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The Relationship between Work Conditions and Performance and Satisfaction of Health Workers in the Inpatient Room of the Bahteramas Hospital Regional Public Service Agency

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ABSTRACT

Introduction: Job satisfaction of State Civil Service health workers is a process of activities in the practice of health services directly to patients, to meet the basic needs of patients who are guided by the standards and ethics of good, optimal and professional health services. Preliminary surveys show that organizational policies are less than optimal, working conditions are less conducive and work performance has decreased, thus affecting performance in serving patients. This study aims to analyze the relationship between work conditions and performance with the satisfaction of health workers in the inpatient ward of the Bahteramas Hospital Regional Public Services Agency.

Method: This research is quantitative using a Cross-Sectional Study design, with a population of 213 people and a sample of 139 respondents using the Cluster Random Sampling technique.

Result: The chi square statistical test at the 95% confidence level ($\alpha=0.05$) shows that the p value = 0.006 because H_0 is rejected or H_a is accepted, which means there is a relationship between working conditions and health worker satisfaction and the results of the chi square statistical test at the 95% confidence level ($\alpha=0.05$) shows that the p value = 0.001 because H_0 is rejected or H_a is accepted, which means there is a relationship between work performance and satisfaction of health workers. Satisfaction of Health Workers in the Inpatient Room of the Regional Public Service Agency, Bahteramas Hospital.

Conclusion: There is a relationship between working conditions and work performance and the performance of health workers in the inpatient ward of the Bahteramas Hospital Regional Public Services Agency.

Introduction

The current era of globalization indicates that market mechanisms will be increasingly dominated by business organizations that provide services or produce superior products that have good competitiveness and take advantage of market opportunities. Providing quality services cannot be separated from human resources which produce good performance and achievements. One of the factors related to the performance or work performance of nurses is a person's low satisfaction with their work.^[1]

Employee job satisfaction is the result or level of overall success of a person during a certain period in carrying out tasks compared to various possibilities, such as standards of work results, targets or criteria that have been mutually agreed upon. Employee performance is the appearance of the employee's work both in quantity and quality. Thus, there are three aspects that need to be understood, namely clarity of tasks and expected results from a job as well as the time needed to complete the work so that the expected results can be realized.^[2]

Employee job satisfaction, especially health workers in the State Civil Service, is also a work achievement or work performance. Efforts to develop human resources in organizations, such as hospital services, basically aim to increase employee work productivity. The performance of State Civil Servant health workers is also a form of performance of personnel work in both quantity and quality in an organization which includes various components such as objectives, measures and assessments. State Civil Apparatus in carrying out their duties can be assessed by their performance which is a form of display of the work of employees in providing health services to the community.

Job satisfaction of State Civil Service health workers is a process of activities in the practice of health services directly to patients, to meet the basic needs of patients who are guided by the standards and ethics of good, optimal and professional health services. Good and polite employee service and communication to patients or the public must also be considered, such as providing information to patients and the public according to their level of expertise, knowledge and competence.

Job satisfaction felt by employees in an organization is characterized by a low proportion of employees leaving the organization, low employee absenteeism, increased employee productivity and job satisfaction which will increase employee loyalty to the organization.^[3]

On the other hand, employee job dissatisfaction in an organization is characterized by decreased employee loyalty, high levels of employee turnover, employee absenteeism and other vital negative personnel actions that can be detrimental to the organization. The causes of job dissatisfaction can be varied, such as unsatisfactory working conditions, perceived low income, mismatched relationships between superiors and co-workers.^[4]

A survey regarding job satisfaction of health workers at the Bahteramas Hospital Regional Public Service Agency was conducted on 20 respondents. The results obtained from this survey were that 46% felt satisfaction at work, such as conducive working conditions, incentives received according to workload, while the remaining 54% did not feel satisfied at work, such as no compensation related to attendance (on time), treatment service processes. long stay. Therefore, companies must pay attention to employee job satisfaction so that the company and employees can run smoothly without harming each other.

Regarding the effectiveness and quality of inpatient services at Bahteramas Hospital, there are several indicators that have not reached ideal parameter values, including: realization of Bed Occupation Rate (BOR) in 2019 (58.5%), 2020 (58.5%), in 2021 (38.1%) with a national target of 75%-85%, Turn Over Interval (TOI) in 2019 (0.26 days), 2020 (0.28 days), 2021 (0.30 days) with national target (1 to 3 days), Average Length of Stay (ALOS) in 2019 (7.4 days), 2020 (7.6 days), 2021 (7.5 days) with national target (3 to 12 days).^[5]

The existence of job dissatisfaction among health workers is influenced by less conducive working conditions, such as employee complaints about feelings of boredom and discomfort in the work environment. Where, in this case there is disharmony in interpersonal relationships that exist between employees.^[6]

There are many complaints made by employees regarding the incentives they receive that are not in accordance with the work they do or

their workload. Incentives are a form of reward or remuneration provided by an organization or company to employees in material form (material incentives) or in the form of spiritual satisfaction (non-material incentives). Incentives are another form of direct reward outside of salary which is a fixed reward. Usually, this system is used as a strategy to increase employee productivity. Incentives or bonuses are one way to increase employee work motivation and performance.^[6]

Employee complaints regarding supervision are very rarely carried out. This makes employees feel that their work is not supervised. So, no matter how good a job they do, they will not receive rewards, which can actually increase their desire to work better.^[7]

Based on a preliminary survey at the Bahteramas Hospital Regional Public Service Agency of 12 samples, it showed that 6 people (30%) stated that organizational policies were less than optimal, 4 people (20%) stated that the work environment was less conducive, 2 people (10%) who stated that their work performance had decreased, affecting their performance in serving patients.

Based on the background above, the author is interested in conducting research on "The Relationship between Work Conditions and Performance and the Satisfaction of Health Workers in the Inpatient Room of the Bahteramas Hospital Regional Public Service Agency."

Method

This research is quantitative using a Cross-Sectional Study design, with a population of 213 people and a sample of 139 respondents using the Cluster Random Sampling technique. Data collection by asking respondents for their consent to become research subjects, if they are willing, they are asked to sign an informed consent sheet.

Result

Table 1 shows that of the 66 respondents who had supportive working conditions, 31 respondents (47%) had satisfied job satisfaction. Meanwhile, of the 73 respondents who had less supportive working conditions, there were 18 respondents

(24.7%) with less than satisfactory job satisfaction. This shows that respondents with supportive working conditions have more job satisfaction. The results of the chi square statistical test at the 95% confidence level ($\alpha=0.05$) show that the p value = 0.006 because H_0 is rejected or H_a is accepted, which means there is a relationship between working conditions and satisfaction of health workers in the Regional Public Service Agency Hospital Inpatient Room. Bahteramas. The normality test results show a significance value of 0.353. This value shows that the result is more than 0.05, which is the minimum number for the data to be called a normal distribution. Based on the analysis of the relationship closeness test, a value of $\phi=0.233$. This figure shows a moderate relationship. Thus, it can be interpreted that working conditions have a weak relationship with the satisfaction of health workers in the Inpatient Room of the Bahteramas Hospital Regional Public Services Agency.

Table 2 shows that of the 45 respondents whose work performance increased by 25 respondents (55.6%) with satisfied job satisfaction. Meanwhile, of the 94 respondents who had decreased work performance, there were 24 respondents (25.5%) with less than satisfied job satisfaction. This shows that respondents with increased work performance had more satisfaction with their job satisfaction. The results of the chi square statistical test at the 95% confidence level ($\alpha=0.05$) show that the p value = 0.001 because H_0 is rejected or H_a is accepted, which means there is a relationship between work performance and satisfaction of health workers in the Inpatient Room of the Regional Public Service Agency Hospital. Bahteramas. The normality test results show a significance value of 0.431. This value shows that the result is more than 0.05, which is the minimum number for the data to be called a normal distribution. Based on the analysis of the relationship closeness test, a value of $\phi=0.294$. This figure shows a moderate relationship. Thus, it can be interpreted that work performance has a moderate relationship with the satisfaction of health workers in the Inpatient Room of the Bahteramas Hospital Regional Public Services Agency.

Table 1.

Distribution of Respondents According to Working Conditions and Satisfaction of Health Workers in the Inpatient Room of the Bahteramas Hospital Regional Public Service Agency

Working Conditions	Health Personnel Satisfaction				Amount		Statistical Test
	Satisfied		Less satisfied		n	%	
	n	%	n	%			
Support	31	47.0	35	53.0	66	47.5	p-value = 0.006 $\alpha = 0,05$ $\phi=0.233$
Less Supportive	18	24.7	55	75.3	73	52.5	
Total	49	35.3	90	64.7	139	100.0	

Table 2.

Distribution of Respondents According to Work Performance and Satisfaction of Health Workers in the Inpatient Room of the Bahteramas Hospital Regional Public Service Agency

Work Performance	Health Personnel Satisfaction				Amount		Statistical Test
	Satisfied		Less satisfied		n	%	
	n	%	n	%			
Increase	25	55.6	20	44.4	45	32.4	p-value = 0.006 $\alpha = 0,05$ $\phi=0.233$
Decrease	24	25.5	70	74.5	94	67.6	
Total	49	35.3	90	64.7	139	100.0	

Discussion

The Relationship between Working Conditions and Health Worker Satisfaction

The work environment is all physical aspects of work, work psychology and work regulations that can influence job satisfaction and achieve productivity.^[8]

Table 1 shows that of the 139 respondents the working conditions were supportive for 66 respondents (47.5%). Based on the results of interviews with respondents, all work assigned will be completed on time, because the treatment room is supported by supporting facilities such as a comfortable work space. Everything must be supported by a safe and healthy work environment. This will help respondents increase efficiency and productivity in carrying out work.

The results of univariate analysis showed that 73 respondents (52.5%) had less supportive working conditions. This was caused by the condition of facilities such as inpatient filing cabinets which had damaged shelves, so this made it very difficult for respondents to retrieve patient medical files.

Table 1 shows that of the 66 respondents who had supportive working conditions, 31 respondents (47%) had satisfied job satisfaction. Based on respondents' statements, relationships

between co-workers are good, such as mutual respect between co-workers, be they fellow workers, superiors or subordinates. Another thing is that superiors give appreciation to subordinates as a way to appreciate their performance so far.

The results of the bivariate analysis showed that there were less supportive working conditions, there were 55 respondents (75.3%) with less than satisfactory job satisfaction. According to the interview results, respondents felt job dissatisfaction at work due to poor working environment conditions such as guard rooms that did not have good lighting, lack of ventilation so that air circulation was not smooth. This can cause officers to get stressed easily, not have enthusiasm for work, and not arrive on time.

The results of the bivariate analysis showed that working conditions supported 35 respondents (53%) whose job satisfaction was not satisfied. This is caused by individual factors who do not appreciate work, always arrive late and never complete the work they are given on time. If the work is supported by facilities, the work should be completed quickly and make it easier for us to interact with co-workers.

The results of the bivariate analysis showed that working conditions were less supportive, there were 18 respondents (24.7%) whose job satisfaction was satisfied. This is influenced by a

pleasant work environment for respondents through increasing harmonious relationships with superiors, co-workers and subordinates, and supported by adequate facilities and infrastructure in the workplace which will have a positive impact on employees, so that employee performance can increase.

Based on the analysis of the relationship closeness test, a value of $\phi=0.233$. This figure shows a moderate relationship. Employees care about the work environment, both for personal comfort and to make it easier to carry out tasks. Good. Studies conclude that employees prefer that the physical conditions around them are not troublesome and dangerous, the temperature, lighting, noise and other factors should not be extreme. Besides that, most employees prefer to work close to home, clean and relatively modern facilities and adequate equipment.^[9]

Efforts to solve the problem, namely the hospital should strive to create working conditions that can meet the physical needs of employees as an effort to increase employee morale which can be done by making the work atmosphere more comfortable, safe and calm, providing supporting facilities that can support the implementation work, equipping medical and non-medical equipment needed by employees to support the implementation of work as well as replacing equipment that is considered obsolete or unfit for use which will require quite large costs in carrying out repairs.

The results of this study show that there is a relationship between working conditions and health worker satisfaction. The results of this study are in accordance with other research shows that there is a significant relationship between working condition variables and employee job satisfaction.^[10]

The Relationship between Job Performance and Health Worker Satisfaction

Work performance is the result of work in terms of quality and quantity achieved by someone in carrying out their duties in accordance with the responsibilities given to them.^[11]

Table 2 shows that of the 139 respondents work performance increased by 45 respondents (32.4%). This is influenced by the performance of respondents who always achieve targets in all work carried out, thus giving rise to satisfaction, as

well as basic health service equipment that supports the work of officers everytime they serve is always available.

The results of univariate analysis showed that work performance had decreased by 94 respondents (67.6%). According to the respondent's statement, the cause of the decline in officer performance was due to lack of motivation and a less supportive work environment, which made officers feel uncomfortable.

Table 2 shows that of the 45 respondents whose work performance increased, 25 respondents (55.6%) had satisfied job satisfaction. This is caused by the respondents' efforts to continuously improve their abilities. This is achieved by learning and training yourself, improving your competencies and skills, and continuing to update technological developments.

The results of the bivariate analysis showed that with decreasing work performance there were 70 respondents (74.5%) with less than satisfied job satisfaction. According to the respondent's statement, personality differences between co-workers are normal. However, personality clashes at work should be avoided. This greatly affects work performance which leads to dissatisfaction with a less conducive work environment. Personality clashes arise due to the incompatibility of one individual with another individual. This personality clash was one of the initial triggers for the decline in officer performance. This can lead to distrust and even disrespect towards fellow co-workers.

The results of the bivariate analysis showed that with increasing work performance there were 20 respondents (44.4%) whose job satisfaction was less than satisfactory. This is due to the choice of work given by the respondent and tasks that are in accordance with the field of interest which will certainly make officers happy and enthusiastic in doing them. However, if officers are given work that is not suitable for them, of course they will be lazy and not enthusiastic about doing it. Providing appropriate work will of course make officers work happily.

The results of the bivariate analysis showed that with decreasing work performance there were 24 respondents (25.5%) whose job satisfaction was satisfied. This is because performance in the office remains maintained or even increases with gratitude. According to respondents, this kind of

grateful attitude helps focus on the positive values of work or career.

Based on the analysis of the relationship closeness test, a value of $\varphi=0.294$. This figure shows a moderate relationship. Work performance is motivation for employees so that employees are more enthusiastic about working. the existence of work performance can also improve the performance of each company because employees will compete more to be able to improve the performance of each of their work abilities. Therefore, why is there a need for work performance because to develop the enthusiasm of every employee, one of the actions taken is to give awards to every employee who excels.

Job performance is one of the factors projected to influence job satisfaction. Employee career advancement in an organization is based on the work performance produced by the employee. The achievements achieved by employees in carrying out work can be a tool that can move employees to carry out the next task. So, it can be ascertained that work performance is an important factor in improving and developing an employee's career.^[12]

It is hoped that efforts to solve problems by the hospital management to be fair and transparent to all officers who always have good work performance must be balanced with the provision of rewards from the hospital management. Where the reward can be in the form of an increase in career path for employees.

The results of this study show that there is a relationship between work performance and health worker satisfaction. The results of this study are in accordance with other research which states that work performance has a significant effect on employee job satisfaction at the Public Company for Water Resources Management of the Ministry of State-Owned Enterprises.^[13]

Conclusion

There is a relationship between working conditions and work performance and the performance of health workers in the inpatient ward of the Bahteramas Hospital Regional Public Services Agency. So, there is a need for regular and thorough supervision of every job carried out by employees as well as creating working conditions that can increase employee morale. As well as providing the widest possible opportunities

fairly to all employees in education and training activities.

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