

The Effect of Occupational Stress, Quality of Worklife and Organizational Climate on Officials' Work Satisfaction of Regional Public Hospital of Undata Palu

Darmawansyah¹, Jenny Rompu¹, Atjo Wahyu², Muh. Yusri Abadi³

^{1,3}Administration and Health Policy Departement, ²Occupational Health and Safety Department, Faculty of Public Health, Hasanuddin University

ABSTRACT

Job satisfaction is a result of employees' perception on their performance in carrying out assignments that are considered important. The aims of the research were to analyze the effect of work stress, Quality of worklife and organizational climate either partially or simultaneously on officials' job satisfaction and to analyze work stress, Quality of worklife and organizational climate factors which mostly affected officials' work satisfaction of regional Public Hospital of Undata Palu. This research was a survey analysis study with cross sectional study design. The sample consisted of 247 officials selected using proportional stratified random sampling method. The data were obtained using questionnaire and analyzed using multiple linear regression. The result of the research indicate that work stress variable negatively and significantly affects work satisfaction, Quality of worklife positively and significantly affects work satisfaction and organizational climate positively and significantly affects work satisfaction. Work stress, Quality of worklife, and organizational climate simultaneously have a significant effect on officials' work satisfaction. The most dominant effect of job stress, Quality of worklife, and organizational climate on officials' work satisfaction is respectively job demand, balanced compensation, and recognition.

Keywords: work stress, Quality of worklife, organizational climate, work satisfaction

INTRODUCTION

Job satisfaction is pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences and the environment where one works¹. Job dissatisfaction will encourage people to behave in a certain way. According to Robbins & Judge², job dissatisfaction can be shown through behaviors such as voice response, absenteeism, and quitting the job.

Job satisfaction is affected by both intrinsic and extrinsic factors³. Work stress factors may affect overall job satisfaction⁴. Stress at work has become a significant and relevant issue in the modern world. Job stress can impact on the employee's health and well-being, causing emotional and mental problems not only physiologically but also psychologically. Moreover, job stress can negatively affect work efficiency, performance and service quality and lead to increase in turnover rate⁵. Based on a study conducted earlier by Nam et al⁶, showed that job stress significantly correlates with job satisfaction where job demands, work performance discrepancies and job insecurity are the most important stressors.

Kermansaravi et al⁷ found a relationship between job satisfaction and quality of worklife mainly in compensation and social integration indicated¹². While Rubel & Kee⁸, state that compensation, supervisor behavior, compensation and convenience, work life balance have a significant association with employee job satisfaction. Job satisfaction is build upon salary that they earned, how far salary meets employee's expectations and how the salary is given. Good quality of worklife will lead to a good relationship atmosphere and high employee motivation and monetary gains still rank first in employee importance⁹.

Job satisfaction can also affected by the organizational climate. Rahmawati & Supartha¹⁰ found that organizational climate has positive and significant effect on job satisfaction. It means that means that if the organizational climate is better, it will also increase job satisfaction. Organizational Climate provides conditions that support the effectiveness to achieve organizational goals. High performance will create an individual satisfaction¹¹. Based on the above emerging description,

it is important to conduct a research focusing on the ⁷ effect of work stress, organizational climate and quality of worklife either partially or simultaneously on officials' job satisfaction.

MATERIAL AND METHOD

Location and Research Design: This study used a survey analytic with cross sectional study design. It was conducted at Regional Public Hospital of Undata Palu, Central Sulawesi from March to April 2017.

Population and sample: The population of the study were all Regional Public Hospital of Undata Palu's officials that ⁹ have been working more than five years and willing to participate in this study. ¹⁷ The number of samples consisted of 247 officials selected using proportional stratified random sampling method.

Data Collection Method: Data collection was performed by using questionnaire and interviews. There were several questions in the questionnaire prepared for work stress, quality of worklife, organizational climate and job satisfaction. Validity and reliability test have been conducted for this instrument.

Data Analysis: Respondent characteristic data were obtained to know their gender, ² age, education level, job position, and years of work. Data were analyzed using multiple linear regression to find out the effect of work stress, quality of worklife and org²⁶anizational climate either partially or simultaneously on job satisfaction among officials at Regional Public Hospital of Undata Palu.

RESULTS

Characteristics of respondents: ⁹ A total of 247 respondents participated in this survey study. According ²² to the gender, most respondent are female (75.9%) and the average age of the respondents was 32-38 years old (33.6%).

Table 1: Distribution Characteristic of Respondents

Characteristic of Respondents	n	%
Gender		
Male	57	23.1
Female	190	76.9

Contd...

Age (year)		
25-31	79	32.0
32-38	83	33.6
39-45	51	20.6
46-52	22	8.9
≥53	12	4.9
Education Level		
SMP	1	0.4
SMA	16	6.5
D1/D3	122	49.4
S1	95	38.5
S2/S3	13	5.3
Job Position		
Physician	19	7.7
Paramedics	130	52.6
Non Paramedics	42	17.0
Non Medics	56	22.7
Years of Work		
6-11	137	55.5
12-17	67	27.1
18-23	21	8.5
24-29	14	5.7
≥ 30	8	3.2

Most of the respondent completed their diploma which is 122 (49.4%) and total of 130 (52.6%) respondents are paramedics. Majority of respondents have been working for 6-11 years which is 137 (55.5%) respondents.

Univariate Analysis: Table 2 shows that from 247 respondents, majority (57.1%) of the respondent indicates that the work stress is high while (42.9%) of the respondents indicates that their work stress is in low level. Regarding the quality of worklife, about 175 respondents (70.9%) demonstrated low level of *Quality of worklife* and 72 respondent (29.1%) demonstrated high level of quality of worklife. Further, 137 respondents (55.5%) were found to have poor organizational climate and 110 respondent (44.5%) were found it good.

Table 2: Descriptive Statistic on Research Variable

Variabel	n	%
Work Stress		
Low	106	42.9
High	141	57.1

Contd...

Quality of worklife		
Low	175	70,9
High	72	29,1
Iklim Organisasi		
Poor	137	55,5
Good	110	44,5
Job Satisfaction		
Not satisfied	172	69,6
Satisfied	75	31,4

Meanwhile it was found that, 172 respondents (69,6%) stated that they are not satisfied with their work and 75 (31,4%) respondents are satisfied with their work.

Multivariate Analysis: Table 3 shows that the t value of work stress = -15,569 less than -t table = -1,960. *Quality of worklife* (t value = 20,112) and organizational climate (t value = 16,393) greater than t table = 1,960 meaning that partially work stress, quality of worklife and organizational climate affected job satisfaction. Regression coefficient of work stress is -0,155 with the significant value of i.e. sig 0,000 which shows negative relationship among work stress and job satisfaction. Regression coefficient of *Quality of worklife* ($\beta = 0,158$ and $p = 0,000$) and organizational climate ($\beta = 0,233$ and $p = 0,000$) shows positive relationship with job satisfaction.

Table 3: Partial Significance Test Analysis (t Test) and Multiple Linear Regression

Model	Unstandardized Coefficients	t	Sig.
Work Stress	-0,155	-15,569	0,000
Job Demand	-0,168	-3,672	0,000
Role Demand	-0,0162	-3,137	0,002
Interpersonal Relationship	-0,136	-1,723	0,086
Organizational Leadership	-0,229	-1,808	0,072

Contd...

Technological Changes	-0,132	-3,623	0,000
Quality of Worklife	0,158	20,112	0,000
Balanced Compensation	0,278	8,693	0,000
Communication	0,017	0,326	0,745
Employees Involvement	0,108	3,033	0,003
Career Development	0,182	4,764	0,000
Facilities	0,101	2,281	0,023
Organizational Climate	0,233	16,393	0,000
Structure	0,159	3,638	0,000
Standard	0,006	0,139	0,890
Responsibilities	0,004	0,086	0,931
Recognition	0,503	12,677	0,000
Support	0,118	2,428	0,016
Commitment	0,185	4,054	0,000

Meanwhile, the strongest factor of work stress, quality of worklife and organizational climate that affect job satisfaction respectively is job demand ($\beta = -0,168$ and $p = 0,000$), balanced compensation ($\beta = 0,278$ and $p = 0,000$), and recognition ($\beta = 0,503$ and $p = 0,000$).

Table 4 illustrates that $F = 150,697$ with the significant value of i.e. sig 0,000 which is less than 0,05, this argues that the three independent variables simultaneously and significantly affect job satisfaction.

Table 4: Test Results of ANOVA

Model	F	Sig.
Work Stress, Quality of Worklife, Iklim Organisasi	150,697	0,000

Table 5 shows that the accustomed R^2 for work stress is 0,489 meaning that 48% of the variance in job satisfaction can be predicted by work stress.

Table 5: Coefficient of determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
Work Stress	0,706	0,499	0,489	1,005
Quality Of Worklife	0,806	0,649	0,642	0,841
Organizational Climate	0,815	0,664	0,656	0,824
Work Stress, Quality of Worklife, Organizational Climate	0,806	0,650	0,646	0,836

The accustomed R2 for quality of worklife and organizational climate are 0,642 and 0,656 meaning that 64% of the variance in job satisfaction can be predicted by quality of worlife and 65% of the variance in job satisfaction can be predicted by organizational climate. Simulteneously, work stress, quality of worklife and organizational climate can affect 64,4% of job satisfaction meanwhile the rest 35,6% is caused by other factors that not mentioned in the model.

DISCUSSION

Partial significance test analysis (t test) on work stress variable showed significant negative relationship with job satisfaction. That means that officials who were more satisfied with their work are less stressed.

Antoniou *et al*¹ found that certain factors of stress are capable to affect overall employees job satisfaction in Hospital of Greece. Mansoor *et.,al*¹², concluded that low job satisfaction was found in those who experienced work stress. A similiar research was conducted by Nam *et al*⁶, to health workers in South Korea showed that work stress and job satisfaction are negatively correlated.

Based on result of coefficient regression test, from five job stress indicators that were used to predict job satisfaction, job demand was the strongest factor that affect official's job satisfaction at Undata Palu Hospital. Trivellas *et al*¹³, found that physical environment and high job demans on nurses can impact the high level of stress and eventually decrease service quality and job satisfaction Mallongi.A¹⁴.

The result of the partial effect of significant (t-test) in the variable Quality of worklife shows there are positive and significant influence between the variables Quality of worklife and job satisfaction. That is, the higher the Quality of worklife, the higher job satisfaction. Research conducted by Rubel & Kee⁸, Found that the Quality of worklife has a positive and significant relationship to job satisfaction. Hinami *et al*¹⁵, States that the factors affecting the quality of worklife job satisfaction of hospital workers. The test results of the regression coefficients showed that of the five indicators of Quality of worklife used to predict job satisfaction, obtained indicator of fair compensation as an indicator that most influence on employee satisfaction in hospitals Undata Palu.

Based on the regression coefficient test conducted on six indicators of organizational climate, gained recognition as an indicator of organizational climate that most influence on job satisfaction. The results are

consistent with research conducted by Tessema *et al*¹⁶, Which states that there is influence between recognition and job satisfaction. Recognition is an indication that members of the organization feel valued if they completed the task well through the balance between reward and criticism Wirawan¹⁷. Recognition that the internal factors of the award, was ranked higher requirement Robbins & Judge², Based on the theory of Maslow's hierarchy, the lowest level such as salaries and benefits must be met before the higher level needs that can affect the motivation and satisfaction Baskar¹⁷. If we expect a higher level of recognition of employees, first need to meet the needs at the lowest level. One of the effects and reasons for the importance of recognition for employees are those who feel valued will be more positive about themselves and their ability to contribute to and recognition of employees may increase productivity and improve customer satisfaction.

Based on the statistical test ANOVA or F obtained by the stress of work, Quality of worklife and organizational climate is jointly effect on employee satisfaction Undata Palu Hospital. Research results are consistent with the results of research conducted by Mosadeghrad *et al*¹⁹, Which states that the stress of work and the Quality of worklife influence on job satisfaction, which employees should be considered as an asset of resources continues to grow so that work satisfaction can improve quality of health services. Permadi and Main²⁰ states that the organizational climate and Quality of worklife has a positive and significant effect on job satisfaction. Bronkhorst *et al*²¹, concluded that a pleasant organizational climate can significantly affect mental health and reduce the rate of burnout is a symptom of job dissatisfaction in health care workers.

CONCLUSION

Work Stress, quality of worklife and organizational climate partially affect job satisfaction amongst officials at Regional Public Hospital of Undata Palu. The strongest influential factor of work stress on officials' job satisfaction is job demand. The strongest influential factor of quality of worklife on officials' job satisfaction is balanced compensation. The strongest influential factor of organizational climate on officials' job satisfaction is recognition. Work stress, quality of worklife, and organizational climate simultaneously have a significant effect on officials' job satisfaction.

Ethical Clearance: was taken from the Campus committee and the agreement with the respondents

Source of Funding: This research was funded by authors their selves

13
Conflict of Interest: Authors declare that there is no any conflict of interest.

REFERENCES

1. Wibowo. (2013). *Perilaku Dalam Organisasi*, Jakarta: PT. Rajagrafindo Persada.
2. Robbins S. P. & Judge T. A. (2015). *Perilaku Organisasi Edisi 16*. Jakarta: Salemba Empat.
3. Chaulagain N. & Khadka D. K. (2012). Factors Influencing Job Satisfaction Among Healthcare Professionals At Tilganga Eye Centre, Kathmandu, Nepal. *International Journal of Scientific & Technology Research*, 1(11):32-36.
4. Antoniou A.S., Cooper C. L., & Davidson M. J. (2016). Levels Of Job Dissatisfaction And Work-Related Stressors Experienced By Medical Doctors In Greek Hospitals. *Journal Of Compassionate Health Care*, 3(1): 1-4.
5. Umam K. (2012). *Perilaku Organisasi*, Bandung: CV. Pustaka Setia.
6. Nam S.J *et al.* (2016). Job Stress And Job Satisfaction Among Health-Care Workers Of Endoscopy Units In Korea. *Clinical Endoscopy*, 49(3):266-272.
7. Kermansaravi F., Navidian A., Rigi S. N., & Yaghoubinia F. (2015). The Relationship Between Quality Of Work Life And Job Satisfaction Of Faculty Members In Zahedan University Of Medical Sciences. *Global Journal Of Health Science*, 7(2):228-.
8. Rubel M. R. B. & Kee D. M. H. (2014). Quality Of Work Life And Employee Performance: Antecedent And Outcome Of Job Satisfaction In Partial Least Square (Pls). *World Applied Sciences Journal*, 31(4):456-467.
9. Srivastava S. & Kanpur R. (2014). A Study On Quality Of Work Life: Key Elements & It's Implications. *IOSR-JBVI*, 16(3):54-59.
10. Rahmawati S. & Supartha W. G. (2015). Pengaruh Iklim Organisasi Dan Motivasi Kerja Pada Kepuasan Kerja Pegawai Balai Wilayah Sungai Bali-Penida. *E-Jurnal Manajemen Universitas Udayana*, 4(11):3405-3437.
11. Triatna C. (2012). *Perilaku Organisasi Dalam Pendidikan*. Bandung: Remaja Rosdakarya.
12. Mansoor M., Fida S., Nasir S., & Ahmad Z. (2011). The Impact Of Job Stress On Employee Job Satisfaction A Study On Telecommunication Sector Of Pakistan. *Journal Of Business Studies Quarterly*, 2(3): 50-56.
13. Trivellas P., Reklitis P., & Platis C. (2013). The Effect Of Job Related Stress On Employees' Satisfaction: A Survey In Health Care. *Procedia-Social And Behavioral Sciences*, (73):718-726.
14. Anwar Mallongi, Ruslan La Ane and Agus Bintara Birawida. 2017. Ecological risks of contaminated lead and the potential health risks among school children in Makassar coastal area, Indonesia. *J. Environ. Sci. Technol.*, 10: 283-289.
15. Hinami K., Whelan C. T., Wolosin R. J., Miller J. A., & Wetternbeck T. B. (2012). Worklife And Satisfaction Of Hospitalists: Toward Flourishing Careers. *Journal Of General Internal Medicine*, 27(1):28-36.
16. Tessema M. T., Ready K. J., & Embaye A. B. (2013). The Effects Of Employee Recognition, Pay, And Benefits On Job Satisfaction: Cross Country Evidence. *Journal Of Business And Economics*, 4(1):1-12.
17. Wirawan. (2008). *Budaya Dan Iklim Organisasi*, Jakarta: Salemba Empat Persada.
18. Baskar P. R. K. R. (2015). A Study On The Impact Of Rewards And Recognition On Employee Motivation. *International Journal Of Science And Research (IJSR)* 4(11): 1644-1648.
19. Mosadeghrad A. M., Ferlie E., & Rosenberg D. (2011). A Study Of Relationship Between Job Stress, Quality Of Working Life And Turnover Intention Among Hospital Employees. *Health Services Management Research*, 24(4):170-181.
20. Permadi K. D. D. & Utama I. (2016). Pengaruh Iklim Organisasi Dan Kualitas Kehidupan Kerja Terhadap Kepuasan Kerja Pada Karyawan Bank Rakyat Indonesia. *E-Jurnal Manajemen Universitas Udayana*, 5(10):6201-6228.
21. Bronkhorst B., Tummers L., Steijn B., & Vijverberg D. (2015). Organizational Climate And Employee Mental Health Outcomes: A Systematic Review Of Studies In Health Care Organizations. *Health Care Management Review*, 40(3): 254-271.

ORIGINALITY REPORT

% 16	% 12	% 3	% 7
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	Submitted to iGroup Student Paper	% 2
2	www.cbmsbm.com Internet Source	% 2
3	Submitted to Udayana University Student Paper	% 1
4	Submitted to Higher Education Commission Pakistan Student Paper	% 1
5	journal.stieamkop.ac.id Internet Source	% 1
6	Tie-min Liu, Qing-guo Zhai, Yu-wen Yang. "Integrative Approach to the Situational and Dispositional Antecedents of Job Satisfaction", 2009 International Conference on Management and Service Science, 2009 Publication	% 1
7	ccsenet.org Internet Source	% 1

8	"Proceedings of the Andalas International Public Health Conference 2017", BMC Public Health, 2017 Publication	% 1
9	link.springer.com Internet Source	% 1
10	www.science.gov Internet Source	% 1
11	Submitted to University of Greenwich Student Paper	<% 1
12	www.idosi.org Internet Source	<% 1
13	www.thieme-connect.com Internet Source	<% 1
14	www.academicstar.us Internet Source	<% 1
15	jpm.iaut.ac.ir Internet Source	<% 1
16	Submitted to University of Birmingham Student Paper	<% 1
17	ejournal.undip.ac.id Internet Source	<% 1
18	www.unud.ac.id Internet Source	<% 1

19	www.ccsenet.org Internet Source	<% 1
20	redfame.com Internet Source	<% 1
21	eprints.utar.edu.my Internet Source	<% 1
22	nca.tandfonline.com Internet Source	<% 1
23	etd.uwc.ac.za Internet Source	<% 1
24	vbz-kam.nl Internet Source	<% 1
25	docplayer.net Internet Source	<% 1
26	Kalkidan Temesgen, Moges Wubie Aycheh, Cheru Tesema Leshargie. "Job satisfaction and associated factors among health professionals working at Western Amhara Region, Ethiopia", Health and Quality of Life Outcomes, 2018 Publication	<% 1

EXCLUDE QUOTES ON
EXCLUDE BIBLIOGRAPHY ON

EXCLUDE MATCHES < 5 WORDS