

THE RELATIONSHIP BETWEEN SUPERVISION OF THE HEAD OF THE ROOM WITH JOB SATISFACTION OF NURSES IN THE INPATIENT ROOM (ALEXANDRI AND KUMALA) RSUD DR.H.MOCH.ANSARI SALEH BANJARMASIN

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ABSTRACT

The problem in this study is whether there is a relationship between supervision and job satisfaction of nurses in the Inpatient Room of Ansari Saleh Banjarmasin Hospital. This study aims to determine the positive relationship of supervision with job satisfaction nurse. the study used an analytic research design with a *cross sectional approach*. Population in study This is nurse executor in Room treat stay (Alexander And kumala) Hospital dr. H. Moch. Ansari saleh with amount sample as much 35 respondent. Instrument study This use questionnaire. Analysis data done with use test *Chi-Square*. study show there is connection meaning between supervision with satisfaction Work nurses in the inpatient room (Alexandri and Kumala) at dr.H.Moch.Ansari Saleh Hospital, Banjarmasin withsignificance value of $p = 0.000$ ($p < 0.05$) on the results of the computerized test. Results are used for information material forthe hospital in improving nurse job satisfaction through supervision in the hospital inpatient room dr. H. Moch. Ansari Saleh Banjarmasin.

Keyword: Supervision, Satisfaction Work

1. Introduction

Health services are components that are interconnected, related and influence each other to achieve a goal, in this case nursing services to improve public health status. With this, health services in hospitals will never be implemented without nursing services in hospitals because nurses are an important part of the healing and health recovery process. In law no. 36 Year. 2009 stipulates that health is a state of well-being of the body, soul and social that allows people to live socially and economically productive lives.

Hospitals as an organization included in health services can never be separated from intense competition due to the emergence of the free market era so that significant changes and uncertainties occur. To improve a quality nursing service in the hospital, structured and good direction is needed for the organizers of nursing services, namely the nurses in the room, especially inpatients, the head of the room who is responsible in a room which has the task of supervising the room he manages. Suyanto (2009) states that the head of the room is responsible for supervising nursing services provided to clients in the treatment room he leads.

Supervision is a supervision that is usually carried out to ensure that a work process is carried out as it should be (Simamora 152: 2012). Head of the room as The head of the room as a professional nurse in managing nursing services in the hospital has the responsibility of achieving quality nursing service goals through management functions, namely planning, organizing, managing, directing, evaluating and controlling. The head of the room as a person who carries out supervision must be able to control a room as optimally as possible, especially the inpatient room, it is hoped that with good supervision from a head of the room can make every nurse able to provide good, skilled, safe and appropriate nursing care.

According to the Indonesian Ministry of Health in 1999, frontline managers in order management in hospital health services are also called unit management carried out by the head of the room, supervisors in managing executive nurses. In implementing managerial skills that must be owned by the supervisor is supervising nursing services and conducting performance appraisals of nurses in accordance with their responsibilities in organizing and controlling nursing service activities in the inpatient room.

Nursing services are an important aspect in the process of activities in the hospital because if nursing services are not in accordance with what is desired, the client will complain. We can see the need to provide guidance from a head of the room and improve performance through supervision in order to evaluate the work of nurses because one of the factors of nurse satisfaction is supervision. The satisfaction of a service recipient is very important, but the satisfaction of a nursing service provider must be considered because with that attention it will affect the work of a nursing service provider so as to improve service quality and satisfaction with the service provider.

Adeleh Nejati et al (2015), from the results of interviews on how important the quality of staff areas is to job satisfaction, performance and quality of patient care. Six out of 10 nurses mentioned that when managers provide facilities that are provided with high quality, it will convey respect and appreciation for employees. They felt that the quality of the rest area was a direct indication of the value that institutional leaders placed on staff, and also improvements in this room would cause nurses to be happier and more satisfied with their work. We can see from this previous research that the environment also affects the job satisfaction of a nurse, if there is a bad environment, the work of a nurse decreases.

Based on previous research from Sri Hartati, et al with the title Relationship between Job Satisfaction and Work Performance of Nurses at the Klaten Islamic Hospital Inpatient installation, it can be seen that the level of job satisfaction of nurses at the Klaten Islamic Hospital Inpatient installation is 33 respondents (63.5%) in the moderate category. In general, we can see that the job satisfaction of Klaten Islamic Hospital inpatient room nurses is in the moderate category. Aspects of job satisfaction, satisfaction included with current working hours, flexibility of the scheduling system, staffing levels, support from management and other staff, physical environment and equipment, professional development and advancement, responsibilities given to nurses,

quality of patient care and salary (Patricia Kenny 2015).

In theory, according to Woodruff and Grady quoted by Supriyanto in 2006, satisfaction is a model of the gap between expectations (performance standards that should be) and the actual performance received by customers. Job satisfaction is an emotional attitude where the emotion is pleasant, in this case we can see from discipline, morale, and work performance. The rest of the factors that affect job satisfaction are supervision because through supervision it can increase job satisfaction through attention and good relationships between superiors and subordinates.

Supervision and job satisfaction of nurses are closely related and related because with proper supervision of the head of the room, it will provide job satisfaction to nurses so that nurses can create a sense of discipline in themselves. can create a sense of discipline in itself, and also from good supervision of the head of the room where the head of the room can control and guide and motivate nursing service providers in providing nursing care to patients.

From previous research Tampilang et al results show that based on the distribution of respondents according to the supervision of the head of the room as many as 69 people, 50 respondents stated that the supervision of the head of the room at Liunkendage Tahuna Hospital was good, but even though this supervision was in good condition, there were still respondents who were not satisfied with the supervision carried out by a head of the room. Supported by Herzberg's theory quoted by Agus Kuntoro in 2010. Satisfaction and dissatisfaction at work arise from two separate factors, in this theory supervision is included in the factors of work dissatisfaction.

Based on the results of preliminary studies conducted by researchers there are 13 inpatient rooms, with the number of heads of rooms around 13 people and inpatient room nurses around 272 people from the results of observations and interviews in the alexandri

and kumala inpatient rooms based on the results of observations and interviews of researchers from 7 nurses there are still 4 people who are still dissatisfied with the problem of salary, peers, the environment and the work itself. because of the lack of guidance and direction from the supervision of the head of the room for each room. Due to the lack of guidance and direction from the supervision of the head of the room for each room.

Based on the above phenomenon, it seems that the guidance of a supervising head of the room is very influential on nurse job satisfaction because it can provide maximum results in serving patients. When employees are satisfied, they automatically have a better ability to provide satisfaction to customers than employees who are not satisfied. For this reason, the researcher is interested in examining the relationship between the Head of the Room Supervision and Nurse Satisfaction in the Inpatient Installation Room (Alexandri and Kumala) at Dr.H.Moch.Ansari Saleh Banjarmasin Hospital.

2. Research Methods

The research design used was quantitative analytic with cross sectional method. The research was conducted in the inpatient room (Alexandri and Kumala) of Dr.H.Moch.Ansari Saleh Banjarmasin Hospital with a population of 35 executive nurses, with a sample of 35 executive nurses while the sampling technique in this study was total sampling.

The data collection instrument used in this study was a supervision questionnaire containing 18 question items and a job satisfaction questionnaire containing 16 question items. Data were processed and analyzed through percentages and calculations by means of univariate and bivariate analysis. Bivariate analysis was conducted to see the relationship between variables with the dependent variable through non-parametric statistical analysis using the chi-square test using a computer program with a significance value of 5% ($\alpha = 0.05$).

3. Research Results

3.1.Characteristics of respondents based gender

Gender	F	%
Female	23	66
Male	12	34
Total	35	100

Distribution of respondents by gender

Based on the table of 35 respondents studied in the inpatient room (Alexandri and Kumala) of Dr. H. Moch. Ansari Saleh Banjarmasin Hospital, most of the respondents were female, totaling 23 people (66%).

3.2.Characteristics of respondents based on age

Distribution of respondents by age

Vulnerable Age (years)	F	%
25-30	24	68
31-37	11	31
Total	35	100

Based on the table of 35 respondents studied in the inpatient room (Alexandri and Kumala) of Dr. H. Moch. Ansari Saleh Banjarmasin Hospital, most of them were aged 23-30 years, as many as 24 people (68%)

Univariate analysis

3.3. Frequency of supervision by the head of the room

Frequency distribution of supervision in inpatient rooms (Alexandri and Kumala) at RSUD Dr.H.Moch.Ansari Saleh Banjarmasin

Supervision	Total	Percentage (%)
Not good	10	29
Good	25	71
Total	35	100

From the table above, it can be seen that the perception of executive nurses towards supervision obtained the results of unfavorable perceptions of the supervision of the head of the room there were 10 people (28%). As for the results of good perceptions of supervision there were 25 people (71%).

3.4. Frequency of job satisfaction

Frequency distribution of job satisfaction of nurses in the inpatient room (Alexandri and Kumala) of RSUD Dr.H.Moch.Ansari Saleh Banjarmasin

Job Satisfaction	Total	Percentage (%)
Not satisfied	8	23
satisfied	27	77
Total	35	100

From the table above, it can be seen that the satisfaction of executive nurses in the work room obtained the results of the category less satisfied with job satisfaction there are 8 people (23%). As for the satisfied category of job satisfaction, there are 27 people (77%).

Bivariate analysis

Based on 10 people (28.6%) whose supervision is perceived as unfavorable, there are 8 people (22.9%) who are less satisfied and 2 (5.7%) are satisfied. While the supervision is good there are 25 (71.4%) satisfied. Thus, executive nurses who have unfavorable perceptions of supervision are smaller than executive nurses who have good perceptions of supervision, as well as job satisfaction. From the results of the analysis of supervision with nurses' job satisfaction has a value of $p=0.000 < (0.05)$ which refers to the Fisher's Exact Test, meaning that there is a relationship between supervision and nurses' job satisfaction in the inpatient room of Dr. H. Moch. Ansari Saleh Banjarmasin Hospital.

4. Discussion

4.1.The results showed that the perception of executive nurses towards supervision based on the distribution of 35 executive nurses in the Alexandri and Kumala inpatient rooms who had a poor perception of supervision was 10 people (29%). While those who have a good perception of supervision are 25 people (71%). In this study, it is known that the supervision of the head of the room in the hospitalization room (Alexandri and Kumala) has entered the good category.

So in general, the perception of executive nurses in the alexandri and kumala inpatient rooms who have good perceptions in their workplace is 10 people (29%), and those who have unfavorable perceptions are 25 people (71%). This value shows that nurses in the Inpatient Room (Alexandri and Kumala) who have good perceptions are greater than those with unfavorable perceptions of supervision.

Based on the explanation above that supervision is the task of a superior in an effort to provide assistance, fostering relationships and cooperation with indicators with the duties of a superior as a supervisor with management functions such as planning in this case a person who supervises is in accordance with the objectives of the head of the room's activities in supervising which includes nursing philosophy, goals, organizational mission, policies and procedures, for organizing the head of the room can already understand the function of the organization so that it can restructure and formulate changes in human and material resources in a short time, guiding and directing the head of the room can already be a role model in providing nursing care and can build relationships and communication between staff so that they can identify the strengths and weaknesses of the staff, then for supervision and evaluation the head of the room can control the environment, facilities, analyze the balance of staff and their work, and finally recording and reporting. From the results of the research obtained by supervision Inpatient Room (Alexandri and Kumala) RSUD dr.H.Moch.Ansari Saleh Banjarmasin in general is still seen in the good perception category, meaning that the head of the room as a person who supervises with indicators of management functions is classified as good. This means that supervision is in accordance with the objectives themselves in terms of training staff according to their needs, facilitating staff, providing guidance, and motivating nurses.

The results of this study are in accordance with the research journal (Display et al, 2013) which states that there is a relationship between supervision of the head of the room and nurse

job satisfaction. Supervision is providing assistance, guidance / teaching, support to someone to complete their work according to policies and procedures, developing new skills, a broader understanding of their work so that they can do it better (Sitorus et al, 2011).

These results are also in line with research (Guswandi Pawatte et al, 2013) which states that there is a meaningful relationship between supervision and workload with job satisfaction. In the study stated that supervision from a supervisor is responsible for his employees so as to create satisfaction and enthusiasm for his employees.

Supervision is carried out to pay attention to the work of subordinates and its main purpose is to improve the performance of subordinates. The purpose of supervision is not merely to achieve good results, and therefore to take over the duties of subordinates. Rather, it provides provisions to subordinates, so that with these provisions, subordinates can henceforth carry out tasks and work properly (Azwar, 2010).

4.2.As for the results of job satisfaction of nurses in the inpatient room (Alexandri and Kumala) this proves the results where for the less satisfied category there are 8 people (23%) and for the less satisfied category of job satisfaction there are 27 people (77%). So based on the above results, in general, the job satisfaction of nurses in the hospital room is classified as satisfied with their performance as many as 27 people (77%).

In this case motivation, work environment, and the role of the manager are classified as good so that the feelings of a nurse have positive feelings about his work besides that the need for a nurse to achieve satisfaction has an impact on the skills in his work and if the motivation of a nurse does not take advantage of the development of his skills then one's perception will change. As for the work environment, there are several factors, the first of which is communication, growth potential, and individual discretion itself. For the role of the manager in general, a superior can be seen from how to motivate his staff and increase satisfaction besides that the superior is also

able to maintain relationships between staff. This is necessary for a superior to create openness and be able to provide opportunities to perform tasks as well as possible. So it can be concluded that if this supervision function is improved which is not only supervision but realizing the performance of implementing nurses in achieving job satisfaction this can create new enthusiasm and motivation in a nurse, which in turn also increases the productivity of nursing services provided to the community thus the quality of nursing services in the Inpatient Room (Alexandri and Kumala) RSUD dr.H.Moch.Ansari Saleh Banjarmasin is getting better.

The results of this study are also in accordance with the research journal from (Sri Hartati et al, 2008) which states that there is a relationship between job satisfaction and nurse work performance. Job performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him so as to achieve satisfaction. This is in accordance with Handoko's opinion, that historically it is often thought that employees who get job satisfaction will do a good job. In many cases, there is often a positive relationship between high satisfaction and high job performance, but it is not always strong enough and significant.

In the research journal (Noviyani et al, 2013) there is a relationship between job satisfaction and the work performance of civil servant nurses. Employees who get job satisfaction will tend to give more than what is expected by the company and he will continue to try to improve his performance so that his work performance will increase (Fraser, 2000).

4.3.The results of statistical tests on the relationship between supervision of the head of the room and job satisfaction of nurses in the inpatient room (Alexandri and Kumala) showed (table 4.6) a significant positive relationship ($p < 0.05$) between the two as proposed from the Chi Square test results with a significance level of $p = 0.000$.

The success of the organization is highly dependent on the behavior of nurses who are willing and able to carry out their duties properly. Nurses who perform well can produce work that can make them feel satisfied with the results of their work itself does not happen by itself but the support of superiors through supervision carried out through supervision activities with indicators of management functions according to Sitorus and Panjaitan (2011), namely planning, organizing, guiding and directing, monitoring and evaluating, and recording and reporting. If they can feel this way, a positive attitude and commitment to work in the inpatient room will arise (Alexandri and Kumala).

The results of research (Wirawan et al, 2013) that there is a relationship between supervision and documentation of nursing care. In the study mentioned that Supervision of nursing care documentation is an activity that needs to be carried out on implementing nurses. Nurses need to be maintained, fostered, and improved their positive attitude towards their work. Positive attitudes of nurses towards their work will be achieved if given motivation, guidance and appreciation of the results of their work which will create job satisfaction of nurses.

The supervision executor, makes a decision about the work to be carried out. The supervision implementer needs to provide explanations in the form of directions to the implementers (Suarli, 2009). Job satisfaction of nurses in nursing practice is achieved when nurses feel they have contributed, are considered important, get support from existing resources, and many nursing outcomes are achieved (Huber, 2006).

So it can be concluded that if this supervision function can be improved with proper supervision so that it can realize the performance of implementing nurses in achieving job satisfaction, this can create new enthusiasm and motivation in a nurse, which in turn also increases the productivity of health services, especially nursing services provided to the community so that the quality of nursing care services in the Alexandri and Kumala inpatient rooms is getting better.

5. Conclusion

- 5.1. The majority of executive nurses in the inpatient rooms (Alexandri and Kumala) of Ansari Saleh Banjarmasin Hospital have a good perception of supervision.
- 5.2. Job satisfaction of nurses in the inpatient room (Alexandri and Kumala) of Ansari Saleh Hospital Banjarmasin is in the satisfied category.
- 5.3. There is a significant relationship between supervision and job satisfaction of nurses in the inpatient room (Alexandri and Kumala) of Ansari Saleh Hospital Banjarmasin.

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