Job Satisfaction and Nursing Performance through Career Development

by Abdul Aziz Alimul Hidayat

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ABSTRACT

Background : Nursing performance becomes the essence in the success of nursing service at hospital, one way how to reach are enhancement of job satisfaction from nursing career development. **Objectives:** The research is to analyze know the influence of career development to job satisfaction and nursing performance in Buleleng hospital, Indonesia. **Methods:** This research method was correlation study with cross sectional approach. Population in this research is all nurses who exists in RSUD Buleleng District. Using a sample 178 peoples, with inclusion criteria was nurse's work minimum 2 year period. The sampling technique is purposive sampling. **Results:** The research were indicated career development has positive and significant effect on job satisfaction. It showed from the first hypothesis was p value of X (career development) = 0,000 < 0.05 with CR = 3,390. The second hypothesis informed p value of Y1 (job satisfaction) = 0,003 < 0.05 with CR = 2,998 which mean job satisfaction (Y1) has positive and significant effect to nursing performance. It represent career development indirectly has influence to nursing performance from job satisfaction. **Conclusion:** The good of career development has effect towards job satisfaction and indirectly enhancement to nursing performance.
Keywords: Career Development, Job Satisfaction, Nursing Performance, Hospital

INTRODUCTION

Hospital is an organization has a strategic function especially in the field of health, it required to perform quality medical duties and obligations (MOH, 2010). Operation of hospital function was determined by Human Resources (HR) (Robbins, 2012). (Health Ministry of Indonesian Republic, 2017) states that of the 1,149 employees in the District Hospital of Buleleng, as many as 313 people are nurses. The problem is still the low performance of nurses at the hospital due to nurse dissatisfaction. This is evident from the results of preliminary interviews on 10 nurses in Buleleng District General Hospital on March 9th to March 12th 2017, were known that the job satisfaction of the salary of 7 people was feel less satisfied because looking at the side of work with income received less appropriately.

One of the efforts that can be done for it was career development nurse. According to Rivai and Sagala (2012), career development is the process of enhancing individual work ability achievement in order to get the desired career. Career level is a system to improve the performance and professionalism of nurses. Professional career of nurse's consists of 4 level. They are clinical nurses (PK), nurse managers (PM), nurse educators (PP), research nurse / research (PR) (MOH, 2010). Based on data from Nursing Division of RSUD Buleleng District, from 313 nurses in RSUD, 75% was still in PK-I and PK-II.

METHOD

This research method is correlation study with cross sectional approach. Population in this research is all nurses who exists in RSUD Buleleng District. Using a sample 178 peoples, with inclusion criteria was nurse's work minimum 1 year period. The sampling technique is purposive sampling. The exogenous variable is career development. Endogenous variables are job satisfaction and nursing performance. The data taken in this study comes from questionnaires and documents. Data analysis is Structural Equation Modeling (SEM) analysis, with AMOS software.

RESULTS AND DISCUSSION

Table 1 Respondent Characteristics (Gender, Age, Years of Service and Level of Education, n=178)

No	Respondent Characteristics	N	Percentage
1	Gender		
	• Male	50	28,1%
	• Female	128	71,9%
2	Age		
	• ≤ 30 Year	71	39,9 %
	• $31 - 40$ Year	60	33,7 %
	• ≥ 41 Year	47	26,4 %
3	Years of Service		
	• ≤ 10 Years	109	61,2 %
	• $11 - 20$ Years	38	21,3 %
	• ≥ 21 Years	31	17,4 %
4	Level of Education		
	• Vocational High School of Nursing	12	6,7 %
	• D3-Nursing	98	55,1 %
	• D4-Nursing	2	1,1 %
	• Bachelor of Nursing	62	34,8 %
	• Master	4	2,2 %

* The largest number of respondents are women, 128 people, in the age group of ≤ 30 years, there was 71 people. Most of the respondents were in the group with Nursing D3 level with 98 students.
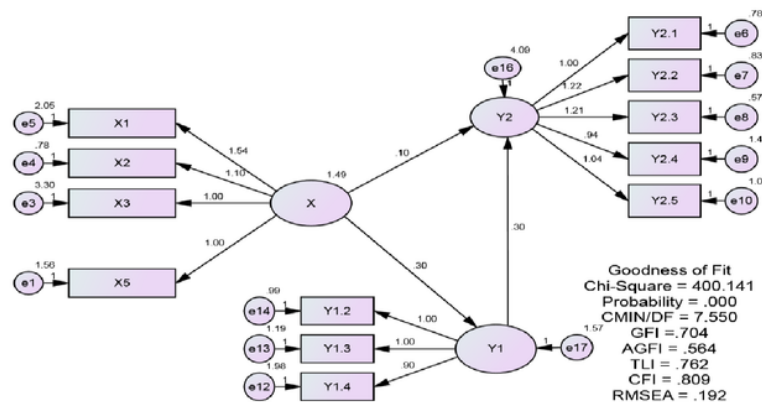

Figure 1 Confirmatory Factor Anaysis of Career Development, Job Satisfaction and Nursing Perfomance

Table 2 CFA Process on Career Development Indicator, Job Satisfaction and Nursing Performance

	Regression Weights		Estimate	S.E.	C.R.	P	Label
Y1	<---	X	.024	.035	.692	.489	par_15
Y2	<---	X	.113	.172	.658	.511	par_13
Y2	<---	Y1	3.920	6.175	.635	.525	par_14
X5	<---	X	1.000				
X4	<---	X	.906	.144	6.271	.000	par_1
X3	<---	X	1.477	.193	7.650	.000	par_2
X2	<---	X	1.212	.139	8.727	.000	par_3
X1	<---	X	1.730	.202	8.585	.000	par_4
Y2.1	<---	Y2	1.000				
Y2.2	<---	Y2	1.222	.053	23.123	.000	par_5
Y2.3	<---	Y2	1.210	.049	24.704	.000	par_6
Y2.4	<---	Y2	.942	.054	17.576	.000	par_7
Y2.5	<---	Y2	1.046	.052	20.220	.000	par_8
Y1.5	<---	Y1	1.000				
Y1.4	<---	Y1	16.113	23.007	.700	.484	par_9
Y1.3	<---	Y1	20.740	29.568	.701	.483	par_10
Y1.2	<---	Y1	16.298	23.247	.701	.483	par_11
Y1.1	<---	Y1	11.312	16.170	.700	.484	par_12

Table 3 Indicator Residual Correlation Process till got Fit Model

Goodness-Of-Fit (GOF)	Analysis Score	*Cut Off Value*	Model's Evaluation
Chi-square	$\chi^2 = 185,069$ P = 0.000	Probabilitas $\geq 0,05$	Low
TLI	0,883	TLI > 0.90	Approaching
GFI	0,858	GFI > 0.90	Approaching
AGFI	0,753	AGFI > 0.90	Low
CFI	0,923	CFI > 0.90	Good
RMSEA	0,133	RMSEA ≤ 0.08	Low

Table 4 Hypothesis Test Result

Regression Weights			Estimate	S.E.	C.R.	P	Label
Y1	<---	X	.300	.090	3.312	.000	par_18
Y2	<---	Y1	.415	.138	2.998	.003	par_8
X2	<---	X	1.011	.092	10.952	.000	par_1
X1	<---	X	1.423	.133	10.661	.000	par_2
Y2.1	<---	Y2	1.000				
Y2.2	<---	Y2	.968	.146	6.636	.000	par_3
Y2.3	<---	Y2	.836	.202	4.132	.000	par_4
Y2.4	<---	Y2	.554	.201	2.763	.006	par_5
Y2.5	<---	Y2	.837	.131	6.383	.000	par_6
Y1.4	<---	Y1	.881	.107	8.259	.000	par_7
Y1.3	<---	Y1	1.000				
X5	<---	X	1.000				
Y1.2	<---	Y1	1.000				
X3	<---	X	1.000				

In the table 4 showed that the p value of variable X (career development) = 0.000 <0.05, where p value <0.05 with value of CR = 3, 390 so H0 is rejected and H1 accepted. Which means career development (X) have positive and significant effect to nurse's job satisfaction (Y1). In the table 5 showed that the p value of the variable Y1 = 0.003 <0.05 with the value of p value <0.05 and also seen the value of CR = 2, 998 so H0 rejected, which means variable Y1 (nurses's job satisfaction) have a positive and significant effect on variable Y2 (nurse's work performance)

This study proves that there was an influence of career development on nurse job satisfaction. It is seen on the result of hypothesis testing were done with p value = 0,000 <0,05 and value of CR = 3,390. Thus it can be said that there is a positive and significant influence between career developments on nurse job satisfaction. The results of this study supported by the statement presented by Siagian (2012) states that career development of employees need to consider five factors, one of which is the level of one's satisfaction, which is meant here is job satisfaction. These results are also in accordance with the statement put forward by Dubrin (2010) states that the purpose of career development is to show the welfare relationship of company employees, in this case in terms of income. Income / salary including one indicator of job satisfaction so it can be concluded that career development related to job satisfaction.

Based on the theory put forward by Patricia Banner (in Alligood, 2014) "From Novice to Expert" suggests that in nursing career development experience 5 levels, namely (1) novice, (2) advanced beginner, (3) competent, (4) proficient, and (5) expert. The first level (novice) a nurse is said to still gain knowledge in nursing school until finally entering the world of work. Stages of this novice is said that the nurse is in the career path PK-I. The

higher the stages were achieved, the more of it will develop nursing career. This has an impact on higher job satisfaction. These conditions when associated with the theory of Hierarchy Maslow, it is said that every individual will feel satisfaction after basic needs are met and always trying to satisfy himself by meeting the needs of a higher level. Based on the description, the researcher believes that career development consisting of six indicators of job performance, exposure, organizational loyalty, mentor and sponsorship, opportunities for growth and management support have a positive and significant impact on job satisfaction

This study proves that there is influence of nurse's job satisfaction on nurse's performance. This can be seen from the hypothesis testing shows the value of p = 0.003 <0.05, with the value of CR = 2.998 so that H0 is rejected. This means that there can be positive and significant influence between nurse's job satisfaction and nurse performance. The results of this study supported by the statement proposed by Nursalam (2015) that the performance of nurses is influenced by factors in the nurse, one of which is job satisfaction. This research is also supported by the theories proposed by Patricia Banner (in Alligood, 2014), "From Novice to Expert" suggests that in nursing career development experience 5 levels: (1) novice, (2) advanced beginner, (3) competent, (4) proficient, and (5) expert. From this theory it is also suggested that the higher the career path of a nurse, the job satisfaction increases, followed by the performance also increased too. Based on the description above, the researcher argues that nurse's job satisfaction consisting of five indicators, namely income, occupation, promotion, supervision and colleagues have a positive and significant influence on nurse performance.

CONCLUSION

The results of this study prove that career development has a positive and significant impact on nurse job satisfaction. Job satisfaction has a positive and significant effect on nurse performance. Career development has an indirect effect on nurse performance through job satisfaction.

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