ANALYSIS OF THE EFFECT OF HUMAN RESOURCE DEVELOPMENT ON NURSE JOB SATISFACTION

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Abstract

Introduction, health is a healthy condition, physically, mentally, spiritually or socially that allows everyone to live productively socially and cheaply as an investment for the development of socially productive and inexpensive human energy sources. Methods, the research used is quantitative research with observational analytic research type with Cross Sectional Study design is a research design that focuses on the dynamics of correlation and associations between independent variables (training, management support, internal interactive communication, management of Human Energy Sources, and the development of service culture) with the dependent variable (job satisfaction) when it coincides. Results, if training is an aspect of Human Resources development that greatly affects the job satisfaction of nurses with an Exp (B) value or an odds ratio of 1.790, meaning that nurses with fairly categorized training tend to be 1, 790 times more satisfied than nurses with training categorized less and because the value of B is positive until training has a positive effect on job satisfaction. Conclusion, if there were influences between aspects of training, management support, internal interactive communication, management of maintenance of human resources, improving the culture of service to nurse job satisfaction. Enhanced and maintain job satisfaction of health workers in this matter nurses. Need maximum training for nurses to improve nursing performance.

Keywords: job satisfaction, nurses, staff development, workforce

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1. Introduction

Health is a healthy condition, both physically, mentally, spiritually or socially that allows each person to live a productive life socially and cheaply, whereas health efforts are every activity and or a series of activities that are tried in an integrated, integrated and sustainable way to maintain and improve health status (Fang et al., 2020). Citizens in the form of disease prevention, health promotion, healing of diseases, and health recovery by the government and or residents so that health development aims to increase understanding, desire, and healthy living skills for each person so as to realize the highest health status of citizens as investment for the development of socially productive and inexpensive human energy sources (Stenberg et al., 2016). Human resource management is an activity related to empowering people in organizations. Human resource management is a strategic approach with the best and pro-active ways in managing organizational resources (Aykan, 2017). Human resource management is concerned with organizational values and culture and not only creates rational and tangible aspects such as structure and technology, but also creators of ideology, language, beliefs; Human resource management is concerned with how to plan, place, coordinate, foster, motivate and control the human resources working in organizations (Carnevale & Hatak, 2020).

Human resources have the main position in every activity of the organization. The issue of human resources is still in the spotlight for organizations to always be able to survive in the globalization era (Organization, 2015). Although supported by facilities and infrastructure and funds that go too far but without the support of professional human energy sources so that the activities of the organization cannot be carried out properly so that human energy sources become the main key to ensure the successful implementation of organizational activities (Notoatmodjo, 2003). A good management system wants to share satisfaction with employees who want to guarantee customer satisfaction as well as employee retention and low employee turnover can increase customer productivity and value (Bin & Shmailan, 2015). Traditional research overrides employee turnover so far only calculates recruitment fees, payroll and training replacements (Leone et al., 2015). Meanwhile, in reality, even the most paid is the shrinking productivity and customer satisfaction due to the presence of new employees. Employee retention and productivity are determined by employee satisfaction (Kim et al., 2017).

This employee satisfaction can be achieved through internal service quality which includes selecting employees, workplace design, reward systems and supporting PC equipment. Workers want to feel satisfied with their work if they feel that they can play a role for the interests of customers, so as to produce employee satisfaction or customer satisfaction (C. Lu et al., 2015). Human resource development must be planned appropriately so that development can increase employee productivity now and in the future. Development objectives, methods and curriculum development, benchmarks to the basis of assessment and the elements assessed are things that need to be planned in the development of HR for a company. Human resources are aspects that play a very important role in the success of a hospital service. that the higher job satisfaction, the lower the intention to leave. Therefore, it is important for hospitals to work to increase job satisfaction thereby reducing employee intention to leave (Beattie et al., 2015). According to research results (Dhania, 2010) job satisfaction is a pleasant or emotionally positive condition that comes from a person's assessment of his work or work experience. The results showed that there was no significant negative relationship and influence between OCB and turnover intention, but there was a significant positive relationship and influence between OCB and job satisfaction (Spence Laschinger et al., 2016) .

There is no influence between personality and environmental factors on the discipline of nurses. This research can be used as a reference material for learning about nurse discipline and is expected for health workers to be used as input for carrying out their (T. C. M. Suprapto & Lalla, 2020). Good management skills, quality and quantity of human resources and sufficient funding are the most important supporting factors and the basic capital that must be owned so that the hospital's functions can be carried out properly. This study seeks to provide additional contributions and input to hospitals regarding the development of human resources in order to deal with changes in external and internal environmental conditions that begin by building commitment among employees, especially nurses on various indicators of human resource development available in hospitals that have an impact on customer or patient satisfaction

2. Materials and Methods

Quantitative research design with analytic observational research with a cross sectional approach. The research design studies the dynamics of the correlation and the relationship between the independent variables of training, management support, internal interactive communication, HR management, and the development of a service culture with the dependent variable, job satisfaction.

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The research was conducted at the hospital from August to November 2022. The population is all nurses who are actively working, a sample of 136 respondents using an accidental sampling technique that meets the inclusion criteria. Data collection uses a questionnaire instrument which contains statements, interviews, observations, and documentation. Univariate, bivariate, and multivariate data analysis using statistical methods to analyze the effect of several variables on other variables simultaneously. The first step in multivariate analysis is to select the variables to be included in the multivariate analysis using multiple logistic regression tests. Variables included in the multivariate analysis were variables that in the bivariate analysis had $p < 0.05$, with the help of SPSS software.

3. Results

Tabel 1. Respondent Demographic Data

Age	Frequency	%
<26	7	5,1
26-30	60	44,1
31-35	41	30,1
36-40	18	13,2
41-45	7	5,1
>45	3	2,2
Gender		
Man	20	14,7
Woman	116	85,3
Years of service		
< 6 year	26	19,1
6 -10 year	91	66,9
> 10 year	19	14
Education		
Diploma three	89	65
Professional Bachelor	47	35

Source: Primary data, 2022

Tabel 2. Bivariate Analysis of Training, Management Support, Internal Interactive Communication, HR Management, and Developing a culture of service

Training	Job satisfaction				Total		χ^2
	Enough		Not enough				(p-value)
	N	%	N	%	N	%	
Enough	59	68,6	27	31,4	86	100	6,958
Not enough	22	44	28	56	50	100	-0,008
Management Support							
Enough	69	64,5	38	35,5	107	100	4,144
Not enough	12	41,4	17	58,6	29	100	-0,042
Internal Interactive Communications							
Enough	69	65,7	36	34,3	105	100	6,169
Not enough	12	38,7	19	61,3	31	100	-0,013
HR Management							
Enough	70	65,4	37	34,6	107	100	6,062
Not enough	11	37,9	18	62,1	29	100	-0,014
Develop a service culture							
Enough	71	64,5	39	35,5	110	100	4,907
Not enough	10	38,5	16	61,5	26	100	-0,027

Source: Primary data, 2022

Table 3. Multivariate Analysis of Factors Affecting Nurse Satisfaction at Hospitals

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Variabel	B	Sig.	95% CI for Exp (B)
Training	0,583	0,200	1,790
HR Maintenance Management	0,494	0,371	1,638
Internal Interactive Communication	0,502	0,348	1,654
Constant	-0,740	0,081	0,477

Sumber: data primer 2022

Based table 2. results of the hypothesis test using chi-square, training value p-value 0.008 was obtained, management support; -0.042, internal interactive communications: -0.013, HR management: -0.014, and develop a service culture: -0.027, then H0 is rejected which means that there is an influence of internal interactive communication on nurses' job satisfaction in providing health services. The results of multivariate analysis showed that by using logistic regression it was found that training was the most influential HR development factor on nurse job satisfaction with an Exp (B) value or odds ratio of 1.790, meaning nurses with relatively classified training tended to be 1,790 times more likely satisfied by nurses with less classified training and because the value of B is positive, the training has a positive effect on job satisfaction.

4. Discussion

The researchers' finding that training is the human resource development factor that most influences nurses' job satisfaction with an Exp (B) value or odds ratio of 1,790, meaning that nurses with training are relatively likely to be 1,790 times more likely to be satisfied by nurses with training that is classified as lacking and because of the positive B value, training has a positive effect on job satisfaction. Training and international working assignments have a direct positive relation with the level of organizational performances, while teamwork and coaching and mentoring have not shown the same (Keyko et al., 2016). Organizations and their HR managers should pay special attention to planning and implementation of HR development programs coaching, mentoring and teamwork in order to create space for organizational innovation enhancement (Berber & Lekovic, 2018). Nurses' standards and professional performance and consider the factors of nurse outcomes and patient satisfaction (Karaca & Durna, 2019). That employee empowerment has a significant positive effect on job satisfaction, especially in terms of training that has a significant positive effect on employee job satisfaction. So based on the results of this study training for nurses still needs to be optimized such as the need for ongoing training to provide job satisfaction and improve nurse performance that will produce good quality service (H. Lu et al., 2019).

Nurse job satisfaction is lacking and nurses turnover rate is high at the hospital where the study is an issue that requires attention from Human Resource management so as not to be the cause of low quality of health services (De Simone et al., 2018). Influential factor on nurse job satisfaction was the absence of a career development program at this hospital. The solution to improve nurse job satisfaction at this hospital is to design a career development program by making a career development tool based on nurses' competencies (Kartika, 2018). Someone experiencing stress or being in a state of stress will affect the quality of their work, for example a customer, so it will affect the quality of nursing services because they are not concentrated in providing services. that the factors of work stress nurses with the quality of nursing services in the Emergency Room Installation is a factor of workload and interpersonal relationships (S. Suprapto, 2016).

Nurses play an important role in improving the quality of service for patient satisfaction. But sometimes nurses are less able to carry out their role because of lack of commitment and job satisfaction as a very important factor in determining performance and work performance (MacPhee et al., 2017). Based on the results of research in general and nursing services in particular to maintain or further improve the quality of service, especially those relating to the performance of nurses so as to satisfy patients (Suprapto et al, 2021). Job satisfaction arises from the perception of how well work provides what is considered important. Expressed job satisfaction will arise if the achievement of things that are considered important in life or commonly called needs (MacPhee et al., 2017). Opinion needs can be in the form of strength needs, achievement needs and relationship needs. Unfulfilled job satisfaction will result in psychological maturity that is not achieved and can even cause frustration besides the lack of satisfaction at work will cause decreased morale, lower productivity and lead to an unhealthy social environment, furthermore someone who does not get a satisfying job rarely have a truly satisfying life (Kim et al., 2017)That partially the work and training environment does not have an influence on job satisfaction, while empowerment partially has a significant effect on job satisfaction. But overall the

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work environment, training, and empowerment of HR have a significant influence on job satisfaction (Pareraway et al., 2018). The nurse work environment warrants attention to promote health care quality, safety, and patient and clinician wellbeing (Lake et al., 2019). Missed nursing care is common in US hospitals and varies widely. Most patients rate their hospital care experience highly, but this also varies widely across hospitals. Patients have poorer care experiences in hospitals where more nurses miss required nursing care. Supporting nurses' ability to complete required care may optimise the patient care experience. As hospitals face changing reimbursement landscapes, ensuring adequate nursing resources should be a top priority (Lake et al., 2016). Health development is a way of increasing awareness, willingness and ability to live healthy for everyone so that an optimal degree of public health can be achieved (S. Suprapto et al., 2021).

Administrators should work collaboratively with nurses to identify work environment strategies that ameliorate workload demands at different levels (Salyers et al., 2017). The present results supported the use of visual analogue scale rather than Likert scaling in patient satisfaction surveys and stressed the need to account for as many potential confounding factors as possible (Voutilainen et al., 2016). To inform healthcare workforce policy decisions by showing how patient perceptions of hospital care are associated with confidence in nurses and doctors, nurse staffing levels and hospital work environments (Aiken et al., 2018). The results may serve to help distinguish elements in emergency department nurses' work and life that are related to compassion satisfaction and may identify factors associated with higher levels of compassion fatigue and burnout (Hunsaker et al., 2015). Communication, as a key element in providing high-quality health care services, leads to

patient satisfaction and health (Norouzinia et al., 2016). Job satisfaction has become a critical issue for healthcare organisations in recent years, particularly in nursing, because of potential labour shortages, their effect on patient care, and the associated costs (Al Maqbali, 2015). The concept of nurse engagement is often used to describe nurses' commitment to and satisfaction with their jobs. In reality, these are just two facets of engagement. Additional considerations include nurses' level of commitment to the organization that employs them, and their commitment to the nursing profession itself (Christina Dempsey, 2016). Among efforts underway to search for innovations to strengthen the workforce, there is a heightened interest to have nurses in advanced practice participate in patient care at a great extent (Woo et al., 2017).

5. Conclusions

Based on the results of the study it can be concluded; there is an influence between the factors of internal interactive communication management support training human resource maintenance management, developing a service culture can increase the work satisfaction of nurses in hospitals in Makassar. To improve and maintain job satisfaction of health workers, in this case nurses. To improve health services in the community, it is necessary to consider factors related to human resource development in order to realize optimal health services. Responding to every complaint about the work of health workers, especially nurses, giving awards to nurses with the best performance and providing opportunities for promotion of nurses who excel in order to increase work motivation and work productivity, while maintaining priority to the public or patient interests compared to personal or group interests in order to realize degrees optimal health in the work environment

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