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RELATIONSHIP BETWEEN EMPLOYEE ENGAGEMENT AND JOB SATISFACTION OF NURSES AT MUHAMMADIYAH BABAT LAMONGAN HOSPITAL

ABSTRACT

Introduction: One of the problems that is prone to occur among nurses is job satisfaction. Good job satisfaction includes good relationships with fellow colleagues and the surrounding environment will create a friendly and good atmosphere so that a person feels comfortable and becomes attached to his work. The purpose of this research is to determine the relationship between employee engagement with the job satisfaction of nurses at the Muhammadiyah Babat General Hospital. **Methods:** The research used in this study was analytic correlation with a cross sectional approach using cluster sampling technique to get 48 respondents. This research used a closed questionnaire and analyzed using the Spearman test. **Results:** This study found that the results of employee engagement or employee engagement with nurses at Babat Lamongan General Hospital were mostly high, with 25 nurses (52.1%) and most of them had moderate job satisfaction with as many as 28 nurses (58.3). **Conclusions:** Based on the results of the analysis using the Spearman Rho test, it was found that the value of $p = 0.000$ ($p < 0.05$) and the value of $r = 0.557$, then H_1 is accepted. This means that there is a relationship between Employee Engagement and Job Satisfaction of nurses at Muhammadiyah Babat General Hospital. Based on this research it is expected that nurses can increase their work productivity, as well as support each other and love their work more.

Keywords : Employee Engagement, Nurse Job Satisfaction

INTRODUCTION

Job satisfaction reflects the degree to which a person likes his job. Job satisfaction is an affective or emotional response to various aspects of one's job (Su'ada et al., 2022). Research conducted by (Afandi et al., 2022) said that the factors of work equipment and the difference or accuracy of salary payments are the most important factors that can increase nurse job satisfaction. Research by (Fatimah et al., 2016) found that respondents who had low job satisfaction were 46.2%. From (Fitnanto et al., 2021) As many as 41% of nurses in hospitals experience dissatisfaction with their work. Research by (Akbar, 2020) says that the level of staff satisfaction at Tehran's Teching Hospital is in the low category due to salary or benefits and policy management factors. Meanwhile, research by (Asuro, 2018) argues that rewards or salary have a significant effect on job satisfaction.

According to research by (Widjaja et al., n.d.) found that in China 41% of hospital nurses have low job satisfaction. Whereas a study of nurses in Türkiye found their job satisfaction was moderate. Data on nurse job satisfaction at the 2018 Idaman Hospital Banjarbaru City Inpatient Installation, stated that 17% of nurses were dissatisfied due to salary, provision of additional incentives for achievement or extra work, availability of equipment to support services, and opportunities to improve work capabilities through training and attention hospital institutions towards nurses. According to (Afandi et al., 2022) several factors can affect job satisfaction, namely salary, promotion, job security, working environmental conditions, job independence, relationships with co-workers, relationships with superiors, and job characteristics are factors that influence job satisfaction. of job satisfaction include: the impact on productivity, the impact on absenteeism (absenteeism), the release of labor (turn-over).

Employee engagement has a positive relationship with job satisfaction. Employees who are satisfied will perform better. Employees with employee engagement can have satisfying careers so that employees want to work really hard to achieve company goals. realization of organizational goals. There are 3 characteristics in employee engagement, which are categorized as indicators, including: vigor, dedication and absorption to work (Akbar, 2020).

To increase employee engagement, it is necessary to analyze the factors that influence it, taking into account the needs of employees, including fulfilling employee job satisfaction, so that organizations must pay more and pay attention to job satisfaction to increase employee engagement (Atthohiri & Wijayati, 2021). Employees with high employee engagement can have satisfying careers, thus making employees want to work really hard in order to achieve company goals (Paramarta & Darmayanti, 2020). The purpose of this study was to determine the relationship between employee engagement and job satisfaction of nurses at Muhammadiyah Babat General Hospital.

MATERIALS AND METHODS

This study uses a correlation research design with a cross-sectional approach. The variables chosen are employee engagement and job satisfaction. The population in this study were all nurses in the hospital, totaling 64 nurses. The sample was selected using Cluster Sampling. Criteria for inclusion were nurses who were willing to be respondents, nurses who had worked for >1 year. The employee engagement variable instrument uses a questionnaire modified by Titin in 2016, which consists of 3 indicators: vigor (6 questions), dedication (7 questions), absorption (7 questions) and is filled with a score of 1 (STS), 2 (TS), 3 (N), 4 (S), 5 (SS). Job satisfaction variable instrument with a modified questionnaire by Gustri in 2018 which consists of 6 indicators: the job itself (4 questions), wages or salary (4 questions), promotion (3 questions), supervision (3 questions), co-workers (3 questions), working conditions (3 questions) and filled with a score of 1 (STS), 2 (TS), 3 (N), 4 (S), 5 (SS). The researcher collected data through the licensing process from the hospital, after which he selected the sample according to the inclusion and exclusion criteria. Data analysis used the Spearman Rho test.

RESULTS

Based on table 1, it shows that almost half of the nurses have high employee engagement 25 nurses (52.1%), and almost some of the nurses have moderate employability of 23 nurses (47.9%). Based on table 2 shows that almost half of the nurses have moderate job satisfaction as many as 28 nurses (58.3%), and almost some nurses have moderate levels of job satisfaction as many as 20 nurses (41.7%). Based on table 3 it shows that out of 48 nurses it was found that 25 nurses had high Employee Engagement with a high level of job satisfaction of 17 and a moderate level of job satisfaction of 8. Based on the results of calculations using the Spearman rank test and analyzed using SPSS 22 for windows between Employee Engagement with Nurse Job Satisfaction at Muhammadiyah Babat General Hospital, Spearman correlation coefficient (rs) = 0.557 and sig 2 tailed (p) = 0.000 where $p < 0.05$ then H1 is accepted, meaning that there is a relationship between Employee Engagement and Nurse Job Satisfaction at Muhammadiyah Babat General Hospital.

Table 1. Employee Engagement in Nurses at Babat General Hospital 2023.

No	Employee Engagement	Frequency	Percentage%
1	Tall	25	52.1
2	Currently	23	47.9
3	Low	0	0
Total		48	100.0

Source: Primary data 2023

Based on table 1, it shows that almost half of the nurses have high employee engagement of 25 nurses (52.1%), and almost some of the nurses have moderate employability of 23 nurses (47.9%).

Table 2. Job Satisfaction in Nurses at Babat General Hospital 2023

No	Job Satisfaction	Frequency	Percentage%
1	Tall	20	41.7
2	Currently	28	58.3
3	Low	0	0
Total		48	100.0

Source: Primary data 2023

Based on table 2 above, it shows that almost half of the nurses have moderate job satisfaction as many as 28 nurses (58.3%), and almost some nurses have moderate levels of job satisfaction as many as 20 nurses (41.7%).

Table 3. Relationship between Employee Engagement and Nurse Job Satisfaction

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No	Employee Engagement	Job Satisfaction						Total	
		Tall		Currently		Low		N	%
		N	%	N	%	N	%		
1.	Tall	17	35.41%	8	16.6 %	0	0.0%	25	52.08%
2.	Currently	3	6.25%	20	41.6 %	0	0.0%	23	47.91%
3.	Low	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total		20	41.66%	28	58.2%	0	0.0%	48	100%
Uji Spearman Rank		rs=0.557				p=0.000			

3 Source: Primary data 2023

Based on table 3 above, it shows that out of 48 nurses, it was found that 25 nurses had high Employee Engagement with a high level of job satisfaction of 17 and a moderate level of job satisfaction of 8. Based on the results of calculations using the Spearman rank test and analyzed using SPSS 22 for windows between Employee Engagement and Job Satisfaction of nurses at Muhammadiyah Babat General Hospital, Spearman correlation coefficient (rs) = 0.557 and sig 2 tailed (p) = 0.000 where $p < 0.05$ then H1 is accepted, meaning that there is a relationship between Employer Engagement with Job Satisfaction of nurses at Muhammadiyah Babat General Hospital.

DISCUSSIONS

The results of research conducted by researchers while at the hospital showed that nurses had employee engagement in the high category and job satisfaction in the moderate category. Engagement in employees indicates a strong relationship between employees at work and the organization where they work (Fauziridwan et al., 2018).

Employees find personal meaning in their work, take pride in what they do and trust that the organization will value what they do. Support from the company will affect the psychology of employees at work, with positive psychological conditions employees will be able to give the best they can to the company (Hardianto & Suci, 2021).

Nurses define employee engagement as participation and enthusiasm for work. They also associate employee engagement with a sense of positive emotional attachment and employee commitment (Pratiwi & Fatoni, 2023). Employees will be able to assess how the work they do whether the work makes them happy or their work makes them happy. employees feel something is missing. Each employee has their own needs and self-concept so that a person's perception of his work will be different, whether it is fun and profitable or just the opposite (Barahama et al., 2019).

(Daniel Dami et al., 2022) describes employee/nurse engagement as an effort to empower members of the organization for their work roles, including efforts to utilize and show themselves cognitively, physically and emotionally while playing their performance. The cognitive aspect of employee engagement will pay attention to employee beliefs about the organization, such as leadership and work situations. Menurut (Widjaja et al., n.d.) keterlibatan pegawai/keterikatan karyawan (employee engagement) dapat ditunjukkan melalui sikap positif, penuh dengan makna dan bermotivasi. Sikapsikap tersebut ditandai dengan karakteristik vigor (tingkat energi tinggi, keinginan berusaha, resiliensi, tidak mudah menyerah menghadapi tantangan), dedication (antusias, inspirasi, menantang, bernilai dan berharga) dan absorption (penuh konsentrasi dalam menghadapi satu tugas).

According to Margaretha (Pratiwi & Fatoni, 2023) stated that employees/nurses who have high enthusiasm, never give up and always concentrate fully in facing one task, the nurse will have high employee engagement traits. Employees who feel engaged are those who feel truly involved and enthusiastic about their work and organization. Attachment is the willingness of the ability to contribute to the success of the company, namely when employees want to work hard to complete their work and use all their thoughts and energy (Chrisdiana & Rahardjo, 2019).

According to (Supriadi, 2017) there are several definitions of job satisfaction including job satisfaction is an assessment of workers, namely how far their work as a whole satisfies their needs. Someone who is dissatisfied with his job will work more productively and be loyal to his organization, while a worker who is dissatisfied with his job will work less productively and tend to have the desire to quit his job (Muti, 2020).

(Paramarta & Darmayanti, 2020) explained the relationship that occurs that employee engagement can have a significant positive effect on job satisfaction. The results of this study support the research of Employee engagement affects the job satisfaction of nurses to be more enthusiastic and prefer their work. Job satisfaction is a person's level of satisfaction after comparing the perceived

performance or results compared to his expectations. Job satisfaction is an emotional attitude that expresses pleasure and likes work (Supriadi, 2017).

Job satisfaction has influencing factors, one of which is employee engagement. Employee Engagement is a multidimensional idea emotionally, cognitively or physically. Engagement occurs when a person is consciously aware of and emotionally connected to another person. When employees are engaged, employees have an awareness of the purpose of their role to provide services so that employees will give all their best abilities. Research on Employee Engagement with job satisfaction is very interesting to study because there is not much research on Employee Engagement with job satisfaction in the academic literature. In fact, attention to Employee Engagement with job satisfaction is still very little discussed in the world of human resources in Indonesia. This is followed by the lack of research on Employee Engagement and job satisfaction in Indonesia (Hardianto & Suci, 2021).

Pratiwi & Fatoni (2023) argues "nurses who want to do a good job and contribute to organizational success can do well so that opportunities for employee engagement increase, it will have a positive impact on satisfaction". Meanwhile, (Dewanto, 2016) explained "job satisfaction as the most important thing that must be grown in every nurse, this is because engaged nurses will have high attachment to the company, and high engagement affects nurses in completing work (tends to have quality work). satisfactory).

Based on this research, nurses who have high employee engagement have high enthusiasm and never give up when doing their assignments, so they don't hinder other work being done at work. Then nurses who have high job satisfaction are able to do their job well and have good relationships with their co-workers so that the work done becomes more comfortable and maximal.

CONCLUSIONS

Most have employee engagement in the high category. Most have medium category of Job Satisfaction. There is a relationship between Employee Engagement and Nurse Job Satisfaction at the Muhammadiyah Babat General Hospital.

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