

The Influence of Psychosocial Work Environment on Job Satisfaction of Nurse and Its Implication on Turnover Intention in Bahteramas Hospital of Southeast Sulawesi Province

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Abstract: The importance of the hospital to pay attention to job satisfaction nurse because it will impact on the performance of the hospital. The nurse's dissatisfaction with the hospital's hospital treatment and policy will have an impact on the nurse's desire to leave the hospital, thus affecting the hospital's performance. Therefore it is very important for the hospital to pay attention to what factors affect the job satisfaction of nurses. Psychosocial work environment is one of the important determinant factors that can improve job satisfaction and reduce the desire of nurses to get out of the hospital, therefore this study aims to analyze the influence of nurse psychosocial work environment to job satisfaction and turnover intention at Bahteramas hospital of Southeast Sulawesi province . This research was conducted by survey method on 103 nurses of non-civil servant hospital, using Structural Equation Model (SEM) analysis found that the psychosocial environment did not affect the turnover intention, the psychosocial environment had a significant and positive effect on job satisfaction, negative and significant to turnover intentions

Keyword: Psychosocial Work Environment, Job Satisfaction, Turnover Intention

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I. Introduction

The development of the concept of human resource management has led to demands to pay more attention to the policies that organizations apply to employees. Policies that do not match the needs and expectations of workers will have a negative impact on employee work attitude. Various studies show that workers who have a positive work attitude will show a higher productivity than a negative work attitude. Workers who have a positive attitude toward work will be low in absenteeism and resignation (Gilmer, 1961).

Intention turnover of employees is the desire to migrate workers in the labor market, whether between companies, jobs, and between status as employees are not fixed or permanent or otherwise. The occurrence of turnover is something that is not desired by all organizations because more impacts that harm the organization than the beneficial impact. Hartati (1992) mentions the point to the intention to quit the employee that is the ratio of the number of members who leave the organization within a certain period divided by the average number of employees in the organization within the period.

According to Hartati, (1992) the condition of poor working environment, the wages are too rendah, work hours are over the limit and the absence of social security is the main cause of intention to quit. employees are a classic problem faced by entrepreneurs since a long time ago. Nowadays the problem of intention to quit is considered by economists and social experts, because in terms of various sides of the organization will experience losses. Especially if the turnover occurs in middle and upper management, the losses incurred by the company will be increasingly swell (Handoyo, 1987) ..

Job satisfaction of employees is very important to note that employees are able to commit to work and produce good performance, and to avoid intention turnover. In a study conducted by Mrayyan (2006), nurses were found "no one satisfied or dissatisfied" in their work in terms of: (1) external rewards such as salaries, holidays and benefits packages; (2) schedules and employment opportunities; (3) work / family balance opportunities; (4) interaction in the workplace; and (5) opportunity of recognition / praise.

Nurses are dominant human resources in hospitals, both private hospitals and state hospitals. The results of the 1983 National Nursing Workshop (in Praptianingsih, 2006) define nursing as a form of professional service which is an integral part of health services based on nursing science and tips, in the form of comprehensive bio-psycho-socio-spiritual services, addressed to individuals, families and communities, both sick and healthy, covering the entire human life cycle.

Survey shows that employee intention turnover rate tends to be high in non-civil servant nurses. Some of their reasons for getting out of the hospital is because they feel unsatisfied in doing the job. Intention turnover is to be anticipated by management, which can cause service in almost all units to be disturbed. If viewed from the financial side, of course this is also a loss that is not small

The results of the research have shown that there is a negative influence between the period of work with Intention to Quit, which means that the longer the working period the lower the tendency of Intention to Quitnya. Intention to Quit is more common in employees with shorter working lives. Interaction with age, lack of initial socialization is a condition that allows the occurrence of Intention to Quit. The results of interviews and pre-research surveys conducted at the Bahteramas Hospital of South-East Sulawesi showed that employees / nurses eager to leave the hospital were mostly dissatisfied with their work. Disgruntled employees lead to the possibility of going out of the organization.

Job satisfaction is the attitude of employees who show feelings of pleasure or displeasure with their work. Intention to Quit employees are generally initiated by the dissatisfaction in work. Research conducted by Mowday (1981) shows that turnover rate is influenced by job satisfaction. It was found that the more disgruntled the employee was for his work the stronger his impulse to do the turnover. Wexley and Yukl (1977) say that the more aspect or value in the company that suits itself, the higher the level of perceived satisfaction. This is in line with the discrepancies theory which states that satisfaction can be achieved when there is no difference between what should exist (expectations, needs, values) with feelings or perceptions already obtained or achieved through work.

This research is based on the problem of "Intention to Quit" at Bahteramas Hospital of Southeast Sulawesi Province. There are several factors that cause employees to withdraw from previous jobs that ultimately affect the decision out of the hospital (Intention to Quit). Some of the factors that affect it are among the factors employees and organizational factors. This research, will analyze the influence of work environment, on intention turnover through nurse work satisfaction at Bahteramas Hospital Southeast Sulawesi Province.

Based on the above explanation, the researcher will conduct research based on Begat I theory (2005) which describes 9 dimensions of nurse work satisfaction and nurse turnover intention, thus the research draws the title " The Influence Of Psychosocial Work Environment On Job Satisfaction Of Nurse And Its Implication On Turnover Intention In Bahteramas Hospital Of Southeast Sulawesi Province".

II. Literature Review And Hypothesis

This research was conducted to find out the influence of psychosocial work environment on job satisfaction and intention of nurse turnover in Bahteramas Hospital of Southeast Sulawesi Province, therefore as a basis to understand how psychosocial work environment can improve nurse work satisfaction and decrease intention of nurse turnover at Bahteramas Provincial hospital Southeast Sulawesi, then in this section is explained by referring some theories and previous studies relevant to this research.

The influence of psychosocial work environment on job satisfaction and nurse turnover intention in Bahteramas Hospital of Southeast Sulawesi Province in this study is described as follows:

2.1. The Influence Of Psychosocial Environment On The Job Satisfaction Of Nurse At Bahteramas Hospital Southeast Sulawesi Province

Gibson (1988) states that the perception of the psychosocial environment is a series of things from the environment perceived by people who work in an organizational environment and has a great role in influencing the behavior of employees. This opinion is supported by Steers (Handayani, 2003) which limits the perception of the work environment as the perceived characteristic of the individual in the organization. Begat et al (2005) found that there are 6 dimensions of the psychosocial work environment that affect job satisfaction. Based on the explanation, then the proposed hypothesis 1 is:

Hypothesis 1: Psychosocial Work Environment Positive and Significant Influence Against Job Satisfaction Nurse At Bahteramas Hospital Southeast Sulawesi Province.

2.2. Influence of Psychosocial Work Environment on Intention of Nurse Turnover at Bahteramas Hospital of Southeast Sulawesi Province.

A conducive working environment provides a sense of security and allows employees to work optimally. If the employee recalls the working environment in which he works, then the employee will feel at his place of work, doing his activities so that the working time is used effectively. Conversely, inadequate work environment will be able to decrease employee performance. The working environment is everything that is around the employees and can affect in carrying out the tasks assigned to him (Nitisemito in Nuraini 2013: 97).

The psychosocial work environment has a negative and significant effect on turnover intentions (Know Lee et al., 2016). Based on this, the proposed hypothesis 2 is:

Hypothesis 2: Psychosocial Work Environment Influential Negative And Significant To The Intention Of Turnover Nurse At Bahteramas Hospital Southeast Sulawesi Province.

2.3. Influence of Job Satisfaction on Intention of Nurse Turnover at Bahteramas Hospital of Southeast Sulawesi Province.

According to Kreitner and Kinicki (2001: 271) job satisfaction is "an effectiveness or an emotional response to various aspects of work". Davis and Newstrom (1985, 105) describe "job satisfaction is a set of employee feelings about whether or not their work is fun." According to Robbins (2003: 78) job satisfaction is "a general attitude toward a person's job that shows the difference between the number of awards the workers receive and the amount they believe they should receive"

According to Robbins (1998), job dissatisfaction with workers can be expressed in a variety of ways such as leaving jobs, complaining, defending, stealing company / organization property, avoiding some of their job responsibilities and others. Decreased job satisfaction is a significant predictor of nurse migration (Haidjen et al., (2009). Based on this, the proposed hypothesis 3 is:

Hypothesis 3: Job Satisfaction has a positive and significant effect on the Intention of Nurse Turnover at Bahteramas Hospital of Southeast Sulawesi Province.

III. Research Methods

This type of research is descriptive research with the aim of explaining the relationship between the variables studied. Data collection method used was survey method conducted on 103 Non-Civil Servant Nurse Bahteramas Hospital Kendari. The analysis tool used is structural equation model (SEM) analysis.

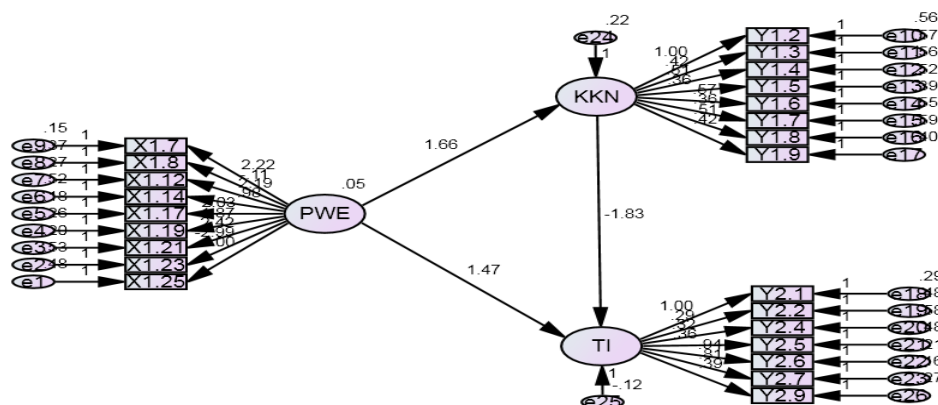
IV. Results And Discussion

The feasibility test results of the model and the structural relationship for each latent variable based on constructed construct and measurement indicator can be explained as follows:

4.1. Testing the Structural Relationship Model

The structural relationship in this research model is Psychosocial Work Environment directly related to Job Satisfaction, Job Satisfaction directly related to Turnover Intention, and Psychosocial Work Environment is directly related to Turnover Intention. The model model of full model relationship is presented as follows:

Figure 4.1. Standardized estimate of full model structural relationships



Source: Results of data processing, 2018

The result of structural model analysis above is built as the basis for analyzing the relationship between latent variables and hypothesis testing, firstly presented the value of standardized regression weights in order to know the correlation between hypothetical latent variables and the degree of significance of causality relation either directly or presented in Table 4.1

Table 4.1. Path coefficient of standardized regression weights between research variables

	Estimate	S.E.	C.R.	P	Label
Y1 <--- X	1.659	.643	2.581	.010	par_1
Y2 <--- X	1.472	.859	1.714	.087	par_2
Y2 <--- Y1	-1.829	.396	-4.624	***	par_3

Source: Results of data processing, 2018

The result of data analysis proves that Turnover Intention is influenced by Job Satisfaction, and Job Satisfaction is influenced by Psychosocial Work Environment, but Turnover Intention is not influenced by Psychosocial Working Environment at Bahteramas Hospital of Southeast Sulawesi Province. A good

Psychosocial Work environment provides job satisfaction to the nurse so that the desire for Turnover Intention is reduced to Bahteramas Hospital of Southeast Sulawesi Province

4.2. Hypothesis testing

Referring to Table 4.1 and Figure 4.1 can be tested the hypothesis proposed in this study as follows:

Hypothesis 1: Psychosocial Work Environment Positive and Significant Influence Against Job Satisfaction Nurse At Bahteramas Hospital Southeast Sulawesi Province.

Testing of the first hypothesis of influence Psychosocial work environment on job satisfaction can be proved by the value of standardized regression weight estimate of 0.643 with a positive direction. Coefficient of positive signified influence has a good psychosocial work environment tends to increase job satisfaction nurse. Can also be proved by the value of the critical ratio (c.r) = 2.581 > 2.00 (tkritis) and the probability value of $0.010 < = 0.05.\alpha$ The results of the first hypothesis testing proves that the psychosocial work environment has a positive and significant effect on the work satisfaction of the nurses at the Bahteramas Hospital of Southeast Sulawesi Province. it means that the improvement of psychosocial work environment positive and real direction toward the increase of job satisfaction so that the first hypothesis proposed in this research can be accepted or supported by empirical facts.

Confirmatory factor analysis results indicate that an important or dominant factor that reflects the variables Psychosocial work environment is an indicator of "relationships with colleagues" reflected through "discussing problems". The results of this study confirm that the indicator of "relationships with colleagues" reflected through "discussing problems" is an important or dominant factor in reflecting the psychosocial work environment while the indicator variable that has the smallest role or contribution in reflecting latent variables Psychosocial work environment is "pay attention to professional development nurses" reflected through the "ability to develop skills" "need to receive serious attention from the management of the Bahteramas Hospital of Southeast Sulawesi Province because these conditions if neglected could have an impact on the decrease in nurse's job satisfaction even if not significantly. Nurses who have obtained a good psychosocial work environment from the hospital, will increase job satisfaction significantly.

The results of this study support the theory Begat et al (2005) The results of this study indicate 6 dimensions Psychosocial work environment that determines job satisfaction; Li J et al (2010) findings suggest that unfavorable psychosocial work environments predict a desire to get out on the nurse. As well as research results of Know Lee et al (2016) to improve satisfaction with the profession as well as the workplace for physical therapists, improving the work environment is the most important major improvement indicating that unfavorable work environments, poor leadership qualities, and job disruption to home activities high resulting in low job satisfaction. Hospitals are required to pay attention to the psychopathic environment of employees especially on efforts to improve job satisfaction nurses.

Hypothesis 2: Psychosocial Work Environment Influential Negative And Significant To The Intention Of Turnover Nurse At Bahteramas Hospital Southeast Sulawesi Province.

Testing the second hypothesis, the influence of psychosocial work environment on Turnover Intention can be proven with the value of standardized regression weight estimate of 0.859 with a positive direction. The coefficient of positive signified influence is insignificant, meaning that a good psychosocial work environment has no effect on the Turnover Intention on the Bahteramas Hospital of Southeast Sulawesi Province. Then it can be proved by the value of the critical ratio (c.r) = 1.714 > 2.00 (tkritis) and the probability value of $0.087 > = 0.05.\alpha$ The results of hypothesis testing proves that the psychosocial work environment has no effect on the Intention of the nursing Turnover at Bahteramas Hospital of Southeast Sulawesi Province. It is concluded that the improvement in the psychosocial work environment is positive but not significant towards Turnover Intention so that the third hypothesis proposed in this study is unacceptable and inappropriate by empirical facts.

The results of this study indicate that the psychosocial work environment does not contribute to turnover intention. Based on the results of the data analysis descriptively the respondent's statement on the current psychosocial work environmen- tal assessment is urgently needed "operational procedures" reflected by reflecting "stress / job stress and anxiety relationships", "relationships with colleagues", "good collaboration and communication", " Work motivation", " work demands" and " pay attention to professional development of nurses ". So the findings of this study indicate psychosocial work environment is a variable that has no effect on turnover intention, but the variable should still be an important concern for the Bahteramas Hospital of Southeast Sulawesi Province.

The results of psychosocial work environmen observations have a positive not significant effect on turnover intention. The fulfillment of nurse's expectation must be fulfilled because it is very important to avoid turnover intention, although it can not be proved by statistical analysis. This study assesses the relevance of psychosocial work environmen directly to turnover intention. So that the results of psychosocial work environmen test directly have an impact but not real to turnover intention.

The results of this study are not in line with the results of a study conducted by Li J et al (2010), suggesting that unfavorable psychosocial work environments predict turnover intention in Chinese nurses. In contrast to research Retno Khikmawati (2015) which suggests work environment negatively affect turnover intention of salesperson.

Hypothesis 3: Job Satisfaction has a positive and significant effect on the Intention of Nurse Turnover at Bahteramas Hospital of Southeast Sulawesi Province.

Testing the third hypothesis, the effect of job satisfaction on Turnover Intention can be proved by the standardized regression weight estimate value of 0,396 with a positive direction. The coefficient of positive signified influence has a high sense of job satisfaction is directly likely to reduce Intensity Turnover. Then it can also be proved by the critical ratio value $(c.r) = -4,624 > 2,00$ (tkritis) and the probability value is $0,000 > 0,05$. Results of testing the second hypothesis proved job satisfaction has a negative and significant effect on Intensity Turnover at Bahteramas Hospital of Southeast Sulawesi Province. It is concluded that the increase of job satisfaction has a significant negative effect on Turnover Intention, meaning that the higher the satisfaction level it has, it will reduce the desire to leave the workplace, so the second hypothesis proposed in this research can be accepted and supported by the empirical facts.

The results of this study confirm that high turnover intention is reflected by the "stable period of job content" indicator that the clarity of "job responsibilities rises significantly" function, while the indicator variable that has the smallest role or contribution in reflecting the latent variable intention turnover is the intention to settle / living with a statement of no desire to continue working here. Based on employee perception that the intention turnover based on empirical facts in this research indicator "stable period of job content" has the highest average score, while the indicator variable that has an important or dominant role in reflecting the turnover intention variable is the indicator of "intention to settle / stay". When examined from the empirical facts based on perception of the nurses in desperate need of "intention to stay / stay" in turnover intention which is reflected through "no desire to continue working here" the hospital plays an important role in improving job satisfaction in order to avoid turnover intention.

Job satisfaction has a negative and real impact on turnover intention, with the consideration that the object of this study is on hospitals that have characteristics of nurses are very dominant. The findings of the study reinforce the findings fostered by Ahmad Faisal Mahdi at al (2012) job satisfaction (intrinsic and extrinsic satisfaction) have an inverse relationship on the intentions of employee turnover, the same is stated by the discovery of Linda Efi Nurmalasari (2017) the desire to move jobs is influenced by job satisfaction, and Wiranath & Surya (2016) job satisfaction and organizational commitment have a significant negative effect on outgoing desire. This means that the expectation of the nurse is capable of influencing to remain at work if the desired can be achieved within the organization / hospital.

V. Limitation

This research has been done with maximum effort, but as ordinary human beings of course there are still things that have not been able to be produced in this research. Therefore there are some limitations that can be produced in this study and the author hopes to be a consideration of future research in the future. As for some of these limitations are:

1. This research is a survey research with the help of questionnaire, where the instrument used will be the maximum result if the respondents fill it correctly and honestly, so the data produced still need to be equipped with some informant as comparison data. Therefore it is proposed for future research to do research using mix method in order to give better result.
2. This research only focused on Bahteramas Hospital of Sultra Province and more specifically on Non-Civil Servant Nurse, in the future can do research with wider scope in all Hospital in Province of Sultra and all Nurses both civil servant and Non civil servant

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