself concerns the workplace, equipment layout, work space, light, ventilation or

air circulation, means of maintaining work safety and health and promotion. The hospital has given every nurse the opportunity to participate in promotions, the company provides job safety and security to employees. Then regarding working conditions such as space, temperature, color, air ventilation which provide comfort for most nurses. Likewise, company leaders supervise or monitor every work activity carried out by nurses. Nurses will experience a sense of ease in their current working environment if it aligns with their preferences and does not cause disruptions during their duties. This comfort contributes to their motivation, thereby enhancing their ability to perform their tasks effectively. However, achieving job satisfaction requires more than just the nurses' own determination and diligence; various external factors also play a crucial role in influencing this outcome. One thing that can influence job satisfaction is the work environment (Marliani et al., 2023). Job satisfaction is a description of an employee's attitude whether they are happy or unhappy with their work. By fulfilling nurses' job satisfaction, nurses' welfare will be better and nurse services will improve and nurses' work performance will improve. One factor that can increase job satisfaction is the work environment (Vica et al., n.d 2021). Employees who feel satisfied tend to increase customer satisfaction and loyalty. They are more likely to be friendly, cheerful, responsive, and less likely to quit their jobs. Someone who is satisfied with their job tends to show a positive work attitude. On the other hand, employees who are not satisfied with their work tend to show negative attitudes which can cause frustration. On the other hand, employees who feel satisfied with their work tend to work well, with enthusiasm, and achieve better performance. Those who are dissatisfied with their work may not reach psychological maturity, which can ultimately lead to frustration. (Marliani et al., 2023)

According to Kamijan (2021), the work environment refers to all elements around employees that can influence them in carrying out their assigned tasks. The work environment has the potential to form close working relationships between the individuals involved in it. The organizational environment has great significance for the individuals who work in it, because this environment has an impact on the level of individual satisfaction in carrying out their duties. According to Pima (2014), the work environment includes all the facilities and facilities where employees work that have the potential to influence their performance. Even though the work environment greatly influences employee performance, there are still many companies that ignore the conditions of their work environment. An optimal work environment is one that is safe, comfortable and enjoyable for employees when carrying out their duties.

This is in accordance with research by Nahardian Vica (2021) which states that almost all nurses rated the work environment as moderate, namely 51.2% (22 nurses), while a small percentage of the work environment was good, namely 18.6% (8 nurses).

## 2. Nurse job satisfaction

According to the findings, a significant majority of participants, specifically 137 respondents (85.6%), reported being satisfied. This indicates that overall job satisfaction among nurses at UII Hospital is deemed satisfactory. Conversely, 10 respondents (6.3%) expressed dissatisfaction,

primarily due to factors such as interactions between nurses and superiors, as well as among nurses themselves. Notably, female nurses comprised the majority of dissatisfied respondents. These outcomes align with the research conducted by Nahardian Vica (2021) which stated that almost 48.8% of nurses (21 nurses) felt quite satisfied with the work environment provided by the hospital, nurses with high satisfaction were 27.9% (12 nurses) Thus, it can be described that the job satisfaction of nurses in hospitals as a whole is quite good, but not everything is still fulfilled.

Job satisfaction is an effective emotional response to various aspects of work, including employees' feelings about how enjoyable their work is. This reflects a person's general attitude towards their work, reflecting the difference between the rewards they receive from work and what they believe they should receive, Afandi (2018) *Kepuasan kerja tergantung pada lingkungan kerja. Dengan menyediakan fasilitas lingkungan kerja yang semaksimal mungkin tujuan suatu organisasi dapat tercapa, (Taheri et al., 2020).* The job satisfaction variable can be influenced by several variables. One of them is the work environment variable. Apart from being able to support and support the productive implementation of employee duties and work, a good work environment is also able to provide security and comfort for employees which will ultimately give rise to feelings of satisfaction within them. Thus, the work environment can positively influence employee job satisfaction (Yuliantini & Santoso, 2020).

## 3. Relationship between work environment and nurse job satisfaction

Based on the results of the analysis of the relationship between the work environment and employee job satisfaction in this study using the Spearman's rho test, the value was obtained ( $p=0.000$ ). The  $p$  value  $<0.05$  indicates that there is a significant influence between the work environment on the job satisfaction of nurses at UII Hospital, so that  $H_0$ 's decision is accepted, which means that the work environment influences the level of job satisfaction of nurses at UII Hospital. The correlation coefficient value was 0.373, which means it is at a weak level. but is positive or in the same direction. Therefore, the alternative hypothesis ( $H_A$ ) is accepted, there is a significant relationship between the work environment and job satisfaction of nurses at UII Hospital. These results are in line with research conducted by Vica et al. (n.d., 2021) aims to explore the relationship between the work environment and the level of satisfaction of nurses in Seroja and Teratai ward in Soegiri Lamongan Hospital, the alternative hypothesis ( $H_1$ ) is accepted, which indicates that there is a significant relationship between the work environment and job satisfaction of nurses in hospitals researched. The results of this research are in accordance with research conducted in the Republic of Kosovo which states that the environment has a significant effect on employee satisfaction in public institutions (Kukiqi, 2017). Research conducted in hospitals in India regarding the work environment showed that 37% of employees felt dissatisfied with their work environment (Jain Ruchi and Kaur Surinder, 2014). This research has several limitations, namely that the research was only conducted in the work environment on job satisfaction of nurses in hospitals, not in general from all professions specifically. The results of this study are in accordance with research conducted

by (Marliani et al., 2023) that there is a significant relationship between the work environment and job satisfaction of nurses in the inpatient ward at RSUD dr. Fauziah Bireuen. The results of this research are also in line with research by (Hassira & Kasmiruddin, n.d.2023) that the work environment and work stress simultaneously have a significant influence on job satisfaction. However, both have opposite influences, namely the work environment has a positive influence while work stress has a negative influence. The more conducive the work environment is, the better the level of job satisfaction, and vice versa. This research is in line with (Dalena et al., 2020), work environment variables influence job satisfaction. Improving and improving working environmental conditions can create, increase and maintain job satisfaction among Wisma Sehati employees, BSD South Tangerang branch. The results of this research are in accordance with research conducted by Ade Irma et al., n.d. (2020) that there is a significant influence between the Work Environment on Employee Job Satisfaction at the Bima Regency Cooperative and MSME Service. The work environment is a factor that can influence nurse satisfaction because it can create conditions which supports nurses to provide optimal service to patients. A positive work environment can include things like effective communication between coworkers and management, team support, opportunities for career development, feelings of security and comfort, and an improvement in the overall quality of work life. Environmental factors consisting of the physical work environment and non-physical work environment are aspects that must be considered by hospital management because if these aspects are not fulfilled it will cause stress and job dissatisfaction for nurses.

## CONCLUSIONS

The work environment at UII Hospital is included in the sufficient category. And the level of nursing satisfaction at UII Hospital is classified as satisfied. There is a relationship between the work environment and job satisfaction of nurses at the Indonesian Islamic University Hospital.

Suggestion.

- 1) For Heads of educational institutions / Nursing Management  
The results of this research can be used as material to increase insight, especially in terms of knowing information about efforts to improve a conducive work environment, knowing about hospital programs in an effort to increase job satisfaction for operational nurses in rooms or wards.
- 2) For Hospital Directors  
It is hoped that the results of this research will provide benefits and increase insight for Hospital Directors as leaders of health services in providing a good and conducive work environment for nurses. So that nurses can work harder and be more optimal in providing health services to patients.
- 3) For UII Hospital Nurses  
Nurses need to improve their performance in work environments that are less conducive or in environments that are already good and conducive, so that the public and patients feel satisfied with nurses for the performance and services they have provided.
- 4) For other researchers  
It is hoped that other research in the future will expand the variables and measurement of research variables so that the

level of job satisfaction of nurses at the Indonesian Islamic University Hospital is even better.

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