



## The Correlation between Quality of Work Life and Job Satisfaction Among Nurses at RSUD Dadi Keluarga Purwokerto Hospital

Pambajeng Utami<sup>1</sup>, Tri Sumarni<sup>2</sup>, Pramesti Dewi<sup>3</sup>

<sup>1,2,3</sup>Nursing Undergraduate Study Program, Faculty of Health, Harapan University Bangsa, Kembaran, Banyumas 53182, Jawa Tengah, Indonesia

<sup>1</sup> pambajengutami18@gmail.com \*; <sup>2</sup> trisumarni@uhb.ac.id ; <sup>3</sup> pramestidewi@uhb.ac.id

### ABSTRACT

*Job satisfaction is an important focus in healthcare services as it can affect patient satisfaction levels. Nurses feel satisfied when they experience good quality of work life, as job satisfaction itself is influenced by the level of quality of work life they undergo. The purpose of this study was to identify the relationship between quality of work life and job satisfaction levels at Dadi Keluarga Purwokerto Hospital. This research was conducted using quantitative methods and a cross-sectional approach. All 44 nurses at the hospital were made research subjects using total sampling technique. The job satisfaction measurement tool used was the Minnesota Satisfaction Questionnaire (MSQ), while quality of work life was measured through a Quality of Work Life questionnaire. The results showed that 77.2% of nurses had moderate levels of job satisfaction, while 81.8% had fairly good quality of work life. Spearman Rank analysis resulting in a p-value of 0.00 (<0.05) meant that the null hypothesis (Ho) was rejected and the alternative hypothesis (Ha) was accepted, with a correlation coefficient of 0.588 indicating a strong relationship between quality of work life and job satisfaction among nurses at Dadi Keluarga Purwokerto Hospital. This study advises nurses to further improve their quality of work life to determine strategies to enhance job satisfaction. Future researchers are recommended to examine other aspects such as commitment, work stress, work culture in relation to nurses' quality of work life and job satisfaction. Dadi Keluarga Purwokerto Hospital is also advised to establish a supportive work environment to achieve good quality of work life and job satisfaction.*

**Keywords:** *nurses' quality of work life, nurses' job satisfaction*

### 1. INTRODUCTION

Job satisfaction refers to the sense of contentment individuals derive from their work, stemming from personal efforts and external factors like the work environment, performance, and inherent nature of the work itself (Nurlinda et al., 2018). Rowland and Rowland's theory as cited in Sirait et al., (2015) notes that motivating environmental factors including communication, potential growth,

office politics, and supervisory roles impact job satisfaction. Job satisfaction plays a pivotal role in healthcare by affecting the performance of nurses, which directly or indirectly influences patient satisfaction (Apriliani et al., 2021).

According to Wasis (2008) and M. Dirdjo (2017), job satisfaction signifies positive sentiments that propel optimal work achievement. As Rinayatul and Sumarni (2022) described, employee job satisfaction refers to personal perceptions towards a job, whether

\* Pambajeng Utami

Tel.: -

Email: pambajengutami18@gmail.com



positive or negative, as multiple salient factors warrant consideration in analyzing satisfaction. Dissatisfied and frustrated employees are unlikely to fulfill their psychological wellbeing needs.

Patel (2019) indicates that perceived job satisfaction constitutes a form of security balancing professional and personal realms upon attaining sound quality of work life. Quality of nurses' work life, as posited by Chittenden and Riechle (2011) and Rahmawati (2018), requires synergy between personal and professional spheres through continuous efforts among healthcare professionals including nurses. Satisfaction stems from or represents the resultant impact of rendered service quality. Quality of work life refers to employees' outlook regarding their holistic welfare at their workplace.

Optimally, quality work life empowers nurses to render excellent patient services through realizing their full potential, contingent on sound mental health, job stability, and elevated satisfaction across multiple life domains. Poor quality of work life breeds workplace stress, feelings of powerlessness, and guilt, potentially culminating in high nurse turnover intentions (Almalki, 2017; Rahmawati, 2018).

This study represents a form of ongoing assessment of nursing management practices with the closest aspect being nurses themselves. The overarching research objective was to elucidate the connection between quality of work life and job satisfaction among nurses at Dadi Keluarga Purwokerto Hospital. The findings can benchmark managerial success at this health facility.

## 2. RESEARCH METHODOLOGY

This study adopted a quantitative cross-sectional approach, referring to concurrent measurement or observation of data on the independent and dependent variables. The sample comprised 44 nurses from Dadi Keluarga Purwokerto Hospital who participated in the research. Total sampling method was employed where the entire population formed part of the study sample.

The research spanned from September 2022 to August 2023. Data collection occurred in June 2023 through questionnaire distribution to respondents. With the involvement of 44 nurses and assistance during questionnaire completion by each respondent following prior informed consent. The research instrument utilized a questionnaire on job satisfaction assessment, adapted from Pradipa's 2019 study which showed the Minnesota Satisfaction Questionnaire (MSQ) had validity test results of  $r_{count>table}$  (0.361) at 0.612 and was thus valid. Meanwhile, the reliability test yielded a score of 0.896 making it highly reliable. Quality of work life was measured using the Quality of Work Life questionnaire. Spearman Rank test analyzed the study variables. This study was ethically approved with number B.LPPM-UHB/1685/04/2023.

## 3. RULTS AND FINDING

The characteristics of nurse respondents at Dadi Keluarga Purwokerto Hospital in 2023 can be seen in Table 1 as follows:

**Table 1. Characteristics of Nurse Respondents at Dadi Keluarga Purwokerto Hospital in 2023**

Characteristics	Category	No.	%
Gender	Male	22	50
	Female	22	50
Age	≤ 30 yrs	26	59.1
	>30 yrs	18	40.9
Marital status	Married	37	84.1
	Unmarried	7	15.9
Latest education	Diploma	31	70.5
	Bachelor	13	29.5
	Ners	0	0.0
Working period	≤ 3 yrs	8	18.2
	>3 yrs	36	81.8
Total		44	

Source: Primary data (2023)

Table 1 shows the characteristics of 44 nurses at Dadi Keluarga Purwokerto Hospital, comprising 22 men and women each (50%). Most were aged below 30 years (26 people, 59.1%). A majority were married (37 people, 84.1%). Most nurses had a final education level of a Diploma III (31 people, 70.5%). At the

time, 36 nurses (81.8%) had worked over 3 years.

Ongkowijaya's (2019) study involving cross tabulation analysis and Chi-square correlation discovered a value of 0.597, indicating no significant relationship between gender and job satisfaction levels. Hendrawati's (2017) research denoted correlational evidence between age and job satisfaction among nurses Nganjuk Regional Public Hospital. These findings align with Moh. As'ad's (1995) theory that ages 30-45 represent a period primed for onset of job dissatisfaction. Hendrawati's (2017) work also showed connections between marital status and nurses' satisfaction. According to Elysa & Ariyanti (2022), employees' level of education can shape their mindsets, with higher educational attainment exerting greater influence over job satisfaction in line with workplace demands.

Ongkowijaya (2019) produced a figure of 0.002, signifying that employment duration held robust correlation with job satisfaction since the value was below 5% or 0.05. This indicates satisfaction has tendencies to increase commensurate with longer tenures in an organization. These results support findings by Sarker, Crossman, and Chinmeteepituck (2003) regarding strong relationships between job satisfaction and working years.

An overview of quality of nurses' work life at Dadi Keluarga Purwoketo Hospital in 2023 appears in Table 2:

**Tabel 2. Distribution of Quality of Work Life Frequency in Dadi Keluarga Hospital**

Quality of work life	Frequency	Percentage (%)
Good	8	18.2
Fairly Good	36	81.8
Total	44	100

Source: Primary data (2023)

Referring to Table 2, we can depict that quality of work life among most nurses at Dadi Keluarga Purwokerto Hospital fell into the fairly satisfactory range, represented by a sizeable 36 people (81.8%). This stemmed from factors including work design components related to adequacy of staffing levels based on

needs, which was perceived as misaligned leading to doubts among nurses. This constituted one consideration around assessments of the work climate. Meanwhile, other aspects like work context, work-home and work-life balance garnered fairly positive outlooks.

An overview of nurses' job satisfaction at RSU Dadi Keluarga Purwoketo Hospital in 2023 can be discerned from Table 3 as follows:

**Table 3. Distribution of Job Satisfaction Among Dadi Keluarga Purwokerto Nurses**

Job satisfaction	Frequency	Percentage (%)
High	10	22.8
Moderate	34	77.2
Total	44	100

Source: Primary data (2023)

Table 3 shows most nurses at Dadi Keluarga Purwokerto Hospital had moderate levels of job satisfaction, represented by 34 people (77.2%). The majority felt content regarding interrelationships with colleagues, although scoring lowest on compensation or salary aspects.

Association between quality of work life and job satisfaction among nurses at Dadi Keluarga Purwokerto Hospital.

**Table 4. Correlation between Quality of Work Life and Job Satisfaction Among Nurses at Dadi Keluarga Purwokerto Hospital in 2023**

Quality of work life	Job satisfaction		Total		<i>P value</i>	<i>r</i>
	High	Moderate	n	%		
Good	6	3.6	2	4.5	8	18.2
Fairly Good	4	9.1	32	12.7	36	81.8
Total	10	12.7	34	17.3	44	100

Source: primary data (2023)

Table 4 shows that among 8 nurses with good quality of work life, 6 had high job

satisfaction levels while 2 had moderate satisfaction. Meanwhile, among 36 people with fairly good quality of work life, 4 were highly content with their jobs and 32 were reasonably satisfied. The lowest scoring factor was compensation, representing a salient aspect influencing other parameters. Insufficient remuneration can benchmark satisfaction levels at work.

Spearman analysis revealed a p-value of 0.00 ( $<0.05$ ), leading to rejection of the null hypothesis ( $H_0$ ) and acceptance of the alternative hypothesis ( $H_a$ ). This denoted correlation between quality of work life and nurses' job satisfaction. With correlation coefficients ranging from 0.0 to 1.0, the outcome was 0.588 signifying a robust correlation. The positive coefficient indicated parallel relationships between quality of work life and satisfaction, whereby enhancements in the former improve the latter. Both variables were interconnected through shared components and contributing factors. Fulfilment of factors fostering quality work life facilitates job satisfaction, and accomplishment of satisfaction parameters enhances work life quality in return.

Similar results were reported in Apriliani et al.'s (2021) research which uncovered a staunch correlation between quality of work life and job satisfaction among nurses in a Gresik hospital's inpatient department. Rahmawati's (2018) work also evidenced significant connections between quality of work life and job satisfaction, whereby nurses with better work life quality tended to have higher job satisfaction. These conclusions align with Gayathiri & Ramakrishnan's (2013) indications on the marked impacts of quality of work life on satisfaction levels. A study limitation emerged from fluctuating respondent numbers owing to changes in hospital policies.

#### 4. CONCLUSION

Referring to the analysis and discussions undertaken at Dadi Keluarga Purwokerto Public Hospital, the following conclusions can be drawn: The characteristics of the 44 nurse respondents comprised equal distributions of 22 male and female nurses. Most were aged below 30 years. Majority were married. The predominant final education level was a

Diploma III. Most had over 3 years of experience. The quality of work life among most nurses at Dadi Keluarga Purwokerto Public Hospital was fairly satisfactory. A majority of the nurses at Dadi Keluarga Purwokerto Public Hospital had moderate levels of job satisfaction. There was a significant correlation between quality of work life and job satisfaction at Dadi Keluarga Purwokerto Public Hospital. The p-value of 0.00 which was below 0.05 led to rejection of the null hypothesis ( $H_0$ ) and acceptance of the alternative hypothesis ( $H_a$ ), confirming the relationship.

#### RECOMMENDATIONS

Dadi Keluarga Purwokerto Public Hospital should enhance supportive environments conducive towards improving nurses' quality of work life and job satisfaction. Potential initiatives span managerial aspects like policies, compensation and career development prospects. Nurses are advised to maintain sound work context while boosting work design. Improving design can constitute foundations for formulating satisfaction enhancement strategies to elevate quality of work life. Future studies could examine other factors including commitment, work stress and work culture in relation to nurses' quality of work life and job satisfaction.

#### REFERENCES

- Apriliani, I. M., Purba, N. P., Dewanti, L. P., Herawati, H., & Faizal, I. (2021). Hubungan Antara Kualitas Kehidupan Kerja dengan Kepuasan Kerja Perawat Rawat Inap Rumah Sakit X Gresik. *Citizen-Based Marine Debris Collection Training: Study Case in Pangandaran*, 2(1), 56–61.
- Elysa, M. E., & Ariyanti, F. (2022). Hubungan Faktor Demografi dan Kebahagiaan di Tempat Kerja dengan Kepuasan Kerja Staf Rumah Sakit di Provinsi Lampung (Analisis Data RISNAKES Tahun 2017). *Jurnal Untuk Masyarakat Sehat (JUKMAS)*, 6(1), 29–40. <https://doi.org/10.52643/jukmas.v6i1.198>

6

Hendrawati, A. (2017). Hubungan Karakteristik Individu Dan Karakteristik Pekerjaan Dengan Kepuasan Kerja Perawat Di Ruang Rawat Inap Rumah Sakit Umum Daerah Nganjuk. *REVITALISASI Jurnal Ilmu Manajemen*, 6(2002), 47–58.

M. Dirdjo, M. (2017). Hubungan Spriritual dan Kualitas Kehidupan Kerja Perawat di Ruang Rawat Inap Rumah Sakit Umum Daerah Andi Muhammad Perikesit Tenggarong. *Jurnal Ilmu Kesehatan*, 5(2), 104-112.  
<https://doi.org/10.30650/jik.v5i2.59>

Nurlinda, B. D. A. N. (2018). Di Ruang Isntalasi Rawat Inap RS ISLAM FAISAL Makassar. 13, 519–524.

Octareina, S.D.,& Puspitadewi, N. W. S. (2021). Hubungan Anatara Kualitas Kehidupan Kerja Dengan Kepuasan Kerja pada Karyawan PT. X Di Masa Pandemi Covid-19. *Character: Jurnal Penelitian Psikologi*, 8(5), 1-11.

Ongkowijaya, M. (2019). Hubungan Faktor Demografi Dengan Kepuasan Kerja di PT. Sinar Plasindo. *Jurnal Pengukuran Statistik*, 7(2), 7(2).

Patel. (2019). Pengaruh Kualitas Kehidupan Kerja, Komitmen Organisasi dan Kepuasan Kerja, Terhadap Kinerja Perawat Di RSUD Inche Abdoel Moies Samarinda Jember.1-28

Permatasari, D. (2018). Hubungan Kualitas Kehidupan Kerja Perawat Dengan

Komitmen Organisasi Di Ruang Rawat Inap Kelas II dan Kelas III RSD dr. Soebandi Jember. 1-28

Pradipa, A. H. (2019). Pengaruh Gaya Kepemimpinan Dan Kemampuan Berkomunikasi Kepala Ruang Terhadap Kepuasan Kerja Dan Kinerja Perawat Di Rumah Sakit Umum Daerah Balikpapan.

Rahmawati, I. N. (2018). Kualitas, Kepuasan, Perawat Kualitas Kehidupan Kerja Dan Kepuasan Kerja Perawat Di Rumah Sakit. *Jurnal Keperawatan Malang*, 2(2), 57–62. <https://doi.org/10.36916/jkm.v2i2.23>

Risfa Rinayatul, T. Sumarni (2022). *Hubungan Kepuasan Kerja Dengan Perilaku Caring Perawat Ruang Rawat Inap*. 4(November), 1377–1386.

Salahat, M.F.,& Al-Hamdan, Z. M.(2022). *Heliyon Quality of nursing work life , job satisfaction , and intent to leave among Jordanian nurses : A descriptive study*. *Heliyon*, 8(February), e09838. <https://doi.org/10.1016/j.heliyon.2022.e09838>

Sirait, E., & Boejasin, H. (2015). *Faktor-faktor Yang Mempengaruhi Kepuasan Kerja Perawat di ruang rawat inap RSUD Haji Boejasin Pelaihari*. 1, 14–20.