

## Work environment on job satisfaction of public health centre (*Puskesmas*) staff nurses related self-efficacy

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### Abstract

**Background:** Based on data in the public health centre (*Puskesmas*). The ratio between the number of nurses and the number of population is irrational, so that the human resources need to be managed properly.

**Purpose:** To analyze of work environment on job satisfaction of public health centre (*Puskesmas*) staff nurses related self-efficacy

**Methods:** This research was conducted from March 2020 to June 2020. The data used are primary data, the data collection method uses the survey method, uses a saturate sample, where the sample is totally the number of 15 nurses as respondents. The method of analysis uses multiple linear regression

**Results:** Showing that the self-efficacy and work environment variables have a positive and significant effect on job satisfaction either partially or simultaneously.

**Conclusion:** Management of public health centres (*Puskesmas*) must be able to maintain and improve nurses' self-efficacy and working conditions so that nurses will feel satisfied at work. Job satisfaction taken by nurses will result in professional and optimal service.

**Keywords:** Work environment; Job satisfaction; Public Health Centre (*Puskesmas*); Staff nurses; Self-efficacy

### INTRODUCTION

Public Health Centre (*Puskesmas*) are an important part of the health centre in Indonesia, it is one of the front guards in serving the health of the Indonesian. One of the health centres (*Puskesmas*) in Deli Serdang is located in Tanjung Rejo Percut Sei Tuan with 157 nurses in 2017, while the total population served was 454 202 people. The ratio between the number of nurses and the number of population is not rational so that the existing human resources need to be managed properly in the health centre (*Puskesmas*).

Human resource management is actually an inseparable part of the overall hospital management, and human resources are the most important capital and assets of all activities carried out at the hospital (Fathoni, 2015). Superior human resources are a very vital part of the health centre (*Puskesmas*) in order to improve services to patients. Job satisfaction is a personal matter so that the level of satisfaction is different according to each individual. If many aspects of work are under an individual, the level of perceived

satisfaction is also higher and vice versa. Many factors can affect employee job satisfaction. Some of them are self efficacy and work environment. The performance of a nurse can be seen from the quality of nursing care provided to patients (Pujianto, Suprihati, Nursalam, & Ediyati, 2017; Hamim, Suwandi, & Yusuf, 2017; Pribadi, & Herwan, 2019). The reference that becomes the basis for measuring the quality of services nursing is the standard of nursing practice. As it is known, nurses are the most and most often in direct contact with patients. So that the job satisfaction of nurses is also one of the benchmarks that the quality of services nursing has been carried out well (Tagoe, & Quarshie, 2017; Shah, Ali, Dahri, Brohi, Maher, & Hameed, 2018; Pribadi, & Herwan, 2019).

This study aims to analyze the effect of self-efficacy and work environment on job satisfaction of nurses at the Tanjung Rejo Percut Sei Tuan Public Health Center, Deli Serdang, North Sumatra. The theory used is the two factor theory developed by Herzberg and uses Abraham Maslow's theory as a reference. The two-factor

theory is a job satisfaction theory that classifies satisfaction and dissatisfaction into different groups of variables, namely *motivators* and *hygiene factors*. In general, individuals will feel satisfied that certain factors exist and feel dissatisfied if these factors certainly not exist. In this theory, dissatisfaction is not associated with the job itself but is associated with conditions around the job (such as wages, working conditions, quality, safety, supervision, and relationships with others) (Sorensen, Sparer, Williams, Gundersen, Boden, Dennerlein, & Pronk, 2018). Because these factors prevent negative reactions, they are called hygiene or maintenance factors (Herzberg, 2015). Another theory regarding job satisfaction is the theory of balance (Equity Theory). This theory says that employee satisfaction is the result of comparing his input-outcome with the input-outcome of others. thus, they will feel satisfied when the comparison is felt to be balanced. On the other hand, they will not be satisfied if the results are unbalanced (Liu, Aunguroch, & Yunibhand, 2016; Bos, & Harrington, 2017; Sharma, & Dhar, 2016; McEwen, & Wills, 2017). Many factors can affect employee job satisfaction. Some of the variables that affect job satisfaction are self efficacy and work environment. Self-efficacy and the work environment of employees need to be considered. This is intended so that employees can get job satisfaction in the institution where they work. Theoretically, there are many factors that can affect job satisfaction, such as leadership style, work productivity, behavior, locus of control, fulfillment of expectations, payroll and work effectiveness (Galvin, Randel, Collins, & Johnson, 2018; Gangai, Mahakud, & Sharma, 2016).

Employee job satisfaction is measured by several factors including: conditions and content of work, supervision, organization and management, salaries, opportunities to advance, and benefits in other financial fields such as incentives and co-workers. Self-efficacy is influenced by several factors including: a. Experience of success (mastery experience), a person's self-efficacy will increase if you get a success, while self-efficacy will decrease if you experience a failure. Big obstacles and someone's persistent struggle will have a big influence on increasing self-efficacy,

while the success that a person gets is more due to factors outside himself, usually will not have an effect on increasing self-efficacy. b. Other people's experience (vicarious experience). If there are other people who are successful and have a story that is exactly the same as the individual's condition in doing a task, it will generally increase one's self-efficacy in the same field. That is, self-efficacy does not have a significant effect if the models are not the same. This condition of self-efficacy is obtained through social models which usually occurs in someone who lacks knowledge of their own abilities so that they encourage someone to do modeling. c.(Verbal persuasion Verbal Persuasion), the motivation given to individuals encourages them to increase their belief about the abilities they have that can help achieve the desired goals. However, because it is not directly experienced by the individual, the effect of verbal persuasion is not too big, d. Physiological and emotional states, anxiety and stress that occur in a person when performing tasks are often interpreted as failure. In general, a person tends to expect success in conditions that are not colored by tension and do not feel any complaints or other somatic disorders. Self-efficacy is usually characterized by low levels of stress and anxiety, where as low self-efficacy is characterized by high levels of stress and anxiety. Several factors affect the work environment, namely: a. Work atmosphere, to create a more passionate work atmosphere for employees, the company needs to create a good working atmosphere within the company. A good working atmosphere will result especially in a well-structured organization; b. The workplace environment can affect the effectiveness of the implementation of tasks, including: proper layout, good light in the room, temperature and humidity pleasant and sound that does not interfere with work concentration and so on; c. Equipment and facilities, availability of equipment in accordance with work standards will provide motivation to work even harder. d. Work relations, if employees have a good working relationship, whether vertically or horizontally, it will create an atmosphere of mutual support in achieving work goals so that it will increase work productivity. On the other hand,

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there are currently many studies on self-efficacy and the work environment and its effect on job satisfaction.

Previous research results indicated that self-efficacy had a positive and significant effect on nurses' job satisfaction. The results of research on work environments both physical and non-physical have a positive and significant effect on employee job satisfaction and show that self-efficacy and work environment have a positive and significant effect on employee job satisfaction (Pangestu, Mukzam, & Ruhana, 2017; Apriani, 2017; Salangka, & Dotulong, 2015).

Work environment has a significant effect on job satisfaction of nurses in hospitals in Yogyakarta and self efficacy has a positive effect on employee job satisfaction at Happy Bali Tour and Travel (Kang, & Kim, 2014; Wolo, Trisnawati, & Wiyadi, 2017; Dewi, & Dewi, 2015). And based on the results of the hierarchy multiple regression analysis, it shows that the self efficacy variable is the factor main affecting the job satisfaction of nurses. Work environment has a very positive and significant effect on job satisfaction of hospital nurses in *Purworejo* and shows that self-efficacy is very influential on job satisfaction. *The state of the*

*art* above is a solution that can be used to answer all formulas (Yakin, & Erdil, 2012; Baraba, 2013).

## RESEARCH METHODS

Research is explanatory research, as the object of self-efficacy, work environment and job satisfaction of nurses and takes place at the Tanjung Rejo Health Center, Percut Sei Tuan Deli Serdang District, North Sumatra. This study uses primary data obtained through questionnaires, supported by observations and interviews with 15 respondents, namely nurses, all of whom are sampled using a saturated *sample*. To find out how much influence an independent independent variable has on the dependent variable, this study uses a multiple linear regression model with the ordinary least square (OLS) method. This method is believed has ideal and superior characteristics, namely technically very strong, simple in calculation and easy to interpret the results (Gujarati, 2015). Analysis Multiple regression aims to measure the power of influence between two variables or more. In addition, the results of the analysis regression can also indicate the direction of the influence of the variables dependent with independent variables.

## RESEARCH RESULTS

Table 1. Demographic Characteristics of The Respondent N=15

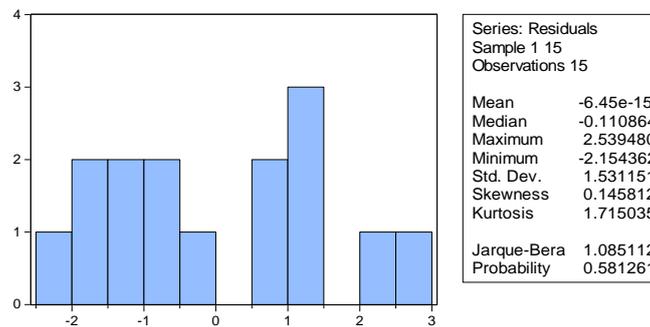
Demographic		n	%	M±SD
Age (Year)(Range: 25-53)		15		43.47±7.62
Length of Service (Year)(Range: 3-21)		15		15.47±6.98
Gender	Female	11	73.3	
	Male	4	26.7	
Education Levels	•Nursing school degree	1	6.67	
	•DIII (Diploma Degree)	11	73.3	
	•DIV (Diploma Degree)	1	6.67	
	•Bachelor of Science in Nursing degree	2	13.3	

Based on table 1 above, shows that most respondents are female (73.3%). The most productive age (25-53) mean 43.47 and standard deviation 7.62 Length of Service (3-21) mean 15.47 and standard deviation 6.98. Based on the level of education, the most of Diploma in nursing graduate (73.3%).

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**Figure 1. Data Normality Test Results**

Based on Figure 1 above, shows that p count (0.581261) > 0.05, meaning that the residuals of this regression equation are normally distributed.

**Table 2. Heteroscedasticity Test**

<b>Heteroskedasticity Test: Breusch-Pagan-Godfrey</b>			
F-statistic	2.775	Prob. F(2,12)	0.10
Obs*R-squared	4.744	Prob. Chi-Square(2)	<b>0.09</b>
Scaled explained SS	1.085	Prob. Chi-Square(2)	0.58

Based on the calculation results obtained p count 0.0993 > 0.05, meaning that this study fulfills the homoscedasticity assumption. The test can be seen from the Tolerance value or the opposite of Variance Inflation Factor (VIF), if VIF < 10 then there is no multicollinearity, whereas if VIF > 10 it is thought to have a multicollinearity problem, as shown in the table below.

**Table 3. Multicollinearity Test**

<b>Model</b>	<b>Unstandardized Coefficients</b>	<b>Collinearity Statistics</b>	
	<b>B</b>	<b>Tol</b>	<b>VIF</b>
(Constant)	27.540		
X1	.344	.954	1.048
X2	.673	.954	1.048

Based on table 3 above, it can be obtained the calculated VIF value (1.048) < 10, it can be stated that there is no multicollinearity problem in the model. Based on the above test, it can be stated that this research model meets the classical assumption test and can be continued to the next stage.

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**Table 4. Multiple Linear Regression Results Multiple**

Dependent Variable: Y N=15			
Variabel	Koefisien	t-count	Prob.
(constant)	27.540	2.673	0.020
X1	0.344	2.291	0.041
X2	0.673	3.794	0.003
R=0.819	F <sub>calculated</sub> = 12.232		
R square = 0.671	F <sub>sig</sub> = 0.001		

**Regression equation:**

$$Y = 27.540 + 0.344 X1 + 0.673 X2$$

**Description:**

Y = Nurse job satisfaction;

X1 = Self-efficacy;

X2 = Work environment.

The result of multiple regression analysis as a whole shows the R square value of 0.671. This means that the self-efficacy variable (X1) and the work environment variable (X2) jointly affect the job satisfaction variable (Y) by 67.1 percent, while 32.1% of the job satisfaction variable (Y) is influenced by other variables that are not researched.

**Simultaneous Test Results (Test F)**

Based on the regression results in table 4 above, it can be seen that the F value<sub>calculated</sub> (12.232) is greater than F<sub>table</sub> (3.81), or F<sub>sig</sub> = 0.001 or less than 0.05. This means that simultaneously the self-efficacy variable (X1) and the work environment (X2) have a significant effect on the nurse job satisfaction variable (Y).

**Partial test results (t test)**

Multiple regression results partially indicate that the self-efficacy variable (X1) has a positive and significant effect on the nurse job satisfaction variable (Y). It is indicated by t<sub>count</sub> (2.291) greater than t<sub>table</sub> (1.771) or prob. = 0.041 is less than 0.05.

The results of multiple regression partially show that the work environment variable (X2) has a positive and significant effect on the nurse job

satisfaction variable (Y). It is indicated by t<sub>count</sub> (3,794) greater than t<sub>table</sub> (1.771) or prob. = 0.003 less than 0.05.

**DISCUSSION****The effect of self-efficacy on job satisfaction**

The results of data processing indicate that the self-efficacy variable has a positive and significant effect on job satisfaction of nurses. If the variable increases by one unit, the job satisfaction variable will increase by 0.344 one unit. This result is in line with previous research which states that self-efficacy has a positive effect on job satisfaction. The explanation above shows that the results of this study are consistent with the findings of previous studies (Apriani, 2017; Salangka, & Dotulong, 2015; Dewi, & Dewi, 2015).

**Effect of work environment on job satisfaction**

The results of data processing show that work environment variables have a positive and significant effect on job satisfaction of nurse. If the work environment variable increases by one unit, the job satisfaction variable will increase by 0.673. These results are in line with research which states that the work environment has a positive effect on job satisfaction. The explanation above shows that

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the results of this study are consistent with the findings of previous studies (Wolo, Trisnawati, & Wiyadi, 2017; Pangestu, Mukzam, & Ruhana, 2017; Baraba, 2013).

## CONCLUSION

Based on research, processing and data analysis, it can be concluded that: Self-efficacy variables and work environment variables have a positive and significant effect on job satisfaction of nurses both partially and simultaneously.

## SUGGESTION

The management to improve the performance of nurses, leaders or related parties must also increase attention by always providing motivation related to development and self-confidence. Research needs to continue and using a larger sample and analytical methods that are able to see the contribution of the indicators and variables under study.

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