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Research Article

Job Satisfaction Analysis of Nurses Using Science and Cano Integration

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Abstract

Aim: Important success elements for health care include nursing services. The best possible nurse job satisfaction is required since nurses play a significant role in patient care. The goal of the study was to evaluate nurses' job satisfaction at Jampangkulon General Hospital in the West Java Province by combining the IPA and KANO techniques.

Methods: Research of this kind is descriptive. A sample of 120 nurses from the population of nurses in the inpatient room at Jampangkulon General Hospital in the West Java Province, employing the proportional random sampling method for sampling. The Minnesota Satisfaction Questionnaire was the research tool that was employed. A questionnaire was utilized for data collecting.

Results: The average value of the importance level was 3.60, the average value of the performance level was 3.51, the average value of the gap level was -0.09, the CSI value was 0.70, and based on the IPA-KANO integration, it showed three priorities: performing work following one's profession as a nurse; receiving compensation commensurate with one's work; and working in conducive conditions (temperature, lighting, air circulation, and cleanliness) where one can perform one's duties.

Conclusion: The results highlight key performance metrics, including working in line with one's profession as a nurse and being paid appropriately for the work performed. It is intended that the Jampangkulon General Hospital in the West Java Province will periodically survey employees to gauge their level of job satisfaction.

Keywords:

Job satisfaction, nurse, motivation

INTRODUCTION

The goal of national health development is to raise everyone's awareness, willingness, and capacity to act healthily. Health development is a crucial component of this effort. A person's level of health being at its highest point might be referred to as having a high degree of health. According to Blum, health status is influenced by four elements:

genetic factors, behavior, environmental factors, and health services (1).

To promote health and create a healthy society, health services are one of the key components in attempts to raise health status. Health services, as defined by the Republic of Indonesia's Ministry of Health in 2009 and as outlined in the Health Law, are all actions taken singly or collectively within an organization to uphold and

improve health, prevent and treat disease, and restore health of people as a whole, as families, as groups, or as communities. Making a health service location is crucial to meeting the community's need for health services, given the significance of health services for every person. All members of the community must be able to access health care, thus even this must be supported in its implementation by suitable medical infrastructure (2).

The government offers a variety of health services or facilities, including health services at Public Health Centers, health services at hospitals, and others, to coordinate health and assist in the improvement of the public health condition. By placing a priority on promotion and preventative measures, the health services provided by the Public Health Centers are a kind of both individual and public health activities. Emergency treatment, inpatient care, and outpatient care are among the core medical services offered in hospitals (3).

The hospital is one of the most significant healthcare institutions in the neighborhood. Hospitals are defined by Law No. 44 of 2009 as establishments that offer comprehensive personal health care and are equipped to offer curative and preventive services.

A bridge to ensuring the quality of healthcare services delivered to patients, whether sick or well, is good nurse performance. Nurses that execute at a high level are the main factor in raising the standard of healthcare (4). Several factors can be used to gauge a nurse's performance, including the amount and caliber of their work, their effectiveness in completing duties, their work ethic, their initiative, how thoroughly they complete their responsibilities, and other qualities like leadership, integrity, and inventiveness.

Nurses' job satisfaction is one of the aspects that affect their performance. A person's overall attitude about the work they do is referred to as their level of job satisfaction (5). A person who is highly satisfied at work

displays a good attitude toward their work, whereas a person who is not content at work displays a negative attitude toward their work. High job satisfaction is an indicator that behavior management strategies have been used successfully by the organization. Therefore, work, a person, and the surroundings all contribute to job satisfaction, which is not solely a function of a job (6).

Work motivation, the work environment, and the manager's role are the elements that affect job satisfaction (7). Indicators of job satisfaction can also be influenced by elements that are intrinsic to the work itself, such as received, positive or negative feedback from superiors and coworkers and the availability of information about the job.

One of the instruments or tools for assessing job satisfaction is the MSQ (Minnesota Satisfaction Questionnaire), which is made in such a way and contains in detail the factors that are divided into elements of job satisfaction and job discontent. The MSQ scale tracks many elements of work that people find to be extremely rewarding and satisfying. Undecided, subpar, and subpar. Following their working circumstances, employees are asked to select one alternate response (8).

There are various techniques used to gauge pleasure. Importance Performance Analysis and KANO are the two approaches that are consistently used to gauge satisfaction, particularly job satisfaction. IPA, also known as quadrant analysis, is a method of measuring work satisfaction that is based on an examination of a company's performance and interests. It seeks to determine the relationship between consumer perceptions and the most important areas for service quality improvement (9,10). Additionally, the primary purpose of IPA is to present data about service-related elements that, in the opinions of customers, significantly influence satisfaction and loyalty. Additionally, they need to be upgraded

because of how unsatisfactory they now are. It is vital for the management to improve (11).

The KANO approach is a technique for measuring patient satisfaction that tries to classify the characteristics of the service quality dimension according to how effectively the service can meet the patient's needs. The areas that have the biggest impact on customer satisfaction can be determined and given development priority (12).

Even though merging the two approaches to assessing patient happiness is still uncommon, it is possible to do so. Each of the IPA and KANO methods has its calculations for doing so. Although the two methods together are quite accurate in measuring patient satisfaction, it is uncommon for the two methods' analyses to be combined in the study.

Jampangkulon General Hospital is one of the RSU-style hospitals run by the Regency Government and categorized as a Type C hospital. It is a part of the Sukabumi district government. There are still far too few nurses to patients. Additionally, there are always several issues with insufficient supervision or an unsuitable work atmosphere. because of the irregular rotation, the unsatisfactory career options, and the still-poor workstation cleanliness.

The employment of a patient satisfaction measurement method is crucial, especially if it involves the integration of multiple measurement techniques, which will undoubtedly improve and increase the accuracy of the data. The purpose of this study was motivated by the significance of assessing nurse satisfaction, which has not been done at the research location, and by the use of measurement methodologies that integrate the IPA and KANO procedures, both of which are still hardly used.

METHODS

Descriptive research is the term used to describe this kind of study. The study was conducted at Jampangkulon General Hospital in West Java Province from March to August 2021. The population consisted of all nurses working in the inpatient unit at Jampangkulon Hospital in the West Java Province. A sample of 120 nurses was used, and the inclusion criteria included being willing to participate in the study, working as implementers, and having at least one year of experience. The sample is done using a proportional random sampling method. The Minnesota Satisfaction Questionnaire (MSQ) instrument was employed in the data collection technique. Data analysis utilizing IPA, CSI, KANO, and IPA-KANO integration.

RESULTS

1. Characteristics of Respondents

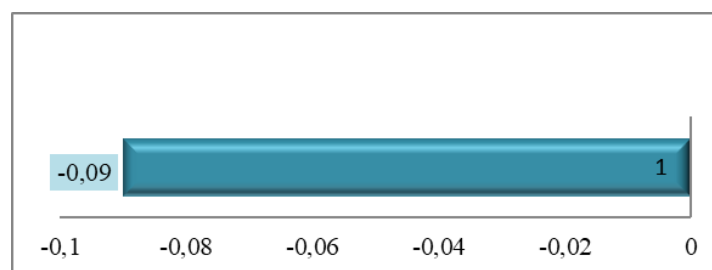
Table 1. Characteristics Of Respondents

Characteristics	Mean	
Age	33,60	
	f	%
Gender		
Man	46	38,3
Woman	74	61,7
Marital Status		
Single	16	13,3
Married	102	85
Divorce	2	1,7

Education		
Nursing Diploma 3	97	80,8
Ners	23	19,2
length of the work		
1-5 year	26	21,7
>5 year	94	78,3
Employment Status		
Contract Employees	102	85
Public Employees	18	15

2. Gap Analysis Based on Nurse Job Satisfaction in the West Java Province's Jampangkulon General Hospital

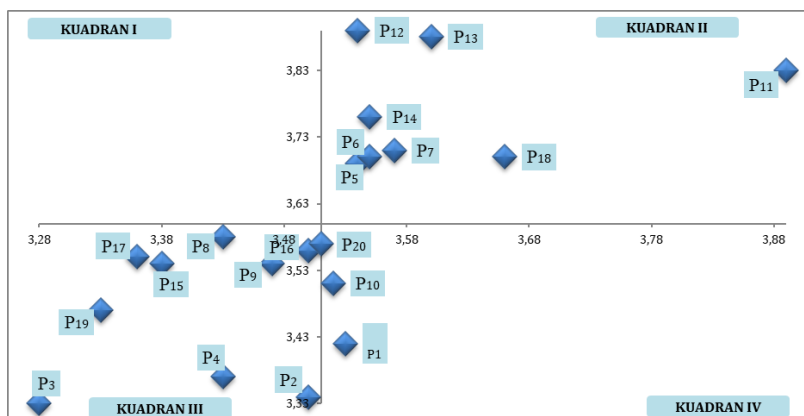
Diagram 1. Gap Analysis of Nursing Employment Overall



According to Diagram 1, the value of the gap in nurses' collective work is -0.09. This demonstrates that the overall caliber of the nurse's job is below par.

3. Importance Performance Analysis (IPA) on Nurse Job Satisfaction in the West Java Province's Jampangkulon General Hospital

Diagram 2. Job satisfaction among nurses was measured using IPA.



Quadrant I (Attributes to Improve – High Importance and Low Satisfaction)

Every factor of satisfaction in this quadrant is a component of job satisfaction that nurses place a high priority on. However, the institution's performance is still falling short of what nurses are hoping for and hasn't given them any satisfaction. As a result, it is crucial to act quickly to enhance all of the signs in this quadrant. No indicators can be found that fit within this quadrant.

Quadrant II (*Maintain Performance – High Importance and High Satisfaction*)

This quadrant's contents all represent elements of job satisfaction that are highly valued. Therefore, it is necessary to maintain each indication in this quadrant. The markers P5, P6, P7, P11, P12, P13, P14, and P18 are all included in this quadrant.

Quadrant III (*Attributes to Maintain – Low Importance and Low Satisfaction*)

Every element of job satisfaction found in this quadrant is one that nurses rank as less significant. Although there is room for improvement, this quadrant's indicators are still given low attention. P2, P3, P4, P8, P9, P15, P16, P17, P19, and P20 are the markers present in this quadrant.

Quadrant IV (*Attributes to De-emphasize – Low Importance and High Satisfaction*)

All of the elements in this quadrant of job satisfaction are ones that nurses deem to be unimportant or secondary. Therefore, the management must divert resources from these aspects to other ones that are still in need of improvement and have a greater priority for managing. The markers P1 through P10 are included in this quadrant.

1. The KANO approach was used to analyze the job satisfaction of nurses at Jampangkulon General Hospital in the West Java Province.

Table 3 Nursing Job Satisfaction Indicators and Canoe Category Mapping

No.	Indicator of Job Satisfaction	M	O	A	R	Q	I	KANO
P1.	I can stay busy all the time.	7	10	10	16	0	77	I
P2.	opportunity to do my job alone.	5	11	3	12	0	89	I
P3.	opportunity to occasionally do something else.	8	12	9	2	0	89	I
P4.	opportunity to become "someone qualified" in my neighborhood.	16	15	10	3	0	76	I
P5.	How do leaders interact with their workforce?	11	16	15	1	0	77	I
P6.	The ability to make decisions is strong among supervisors.	14	16	10	2	0	78	I
P7.	Because this work does not conflict with my moral principles, I feel satisfied.	10	38	15	2	0	55	I
P8.	the consistent work that my job offers the consistent work that my job offers	13	9	10	2	0	86	I
P9.	I'm happy to assist or complete my coworkers' jobs.	13	19	7	3	0	78	I
P10.	opportunities to direct others.	15	26	3	7	0	69	I
P11.	I do work in accordance with my nursing profession.	5	69	4	0	0	42	O
P12.	All workers are informed of any regulations and policy changes that the hospital must implement.	19	38	9	1	0	53	I
P13.	According to the work I do, I make a pay that is reasonable.	7	69	5	3	0	36	O
P14.	I'm motivated since this job is helping me grow.	6	21	12	2	0	79	I
P15.	I'm free to evaluate situations how I see fit.	4	19	4	3	0	90	I
P16.	an opportunity to experiment with my own workstyle, such as the nursing care approach	17	14	4	3	0	82	I
P17.	My work has been aided by the environment (temperature, lighting, airflow, and cleanliness) in which I work.	11	67	2	4	0	36	O
P18.	Because this job necessitates teamwork among my coworkers, I am happy with it.	6	24	5	5	0	80	I
P19.	I am recognized by the hospital for my work performance or for performing a good job with an	10	23	6	6	0	75	I

	award or commendation.							
P20.	I'm satisfied with how the work has been completed so far.	9	18	6	0	0	87	I
Quantity of Categories		0	3	0	0	0	17	

Table 3 demonstrates that the majority of the eight categories on the work satisfaction indicator are neutral, including as many as 17 indications that indicate whether or not a job will satisfy or disappoint a nurse. While just a small portion of the canoe category on the work satisfaction indicator is one-dimensional—specifically, up to three indicators—this means that if it is improved, nurse happiness will increase, and if it is not optimized, nurse satisfaction would drop.

Table 4 IPA and KANO Category Integration on Nurse Job Satisfaction Indicators

Indicators of Nurse Job Satisfaction	Quadrant IPA	Category KANO	Category IPA-KANO
I do work in accordance with my nursing profession.	II	0	Major Weapon
According to the work I do, I make a pay that is reasonable.	II	0	Major Weapon
My job has been aided by the office's working surroundings (temperature, lighting, air circulation, and cleanliness).	III	0	Defenseless Zone

2. Customer Satisfaction Index (CSI) Analysis of Overall Nurse Job Satisfaction Levels at Jampangkulon General Hospital, West Java Province

Table 2 Results of Customer Satisfaction Index (CSI) Assessment of Descriptive Analysis of Overall Nurse Job Satisfaction

Statement	MIS	Importance weighting factor	MSS	Weighted Score
I can stay busy all the time.	3.42	0.04753	3.53	0.16779
opportunity to do my job alone.	3.34	0.04642	3.50	0.16247
opportunity to occasionally do something else.	3.33	0.04628	3.28	0.15181
opportunity to become "someone qualified" in my neighborhood.	3.37	0.04684	3.43	0.16065
How do leaders interact with their workforce?	3.69	0.05129	3.54	0.18155
The ability to make decisions is strong among supervisors.	3.71	0.05156	3.55	0.18305
Because this work does not conflict with my moral principles, I feel satisfied.	3.71	0.05156	3.57	0.18408
the consistent work that my job offers the consistent work that my job offers	3.58	0.04976	3.43	0.17067
I'm happy to assist or complete my coworkers' jobs.	3.54	0.04920	3.47	0.17073
opportunities to direct others.	3.51	0.04878	3.52	0.17172
I do work following my nursing profession.	3.83	0.05323	3.89	0.20707
All workers are informed of any regulations and policy changes that the hospital must implement.	3.89	0.05407	3.54	0.19139
According to the work I do, I make reasonable pay.	3.88	0.05393	3.60	0.19413

I'm motivated since this job is helping me grow.	3.76	0.05226	3.55	0.18552
I'm free to evaluate situations how I see fit.	3.54	0.04920	3.38	0.16630
an opportunity to experiment with my workstyle, such as the nursing care approach	3.56	0.04948	3.50	0.17318
My work has been aided by the environment (temperature, lighting, airflow, and cleanliness) in which I work.	3.55	0.04934	3.36	0.16578
Because this job necessitates teamwork among my coworkers, I am happy with it.	3.70	0.05142	3.66	0.18821
I am recognized by the hospital for my work performance or for performing a good job with an award or commendation.	3.47	0.04823	3.33	0.16060
I'm satisfied with how the work has been completed so far.	3.57	0.04962	3.51	0.17416
Quantity of Categories	71.95	Weighted Average	3.51086	
CSI (Customer Satisfaction Index)				0.7021

Based on Table 4.7, it can be seen that the CSI (Customer Satisfaction Index) value, which uses the highest scale possible, a scale of 5, is 0.7021. This number falls between 0.66 and 0.80, indicating that, on average, nurses at Jampangkulon Hospital in West Java Province are satisfied with their jobs.

DISCUSSION

Assessment of Nurse Job Satisfaction at Jampangkulon General Hospital in West Java Province Using Customer Satisfaction Index (CSI)

The study's findings indicated that the average nurse was satisfied with the provided job satisfaction indicators, with a value of 0.7021 for the Customer Satisfaction Index (CSI) of all aspects of job satisfaction for nurses. Most of the performance measures that can support the degree of nurse satisfaction demonstrate that most of them have been able to come close to meeting nurse expectations.

Based on field observations, nurses at Jampangkulon General Hospital as a whole have been satisfied with the indicators of nurse job satisfaction. Among these indicators, the indicator that has the highest satisfaction value when compared to other indicators is to work under a nurse's

profession because nurses at Jampangkulon General Hospital have worked by their profession and duties. Standard Operating Procedures for Jampangkulon Hospital in line with the 2019 SNARS Accreditation.

Using the KANO IPA Method, Jampangkulon Hospital in West Java measured the job satisfaction of its nurses.

The categorization of nurse job satisfaction by KANO yielded two categories, one-dimensional and indifferent, as shown in Table 3.

The indicators included in the one-dimensional category are 3 indicators, which means that if these indicators are optimized they will increase nurse satisfaction, and if not optimized they will decrease nurse satisfaction. This is supported by the nurse's statement, which states that the nurse's perception of job satisfaction when viewed from the aspect of me doing work according to my profession as a nurse, the salary I receive is in accordance with the work I do, as well as the working conditions (temperature, lighting, air circulation, and cleanliness) where I work, has supported my work to be a factor that determines job satisfaction so that to increase nurse satisfaction, management needs to provide quality job satisfaction.

In this scenario, nurses who work by the profession or are connected to competency make nurses play a key part in giving the best possible care to patients. Nurses who have a high degree of competence will have a high level of job satisfaction. too high (10,13). Additionally, because the hospital is a location for carrying out organizational work activities and serves as a location for providing services to the community, a supportive work environment is one of the factors that significantly influence the process of implementing activities to improve the performance of nurses. Consequently, a supportive environment is required to complete it because it influences the rise in work productivity, which includes nurses (8).

When it comes to fostering job satisfaction for nurses, one factor that may be based on this is the supply of a respectable wage. A wage is an award provided to people who go above and beyond the call of duty. Paying employees to follow the work completed can enhance both individual and group performance and boost job satisfaction (8).

However, there are just 17 indicators in the neutral category, indicating that neither the satisfaction nor dissatisfaction of nurses is affected by these measures. The variables in question are frequently supplementary indicators that respondents do not take into account.

The indicator of having the flexibility to judge things in their manner was one of the 17 indicators that respondents did not pay attention to. This is demonstrated by the responses of respondents who think it is unimportant, which evaluates this element as less favorable.

The nurses' participation in this perspective will have an impact on feelings of being appreciated and accepted because these feelings will affect the attitudes and ways in which nurses interpret their work. In this situation, nurses can use their assessment of other people's work or other aspects. Nurses who participate in decision-making or evaluation will experience a sense of

being heard and a recognition of their value in achieving corporate objectives. As a result, the concerned nurse tends to accept decisions and adjustments that take place (14)

According to Table 4's findings from the integration of the IPA-KANO method on the nurse job satisfaction indicator, it was determined that the priority indicator that must be upheld is that I carry out my work following my profession as a nurse and that the compensation I receive is commensurate with the work I do.

According to Table 4's findings from the integration of the IPA-KANO method on the nurse job satisfaction indicator, it was determined that the priority indicator that must be upheld is that I carry out my work following my profession as a nurse and that the compensation I receive is commensurate with the work I do.

According to Government Regulation No. 32 of 1996, nurses are one group of health professionals with unique abilities and responsibilities that set them apart from other health professionals. This decision, as an implementing regulation, therefore, binds nurses in the practice of their profession, particularly those performed in hospitals. 15). The reality of the situation supports this, showing that nurses have carried out their primary responsibilities under their profession.

According to the facts on the ground, the UMP (Provincial Minimum Wage) is applied in terms of overall payroll, thus the management must preserve the element of salary paid following the work performed. Because it helps nurses meet needs, is linked to performance, and is fair, pay plays a key role in determining job satisfaction and has a big impact on nurses. When income is determined by factors like job requirements, skill level, and going rates of pay, it is said to be fair (16).

The working environment (temperature, lighting, air circulation, and cleanliness) where I work has not supported my efforts according to the metrics that are given low

priority. Being uncomfortable at work is a very negative situation for workers in their activities, which results in less-than-ideal work performance. This is because the physical workplace's condition, which still needs improvement, will undoubtedly affect a nurse while they are at work.

CONCLUSION

The primary indications of a nurse's job satisfaction are: performing work in keeping with their profession; receiving compensation commensurate with the labor performed; and having conducive working conditions (temperature, lighting, air circulation, and cleanliness).

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