

Factors Related of Work Environment on Officials Work Satisfaction of Health Centers in Keerom Regency Papua Province in 2016

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ABSTRACT

The aim of this research was to analyze the correlation between work environment factor and work satisfaction of the officials of Health Centers in Keerom Regency. The research was an analytic observational study with cross sectional study. The populations were all officials working at Health centers in Keerom Regency of Papua Province. The sample was the officials working at Health Centers in Keerom Regency consisting of 131 people. The sample was selected using total sampling method. The data were processed using SPSS program with multiple logistic regression. The results of the research indicate that there is a correlation between work situation ($p=0.016$), supervision ($p=0.009$), incentive ($p=0.007$), co-workers ($p=0.007$), and promotion ($p=0.000$) and officials work satisfaction of health centers, while policy does not have a correlation with officials work satisfaction of health centers. The most correlated variable is promotion.

CCS Concepts

•Social and professional topics → User characteristics

Keywords

work satisfaction; co-workers; promotion

1 INTRODUCTION

Health workers at Puskesmas play an important role in the provision of health services to the community. Professionalism among health workers is required to provide quality health services. Low professionalism among health workers can reduce competence of the service provided. In addition, reduction in competence, work situations, supervision of superiors, incentives, coworkers and promotion of positions and policies may affect the work performance of the health workers. This will lead to effect job satisfaction and lower the overall quality that may affect

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patient visits to their center [1].

Thus, employee job satisfaction is an important thing to consider in spurring employee performance. Job satisfaction becomes one of the keys that must be considered to produce good performance and in accordance with the goals of the organization. Goals will be realized if the people - people who are in it able to provide good loyalty arising from employee satisfaction in working, either individually or cooperate with others who can produce good performance as well [2].

According to Robbins [3] employees who have satisfaction with his work will not be absent and quit his job, the employee's performance will also increase. Creating employee job satisfaction is expected to reduce negative behaviors that may hamper employees' work.

Many factors that affect employee job satisfaction, among others: psychological factors, social and work. Psychological factors, is psychiatric factors that include interests, work tranquility, talents and skills; social factors, is a factor associated with the interaction of fellow employees, as well as with superiors; physical factors, are factors related to the physical condition of the working environment and the physical condition of the employee including the type of work, the arrangement of working time and rest period, the condition of the room, lighting, air exchange, work equipment, health condition of the employee, age; financial factors, are factors related to employee guarantees and welfare covering the system and the magnitude of incentives, social security, promotion and so on [4]. According to Azwar [5], job satisfaction is influenced by work situation, salary / reward, supervision, promotion and co-worker.

Research of Akustia Eni [6] under the title "Influence of Characteristic and Work Condition Factor with Job Satisfaction of Nurse of Puskesmas in Pati Regency" using variable: nurse characteristic (age, working period), occupational condition factor (work situation, supervision, incentive / co-worker, promotion). The results showed that the age of respondents there is a significant relationship with job satisfaction and the five working conditions variables affect the job satisfaction.

In satisfaction theory proposed by Gibson [7] it is said that job satisfaction is influenced work environment, individual and behavior. Including working environment factors include working conditions ie work, co-workers, promotion and allowances,

supervision and policy, individual factors are the characteristics of respondents such as age, sex, education and length of work, while behavioral factors are work discipline, work ethic and attitude work.

Low performance is influenced by various factors. Performance of health workers according to Gibson [7] is influenced by three variables, namely individual variables, organization and psychological variables. Meanwhile, according to Kotler [8] performance influenced individual characteristics, organizational characteristics and job characteristics. Individual characteristics consist of: satisfaction, ability, knowledge, skills, motivation, age and gender, education, ethnicity, socioeconomic and experience. Organizational characteristics consist of: reward system, selection and training, organizational structure, vision and mission of organization and leadership; while job characteristics consist of: job description, job design and work schedule.

To achieve good performance, the most dominant element is human resources, although the planning has been well and neatly arranged but if the people who implement are not qualified and do not have high morale, then the plan has been prepared will be in vain. In times of increasingly fierce competition as it is today, employee job satisfaction is an important thing to consider in spurring employee performance. Job satisfaction becomes one of the keys that must be considered to produce good performance and in accordance with the goals of the organization. Goals will be realized if the people - people who are in it is able to provide good loyalty arising from employee satisfaction in work, either individually or cooperate with others who can produce good performance as well.

According to Juliansyah [9], the factors of job satisfaction are: incentives, promotion, supervision, colleagues and work environment. According to Sopiah [10], suggests aspects of work, salary, company management, supervision, work intrinsic factors, working conditions, social aspects of work, communication and co-workers.

Thus, this study was done to evaluate the relation of work environment factor with job satisfaction of Puskesmas employee in Keerom Regency. The factors that were analyzed are work situation, supervisor, incentive, work colleague, promotion of position and policy.

2. METHODOLOGY

2.1 Research Type

In this study by using Quantitative research methods, where researchers try to give an idea of a collectivity of objects studied in a systematic and actual about the facts that exist. This research uses cross sectional study design, which is a research design by carrying out measurements or observations that aims to analyze the relationship of work environment factors with job satisfaction of Puskesmas employees in Keerom Regency.

2.2 Location and Time of Study

Data collection was conducted from April to June 2015 at 3 (three) health centers in Keerom Regency of Papua Province, namely , Puskesmas Arso III representing rural area , Puskesmas Waris represent remote area and Puskesmas Ubrub represent very remote area.

2.3 Population and Sample

The population in this study were all employees / officers who work in health centers functional in Keerom Regency Papua

Province, where they spread out in 7 (seven) clinic. The samples taken for this study is as follow Puskesmas Arso III- 70 samples, Puskesmas Waris with 31 samples and Puskesmas Ubrub with 31 samples. Thus total number of samples is 131.

2.4 Data Collection

Primary data is data obtained directly by researchers of respondents who were selected as a sample at the time of the research by conducting interviews directly to the respondents by using questionnaires. Secondary data is data obtained from documentation study. This data is a general description of Puskesmas, respondent characteristics and others related to the research object and data taken from Keerom District Health Office and Puskesmas.

2.5 Data Analysis

Bivariate analysis is done by using chi-square test, with p degree significance equal to 0,05. The statistical test results are said to be significant if the p value is less than the value (p value <0.05). The use of chi-square test is caused to test the hypothesis of whether there is an independent variable relationship to the dependent variable.

Multivariate analysis aims to determine the independent variables that is closely related to dependent variable. The statistical test used is logistic regression. The variables to be included in multivariate analysis are independent variables with value ≤ 0.250 during chi-square test. The reason for choosing the significance value of $\alpha 0.05$ is to avoid the possibility of a variable that is not statistically significant but biologically meaningful so it must be entered into multivariate analysis.

3 RESULT AND DISCUSSION

3.1 Bivariate Analysis

3.1.1 Relationship of Work Situation with Job Satisfaction

Table 1 shows that respondents who have work satisfaction stated good work situation in their workplace is 48 respondents (58,5%) compared to that stated work situation is not good that is 18 respondent (36,7%). Respondents who have unsatisfied job satisfaction stated that work situation is less good is 31 respondents (63.3%) compared to those who stated their working situation is good is 34 respondents (41.5%). The result of statistical test with chi square obtained p value = 0,016 (p <0,05). Then Ho is rejected. This means there is a working situation relationship with employee job satisfaction.

Table 1. Work Situation Relationship with Job Satisfaction in Keerom Regency Year 2016

Work Situation	Job Satisfaction				Total		P
	Good		Not Good		N	%	
	n	%	n	%			
Good	48	58.5	34	41.5	82	100.0	0.016
Not Good	18	36.7	31	63.3	49	100.0	
Total	66	50.4	65	49.6	131	100.0	

3.1.2 Relationship of Supervision with Job Satisfaction

Table 2 shows that respondents who have good job satisfaction stated that supervision of leader is good is 58 respondent (56,3%) and that stated supervision is not good is 8 respondent (28,6%). Respondents who have not good job satisfaction stated poor supervision is 20 respondents (71,4%) and those stated good supervision is 45 respondents (43.7%). The result of statistical test with chi square obtained p value = 0,009 (p <0.05). Then Ho is rejected. This means there is a relationship of supervision of leadership with employee job satisfaction.

Table 2. Relationship Supervision with job satisfaction in Keerom Regency 2016

Supervision	Job Satisfaction				Total		P
	Good		Not Good		N	%	
	n	%	n	%			
Good	58	56.3	45	43.7	103	100.0	0.009
Not Good	8	28.6	20	71.4	28	100.0	
Total	66	50.4	65	49.6	131	100.0	

3.1.3 Relationship of Incentive with Job Satisfaction

Table 3 shows that respondents who have good job satisfaction stated that they received good incentive is 52 respondents (58,4%) compared to those who got poor incentive which is 14 respondent (33,3%). While respondents have not good job satisfaction stated that incentive is not good is 28 respondent (66,7%) compared to that stated got incentive good is 37 respondent (41,6%). The result of statistical test with chi square obtained p value = 0,007 (p <0,05). Then Ho is rejected. This means there is an incentive relationship with job satisfaction

Table 3. Incentive relationship with employee job satisfaction in Keerom District 2016

Incentive	Job Satisfaction				Total		P
	Good		Not Good		N	%	
	n	%	n	%			
Good	52	58.4	37	41.6	89	100.0	0.007
Not Good	14	33.3	28	66.7	42	100.0	
Total	66	50.4	65	49.6	131	100.0	

3.1.4 Relationship of Co-worker with Job Satisfaction.

Table 4 shows that respondents who have good job satisfaction stated that have good coworkers is 63 respondents (54.8%) compared to not good coworkers colleagues were 3 respondents (18.8%). While respondents have not good job satisfaction stated that have not good coworkers is 13 respondents (81.3%) compared to good coworkers is 52 respondents (45.2%). The result of statistical test with chi square obtained p value = 0,007 (p <0,05). Then Ho is rejected. This means there is a relationship between work friend with job satisfaction.

Table 4 Coworker relationship with employee job satisfaction in Keerom District 2016

Coworker	Job Satisfaction				Total		P
	Good		Not Good		N	%	
	n	%	n	%			
Good	63	54.8	52	45.2	115	100.0	0.007
Not Good	3	18.8	13	81.3	16	100.0	
Total	66	50.4	65	49.6	131	100.0	

3.1.5 Relationship of Promotion with Job Satisfaction

Table 5 shows that respondents who have good job satisfaction have more promotions is 56 respondents (62.9%) compared to less promotion is 10 respondents (23.8%). While the respondents who have not good job satisfaction with the less promotion of good position is 32 respondents (76.2%) compared to promotion of good position is 33 respondents (37.1%). The result of statistical test with chi square obtained p value = 0,000 (p <0,05). Then Ho is rejected. This means there is a relationship between promotion with job satisfaction.

Table 5 Job Promotion relationship with employee job satisfaction in Keerom District 2016.

Job Promotion	Job Satisfaction				Total		P
	Good		Not Good		N	%	
	n	%	n	%			
Good	56	62.9	33	37.1	89	100.0	0.000
Not Good	10	23.8	32	76.2	42	100.0	
Total	66	50.4	65	49.6	131	100.0	

3.1.6 Relationship of Policy with Job Satisfaction

Table 6 shows that respondents who have good job satisfaction have good policy are 62 respondent (50,0%) than bad policy is 4 respondents (57,17%). While respondents who have not good job satisfaction and have bad policy that is 3 respondent (42,9%) compared to good policy which is 62 respondent (50,0%). The result of statistical test with chi square obtained p value = 1,000 (p > 0,05). Then Ho accepted. This means there is no relationship between policy with job satisfaction.

Table 6. Job Promotion relationship with employee job satisfaction in Keerom District 2016

Policy	Job Satisfaction				Total		P
	Good		Not Good		N	%	
	n	%	n	%			
Good	62	50.0	62	50.0	124	100.0	1.000
Not Good	4	57.1	3	42.9	7	100.0	
Total	66	50.4	65	49.6	131	100.0	

3.2 Multivariate Analysis

Table 7 shows that the results of statistical tests with logistic regression obtained variables that are simultaneously still associated with job satisfaction are colleagues and promotion positions (p <0.05). Among these two variables, the variables

most closely related to job satisfaction were job promotion ($p = 0,000$ and $W = 13.06$ and $B = 1.71$). The value of EXP (B) indicates the risk of employees experiencing job satisfaction. Value 5.5 for promotion shows that the existence of a fair promotion will increase employee job satisfaction of 5.5 times compared to unfair promotions. The p value (probability) shows the value compared with $\alpha = 0.05$. If the value of $p < 0.05$ then there is a relationship between independent variables with job satisfaction. The value of W (Wald) shows the value of independent significance in the equation model of the line. This value is to see the most meaningful variable with satisfaction based on Wald's highest score. The value of B is the value of the regression coefficient to form the regression equation so that it is not a benchmark in determining the most related variables.

Table 7. results of multiple logistic regression analysis The most factors related to employee satisfaction in Keerom Regency Year 2016

Variable	B	W	P	EXP(B)
Situation	0.219	0.239	0.625	1.245
Supervision	1.025	3.751	0.053	2.786
Incentive	0.863	3.806	0.051	2.371
Coworker	1.923	7.230	0.007	6.843
Promotion	1.714	13.064	0.000	5.552
Constant	-7.045	23.977	0.000	0.001

3.3 Overall Discussion

The results of this study in accordance with research conducted by Sudarsono, which states the characteristics of the organization partially have a significant influence with employee job satisfaction. Another study by Khamlub [11] suggests that in addition to these three factors among others; factors of conflict resolution in the workplace, relationships with colleagues and organizational structure related to job satisfaction, there are factors of physical condition of the workplace that have lower value and relate to job satisfaction.

The employment situation is the comfort of the workplace and the availability of a wide range of tools needed to perform the job. Comfort can be associated with adequate lighting, ventilation freshness, cleanliness of the workplace and is easy to see that the aspects above a source of job satisfaction because in addition it can facilitate the implementation of the tasks also be an award that is immaterial for someone [12].

Supervision is to plan, direct, guide, teach, observe, encourage, improve, trust, evaluate continuously to every employee patiently, justly and wisely. Thus, it is expected that every employee can provide care nursing properly, skillfully, safely, quickly and thoroughly in accordance with the capabilities and limitations of the employees [13]. The satisfaction of supervision is a reflection of the employee's sense of superiority, including the superior competence, courtesy and communicators [12].

The results of this study supported by research conducted by Ferdiansyah, [14] said that supervision is able to motivate employees to work better will on achievement of high job satisfaction, especially for hospitals which is an organization that has optimal health service function on community. This is also reinforced by the opinion of Einurkhatun [15], that proper supervision can improve the nurse's job satisfaction. Employee

job satisfaction increases job satisfaction and impacts on work performance, discipline and quality of work.

The results of this study in accordance with the theory Gibson [7] which states that incentives affect the satisfaction of one's work. Siswanto [16] also states that given incentives determine employee job satisfaction on duty. The higher the incentives an employee receives the better the job satisfaction in performing the nursing service.

Siagian [17] argues that incentives are closely related to an employee's work performance. Incentives are one external factor that affects a person's motivation, in addition to other external factors, such as the type and nature of the job, the work group in which a person joins the workplace organization and the general environmental situation. Stoner [18] argues that incentives are external factors that can increase work motivation.

Robbins [3] says that having friendly and supportive colleagues leads to increased job satisfaction, while Gibson et al. [7], social support from co-workers is necessary for every employee. Co-workers who create friendly and supportive situations will lead to employee job satisfaction.

Report by Siagian, [17] showed stated that fellow employees need to know each other's social background. In addition, the employees need to practice growing an atmosphere of mutual cooperation and not individualistic to enhance the relationship and cooperation between coworkers.

This research is in accordance with Surata [19] study in the General and Finance Administration Division of Bali State Polytechnic, which stated that promotion promotion has no significant effect on job satisfaction.

Promotional satisfaction is the employee's sense of good organizational policy and policy implementation, including promotion of justice based on ability [7]. Suyasa research [20] states there is a significant positive influence of compensation policy with employee job satisfaction with contribution of influence 29.6%,

Suyasa research [20] states there is a significant positive influence of compensation policy with employee job satisfaction with contribution of influence 29.6%,

4 CONCLUSION

From the result of the discussion about the Relation of Work Environment Factor with the satisfaction of Employee Working of Public Health Center in Keerom Regency of Papua Province 2016, it can be concluded that work situation, supervision, incentive, co-worker and promotion has relationship with job satisfaction. However, there was no correlation between policy and job satisfaction. Results have showed that promotion factor is the most related variable to job satisfaction of puskesmas employees in Keerom Regency.

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