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### Analysis of Job Satisfaction and Workload on the Productivity of Executive Nurses at Samaritan Hospital, Palu

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ARTICLE INFO	ABSTRACT
<p><i>Article History:</i> Submitted: 14 September 2023 Reviewed: 16 December 2023 Revision: 25 December 2023 Accepted: 24 January 2024 Publish: 27 March 2024</p> <p><i>Keywords:</i> : Job Satisfaction, Workload Productivity, Samaritan Hospital</p> <p><i>Corresponding Author:</i> Andi Gaury email: <a href="mailto:andigaury00@gmail.com">andigaury00@gmail.com</a></p>	<p>This research aims to determine the effect of job satisfaction and workload on the productivity of implementing nurses at Samaritan Hospital, Palu City. The research method used in this research uses quantitative descriptive method analysis, with the number of samples used in the research being 30 respondents. The analysis technique used in this research is multiple linear regression analysis with the help of SPSS 25 software. The sampling technique used is simple random sampling, where samples are taken from the population randomly without paying attention to the strata of the population. The results of hypothesis testing show that job satisfaction and workload simultaneously significantly affect nurse productivity, job satisfaction partially affects nurse productivity, and workload partially affects nurse productivity at Samaritan Hospital in Palu.</p>

### INTRODUCTION

Nursing services are an inseparable part of health services in hospitals. Samaritan Hospital is a private hospital located in Palu City, precisely at Jalan Towua No. 77, which has the vision to become the best hospital that prioritizes quality and professional services based on love for others for every Central Sulawesi community, especially Palu City. A company's success depends on human resources that work well; one of the policies that can be taken to obtain employees who work well is to pay attention to the productivity of employees, especially nurses. Human resources have a crucial role in the success of the organization. (Pathan et al., 2016). The same thing also applies in the context of hospital services.

Hospital staff is dominated by nurses in direct contact with patients (Christina et al., 2022). Nurses in hospitals are responsible for a variety of tasks, such as patient monitoring, medication administration, wound care, and teamwork with other health professionals. Job satisfaction and workload are two important factors that can affect nurse productivity in the healthcare context.

Productivity is a comparison between the desired results and the total resources used.(Wirawan et al., 2019). Work can be completed efficiently and effectively through

productivity so that the company's goals are achieved. Productivity data is often associated with the comparison between output and input. Increased productivity can maximize efficiency (time-material-labor) and work systems and production techniques and can improve workforce skills. The success or failure of a nurse's work is determined by the nurse's productivity in providing nursing services to patients.(Putri et al., 2014).

Job satisfaction is a feeling that supports or does not support an employee related to his work or condition(Sumaila & Rossanty, 2022). Employees who experience job satisfaction benefit their company and will have a positive attitude towards their work.(Lamusa et al., 2022). Job satisfaction is crucial in the service sector, such as hospitals, because employees (especially nurses) deal directly with patients. On the other hand, when employees are dissatisfied (for example, due to workload, an uncondusive work environment, or a compensation system that does not match the workload), it makes nurses not optimal in serving patients.

The nurse's workload is all the activities and actions carried out by a nurse while carrying out duties in a nursing service unit.(Hikmat & Melinda, 2020). According to(Rohman and Ichsan, 2021), workload refers to several specific activities that an organizational unit or job holder must complete within a certain period. A workload that is based on employee capacity can increase employee productivity. At a certain level, a high workload puts psychological pressure on employees and can affect employee work. Other factors, such as employee turnover, lack of employee competence, high employee absenteeism, and various other problems, can exacerbate this high workload. Therefore, it is important to ensure that the employee workload does not exceed the maximum limit that employees can bear so that it can still increase employee productivity.

The phenomenon found in nurses at Samaritan Hospital is the low productivity of nurses. This is due to the lack of job satisfaction, as indicated by high absenteeism and turnover. This condition can reduce productivity because training new nurses takes time and resources. Nurses often face high physical and mental workloads due to the large number of patients, task demands, and work schedules, which can cause physical and mental fatigue for nurses. One study (Ariani et al., 2020) shows that workload affects employee productivity. The success of hospital services is primarily determined by the work productivity of each organization member, including nurses. Given the importance of satisfaction and workload in determining nurse productivity, this study examined the effect of workload and job satisfaction on nurse productivity at Samaritan Hospital. Therefore, there are three hypotheses proposed in this study, namely:

H1: Job satisfaction affects work productivity.

H2: Workload affects work productivity.

H3: Job satisfaction and workload affect work productivity.

## **RESEARCH METHOD**

This type of research is quantitative descriptive research. According to(Purba et al., 2021), Descriptive research is the collection of data to be tested using a hypothesis or to answer questions about the subject's current status. This method is a search for facts in the status of a group of people, an object, a condition, and a system of thought or an event in the present with the correct interpretation. According to(Purba et al., 2021), Quantitative research is a process of discovering knowledge that uses numbers to analyze information about what the researcher wants to know.

In this study, the author identifies the implementing nurses at Samaritan Hospital, which has a population of 120 nurses. If the population is known and the number of subjects is large or more than 100, it can be taken between 10% to 15% or 20% to 25% or more, depending on the researcher's ability, which can be seen from time, energy and funds. (Sari et al., 2022). Based on this theory, this study uses a minimum sample size of a total population of 120 people, so the sample size to be taken is 25%, which is 30 people.

Data analysis methods are needed to answer the hypotheses that have been explained previously. In this study, the author uses multiple linear regression analysis methods to determine the influence or relationship of independent variables (job satisfaction and workload) with dependent variables (productivity) using SPSS 25 software. In this method, a hypothesis test consists of the F test (simultaneous Test) and the t-test (partial Test).

**RESULTS AND DISCUSSION**

**Results**

**Multiple Linear Regression Analysis**

**Table 1. Multiple Linear Regression Analysis**

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	-1,213	2,298			-0.528	0.602
Job satisfaction	0.924	0.152	0.629		6,063	0,000
Workload	0.454	0.129	0.366		3,526	0.002

**a. Dependent Variable: Productivity**

Source: Processed, 2024

Based on this equation, it is stated that the independent variables (job satisfaction and workload) positively influence the dependent variable (productivity).

1. The constant value (a) is -1.213, meaning that if the job satisfaction variable (X1) and workload (X2) have a value of 0 (zero), then the productivity of employees at Samaritan Hospital Palu will decrease by -1.213.
2. The regression coefficient value of the job satisfaction variable (X1) is positive, namely 0.924. This states that if the job satisfaction value increases, the productivity of nurses at Samaritan Hospital Palu will be increased by 0.924.
3. The regression coefficient value of the workload variable (X2) is positive, namely 0.454. This means that if the workload value increases, it will increase the productivity of nurses at Samaritan Hospital by 0.454.

**Simultaneous Test (F)**

**Table 2. Simultaneous Test Results (F)**

Model	ANOVA			F	Sig.
	Sum of Squares	df	Mean Square		
1 Regression	4326,082	2	2163,041	238,100	.000b
Residual	245,284	27	9,085		
Total	4571,367	29			

**a. Dependent Variable: Productivity**

**b. Predictors: (Constant), Workload, Job Satisfaction**

Source: Processed, 2024

It is known that F count (2163.041) > F table (3.34) with sig. (0.000) < 0.05. This means that job satisfaction and workload significantly influence nurse productivity at Samaritan Hospital.

**Partial Test (t-Test)**

**Table 2. Partial Test Results (t-Test)**

		Coefficients				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1,213	2,298		-0.528	0.602
	Job satisfaction	0.924	0.152	0.629	6,063	0,000
	Workload	0.454	0.129	0.366	3,526	0.002

**a. Dependent Variable: Productivity**

Source: Processed, 2024

Based on the partial Test results for the Job Satisfaction variable,  $t = 6.063$  was obtained with a significance of  $0.000 < 0.05$ . He was rejected, and H1 was accepted, which states "there is a significant influence of Job Satisfaction on Employee Productivity".

Based on the partial Test for the Workload variable results,  $t = 3.526$  was obtained with a significant value of  $0.000 < 0.05$ . Ho is rejected, and H2 is accepted, which states "there is a significant influence of Workload on Productivity".

**Determination Test**

**Table 2. Determination Test Results**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.973a	0.946	0.942	3,014

**a. Predictors: (Constant), Workload, Job Satisfaction**

Source: Processed, 2024

The Adjusted R Square value is 0.942. This shows that 94.2% of the nurse productivity variable is explained by the job satisfaction and workload variables. The rest is explained by other factors or variables not observed in this study.

*Discussion*

The research results show that job satisfaction and workload positively affect the productivity of nurses practising at Samaritan Hospital Palu. The description of the influence of both simultaneous and partial variables X on Y is as follows:

**Job satisfaction (X1) and workload (X2) on productivity (Y) of nurses at Samaritan Hospital, Palu**

Based on the results of the simultaneous Test (F test), it can be seen that the variables of job satisfaction and workload have a simultaneous effect on the productivity of implementing nurses at Samaritan Hospital Palu with the results of F count (2163.041) > F table (3.34) with sig. (0.000) < 0.05. Nurse productivity cannot be separated from the influence of job satisfaction and workload, which play an important role in achieving the work results expected by the company and the nurses.

Based on the analysis conducted in this study, information was obtained that job satisfaction and workload have a positive and significant effect on the productivity of implementing nurses. A positive sign means that the higher the job satisfaction and workload, the more productive the Samaritan Hospital Palu implementing nurses. Therefore, it can be said that Samaritan Hospital Palu can apply the concept of job satisfaction and workload appropriately and affect nurse productivity.

**Job satisfaction (X1) affects the productivity of implementing nurses.**

Based on the results of research conducted at Samaritan Hospital Palu, it is known that the variable of job satisfaction has a significant partial influence on the productivity of implementing nurses. This can be seen from the t-test results, which show that  $t = 6.063$  is obtained with a significance of  $0.000 < 0.05$ . The effect of job satisfaction on the productivity of implementing nurses at Samaritan Hospital Palu is positive, meaning that increasing job satisfaction will increase the productivity of implementing nurses at Samaritan Hospital Palu.

The results of this study are consistent with previous research (Muayyad & Gawi, 2017), which tested employee work productivity in Islamic banks. The results indicate that job satisfaction has a significant effect on employee work productivity. These results are also consistent with research (Osiani, 2015). The study proves that job satisfaction significantly affects employee work productivity. This influence explains that job satisfaction is one of the factors that entirely affects work productivity; with job satisfaction, employee work productivity can increase.

#### **Workload affects employee job satisfaction.**

Based on the study conducted at Samaritan Hospital Palu, it is known that the workload variable has a significant partial influence on the productivity of implementing nurses. This can be seen from the t-test results, which show that  $t = 3.526$  is obtained with a significant value of  $0.000 < 0.05$ , so  $H_0$  is rejected, and  $H_2$  is accepted. The effect of workload on the productivity of implementing nurses at Samaritan Hospital Palu is positive, meaning that if the workload increases, it can increase the productivity of implementing nurses at Samaritan Hospital Palu.

The research results (Triyadin & Yusuf, 2021) prove that workload influences employee work productivity at ULP Rayon Woha, Bima Regency. Thus, to increase employee productivity, hospital management needs to increase employee job satisfaction through an appropriate compensation system or ensure the work-life balance of each nurse. Appropriately managed compensation can retain productive employees (Hartina et al., 2021). In addition, workload has also been shown to have a positive effect on productivity. Therefore, by considering the capacity and capability of each nurse, management can increase the nurses' workload. This increase in workload needs to be reviewed so as not to cause excessive workload, which can have the opposite effect, namely reducing nurse productivity.

#### **CONCLUSION**

Based on the results and discussion of the study entitled Analysis of Job Satisfaction and Workload on the Productivity of Nurses at Samaritan Hospital Palu, it can be concluded that job satisfaction and workload simultaneously have a positive and significant effect on the productivity of nurses at Samaritan Hospital Palu. The higher the job satisfaction and workload, the better and higher the productivity of nurses. In addition, partial job satisfaction positively and significantly affects the productivity of nurses at Samaritan Hospital Palu. Workload has a positive and significant effect on the productivity of nurses on nurses at Samaritan Hospital Palu.

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