

## Climate Organization With Employee Satisfaction Implementation

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### ABSTRACT

Nurses are health workers who dominate as a whole and as the first and longest established contact with customers (patients and families) so that they need serious attention from the hospital management. The job satisfaction of health workers can be influenced by the organizational climate. This study aims to determine the relationship of the organizational climate with the job satisfaction of nurses in the inpatient room of RSUD H. Andi Sulthan Daeng Radja, Bulukumba Regency. This research is an analytic observational study with cross sectional approach. Sampling was done by stratified random sampling technique. The population in this study were nurses in the inpatient room of H. Andi Sulthan Daeng Radja Hospital, Bulukumba Regency, as many as 218 people. The sample in this study were 87 people. The measuring instruments used were questionnaires and observations. Data analysis used with Chi-Square test. The results of the respondents' perceptions of the organizational climate are good categories with satisfied job satisfaction as many as 59 respondents (86.76%), and organizational climate of less categories with satisfied job satisfaction, namely 9 respondents (13.23%), while respondents' perceptions of organizational climate less categories with less satisfied job satisfaction as many as 15 respondents (78.94%), and less satisfied category job satisfaction, namely 4 respondents (21.05%). Based on the results of the analysis using the Chi-Square test statistic test obtained p value  $<0.002$  which indicates the existence of organizational climate relations with the job satisfaction of the nurses in the inpatient room of H. Andi Sulthan Daeng Radja Hospital, Bulukumba District.

**Key Word : Organizational Climate, Nurse Job Satisfaction**

### INTRODUCTION

The nurse is a health worker who dominates overall and as the first and longest contact person with the customer (patient and family) so that it needs serious attention from the hospital management. One's subjective considerations regarding job satisfaction relate to salary/incentives, working environment conditions, supervision, relationships between individuals at work and opportunities in the future (promotion) (Hartini, Surati, & Hermanto, 2017). One of the workforce health satisfaction can be influenced by the organizational climate. The climate of the organization in question such as fair and proper remuneration, pleasant working environment and environment, pleasant work colleagues, placement in accordance with expertise, the severity of work,

supporting equipment, the attitude of the leader and the nature of work performed (Sari, 2017).

According to the results of a survey conducted by Hay Group, 2005 shows that the organizational commitment of employees in Asian countries has a low commitment including Indonesia. Indonesia has a commitment index of 63 equal to Korea. In contrast to European countries such as Austria, Denmark, and Mexico have the highest index of 87. The results of an internet survey conducted by Watson Wyatt a human resource consultation in 2005 showed the same results, that the commitment of Indonesian employees was also low. The low value of the commitment of employees in Asia, including in Indonesia because companies in Indonesia only prioritize the business/production, not on human resources (Manopo, Rejeki, & Ulliya, 2014).

A conducive organizational climate is expected to be able to increase nurses' commitment to the implementation of their duties and work towards co-workers in workgroups, as well as the organization in general. The low sense of responsibility and support from members of the organization both from superiors and from colleagues in providing direction and assistance in working to aggravate the members of the organization assume that the organizational climate is not conducive. Though creating a conducive organizational climate is needed by organizations to create job satisfaction for their nurses (Sari, 2017).

From interviews with 8 nurses conducted by researchers on March 1, 2018, regarding job satisfaction as seen from the salary aspect, 6 nurses said they were satisfied with their salary because the respondent was a civil servant while 2 other nurses said they were not satisfied because the respondent had not worked too long and noncivil servant status. While the promotion of promotion is adjusted to the needs of the hospital and the decision making is in the hands of the leadership of the hospital. As for the organizational climate, there is a clear division of tasks, sometimes there are conflicts within the room but can be resolved by themselves.

The purpose of this study was to determine the relationship of organizational climate with job satisfaction of implementing nurses in the inpatient office of H. Andi Sulthan Daeng Radja Hospital in Bulukumba Regency.

### **MATERIAL AND METHODS**

Cross-sectional research is a cause or risk variable and the effects or cases that occur in the research object are measured or collected simultaneously (at the same

time) (Notoatmodjo, 2012). This design aims to determine the organizational climate with the level of satisfaction of implementing nurses at H. Andi Sulthan Daeng Radja Hospital in Bulukumba Regency. Population is a generalization area that consists of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions (Sugiyono, 2014). In this study, the population was implementing nurses who served in the inpatient room of H. Andi Sulthan Daeng Radja Hospital in Bulukumba Regency in 2018 as many as 218 nurses.

The sampling technique in this study is stratified random sampling wherein the researcher considers stratification or strata contained in the population so that strata are represented in determining the sample (Dharma, 2011). The number of samples in this study was 87 nurses. The instrument of this research was in the form of a questionnaire sheet in a structured statement to identify the relationship between organizational climate and job satisfaction of nurses implementing in the inpatient room of H. Andi Sulthan Daeng Radja Hospital, Bulukumba Regency. In the organizational climate questionnaire using the Nur Salam book, meanwhile to measure the level of nurse satisfaction the questionnaire used in the thesis made by the Colombo 2009 Research instrument (questionnaire) must meet the requirements of valid and reliable.

Data were analyzed based on measuring scale and research objectives using computerized program software. Data were analyzed by: (1). Univariate analysis is an analysis carried out to analyze each variable from the results of the study functions to summarize the result data collection in such a way that the data set turns into useful information and the data processing is only one variable (Sujarweni V. W., 2014). In this study, frequency distribution regarding the characteristics of respondents will be known. (2) Bivariate analysis is a bivariate analysis is an analysis carried out by more than two variables that serve to determine the relationship between variables (Sujarweni V. W., 2014). The statistical test used is the X<sup>2</sup> test (chi-square test) if it meets the requirements but if it does not meet the requirements used (the Kolmogorov test). This test aims to see whether there is a significant difference in proportion between the frequency distribution observed and expected with a significance level of 0.05. If P-Value < 0.05 means there is a significant relationship (H<sub>0</sub> is rejected) while P-Value > 0.05 means there is no meaningful relationship (H<sub>0</sub> is accepted).

## RESULT

Based on Table 1 shows that the most respondents are in the age group <30, which is 69 respondents with a percentage (79.3%) and 18 respondents (20.7%) obtained  $\geq$  30 years. Respondents were female, as many as 72 nurses with a percentage of 82.8% and the rest were male as many as 15 nurses with a percentage of 17.2%. Respondents based on their educational background, most of them had DIII Nursing education with 48 nurses with a percentage of 55.2% and Nursing S1 with 39 nurses with a contribution of 44.8%. Responding to the length of work <5 years 60 respondents with a percentage (69.0%) and 27 respondents (31.0%) who worked  $\geq$  5 years while sharing the employment status of 67 respondents with honorary status with a percentage of 77.0% and 20 respondents with the percentage of 23.0% are civil servants.

**Table 1. Frequency Distribution Based on respondent characteristics**

Characteristics of Respondents		N	Percentage (%)
<b>Age</b>	< 30 year	69	79,3
	$\geq$ 30 year	18	20,7
<b>Gender</b>	Male	15	17,2
	Female	72	82,8
<b>Level of Education</b>	DIII Nurse	48	55,2
	S1 Nures	39	44,8
<b>Length Of Working</b>	< 5 Year	60	69,0
	$\geq$ 5 Year	27	31,0
<b>Employment status</b>	Civil Servants	20	23,0
	Honorarium	67	77,0
<b>Amount</b>		<b>87</b>	<b>100</b>

Based on Table 2 it can be seen from 87 respondents who have a good organizational climate as many as 71 respondents (81.6%) while in the less category as many as 16 respondents (18.4%). While for job satisfaction there were 53 respondents (60.9%) who were satisfied and those less than satisfied as many as 34 respondents (39.1%).

**Table 2. Frequency Distribution of Number of Respondents by Organizational Climate and Job Satisfaction**

Variabel	N	Percentage (%)
<b>Organizational Climate</b>		
Good	71	81,6%
Not Good	16	18,4%
<b>Job Satisfaction</b>		
Satisfied,	53	60,9%
Not Satisfied	34	39,1%
<b>Amount</b>	<b>86</b>	<b>100</b>

Based on Table 3 shows that of the 87 respondents, the respondents' perception of organizational climate is good with job satisfaction satisfied by 49 respondents (92.45%), and organizational climate is lacking with job satisfaction with satisfied categories, 4 respondents (7.5%) while respondents' perception of organizational climate is good with job satisfaction less than 22 respondents (64.70%), and organizational climate is less than job satisfaction with unsatisfied categories, 12 respondents (35.29%). Based on the results of the analysis using the Chi-Square test obtained significance value of 0.002 ( $p < 0.05$ ), it can be concluded that "there is a Relationship between Organizational Climate and Job Satisfaction of Implementing Nurses in the Inpatient Room of H. Andi Sulthan Daeng Radja Hospital in Bulukumba Regency".

**Table 3. Relationship between organizational climate and nurse job satisfaction in the inpatient room**

Organizational Climate	Job Satisfaction						<i>P*</i>
	Satisfied		Not Satisfied				
	N	%	N	%	N	%	
Good	49	92,45	22	64,70	71	81,60	<i>0,002</i>
Not Good	4	7,5	12	35,29	16	18,39	
<b>Amount</b>	<b>53</b>	<b>100</b>	<b>34</b>	<b>100</b>	<b>87</b>	<b>100</b>	

## DISCUSSION

In the results of this study, it was seen that there was a significant relationship between organizational climate and Job Satisfaction of Implementing Nurses in the Inpatient Room of H. Andi Sulthan Daeng Radja Hospital in Bulukumba Regency. The relationship between Organizational Climate and Nurse Job Satisfaction based on the results of the analysis using the Chi-Square statistical test obtained  $\rho = 0.002 < \alpha = 0.05$  shows that there is a relationship between organizational climate and job satisfaction of

implementing nurses in inpatients at H. Andi Sulthan Daeng Hospital Radja Bulukumba Regency.

Sari (2009), argues that organizational climate influences job satisfaction by proving that job satisfaction is obtained from social systems that are influenced by the internal and external environment. This is in line with research conducted by Made Gusti Rahadian and I Gusti Made Suwandan (2017) showing that the influence of organizational climate has a positive effect on employee job satisfaction. So if the organizational climate increases, job satisfaction levels will also increase (Rahadian & Suwandana, 2017). The researcher's assumption says that nurses who have an unfavorable organizational climate are in the reward dimension in the form of salary received while nurses who have a good organizational climate tend to have satisfaction with their organizational environment in the form of structure, reward, responsibility, conflict, tolerance, and can take risks in his work as well as good colleagues. Job satisfaction is an employee's attitude towards work related to work situations, work between employees, rewards received at work, and matters relating to physical and psychological factors. This attitude towards work is the result of several individual attitudes towards factors in the work, individual adjustment and social relations of individuals outside the work such as the environment so that it raises the general attitude of the individual towards the work he faces (Sutrisno, 2011).

In line with research conducted by Nur Intan Maslichah and Kadarisman Hidayat (2017) the influence of work environment on employee job satisfaction in nurses at Lavalette Hospital Malang in 2016 states that there is an influence between work environment with job satisfaction, work environment in the form of a feeling of comfort, mutual respect and respect each other between employees to minimize the occurrence of conflict and employee work stress and can increase job satisfaction (Muslichah & Hidayat, 2017).

### **CONCLUSION**

Based on the results of the above research, it can be concluded that there is a relationship between organizational climate and job satisfaction of nurses implementing in the inpatient room of H. Andi Sulthan Daeng Radja Hospital in Bulukumba Regency. The results of this study are expected to be able to add library references and students' insights of Stikes Panrita Husada Bulukumba regarding organizational climate and job satisfaction of nurses and can be input to the hospital

and nurses as performance evaluation materials so that nurse satisfaction and organizational climate can be increased.

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