

THE RELATIONSHIP OF JOB FATIGUE AND JOB SATISFACTION AMONG NURSES AT DR. R SOEHARSONO TK III HOSPITAL BANJARMASIN

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ABSTRACT

Background: Hospitals must be able to provide the best health services for their patients and the general public. Nursing staff are often faced with diverse and complex tasks that must be completed on target and on time. Nurses also have to deal with patients' families, who are often overly demanding for better care. Nurses also become emotionally unstable in carrying out their duties as humans, and their work morale decreases. Bad service provided by nurses will have an impact on patient safety. A high nurse workload will result in nurses experiencing fatigue, which causes a decrease in job satisfaction. **Objective:** To determine the relationship between work fatigue and job satisfaction in nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin. **Methods:** Quantitative type of research with a case study design. The research subjects were hospital management and staff. Data collection was carried out using interview and observation techniques. Data analysis was carried out descriptively and quantitatively. **Results:** The cross-tabulation between work fatigue and job satisfaction of nurses shows that the majority experience work fatigue in the tired category, with work satisfaction in the satisfactory category of 95%. The *Chi-square* test results for both variables obtained a *p-value* of $0.001 < 0.05$. **The conclusion:** There is a significant relationship between work fatigue and job satisfaction among nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin.

Keywords: Fatigue, Job Satisfaction, Nurses

INTRODUCTION

A hospital is a health service institution that provides comprehensive individual health services that provide inpatient, outpatient, and emergency services according to Law Number 44 of 2009 concerning Hospitals in Article 1 paragraph 1 (Undang-Undang Nomor 44 Tahun 2009 Tentang Rumah Sakit, 2009). Hospitals must be able to provide the best health services for their patients and the general public. Based on Hospital Law Number 44 of 2009, hospitals provide inpatient, outpatient, and emergency services and comprehensive individual health services while maintaining and improving health (promotion), preventing disease, treating disease, and restoring health. (rehabilitation).

This will be comprehensive, integrated, and sustainable. In carrying out their duties, nursing staff often face diverse and complex tasks that must be completed on target and on time. Nurses also have to deal with patients' families, who are often overly demanding for better care. Nurses also become emotionally unstable in carrying out their duties as humans,

and their work morale decreases. When an emotionally unstable nurse has to deal with a patient's family who is tired of waiting for a sick family member, conflict arises between the nurse and the patient's family. While patient families demand the best service, the workload is heavy, so some cases stress nurses. Conflicts can be resolved naturally, but physical contact can occur unexpectedly.

Nurses have 24-hour working hours, which are carried out in shifts or alternately to serve patients. When compared to doctors, nurses' jobs involve more direct interaction with patients. Nurses are the first to receive emergencies such as critical patients, accident patients, and other unexpected conditions. Besides that, nurses also often receive complaints, starting from patients, patient families, or demands from the hospital to work optimally. Good and bad service indicators in a hospital can be assessed from the services nurses provided (Aditama, 2000).

Bad service provided by nurses will have an impact on patient safety. A high nurse

workload will result in nurses experiencing fatigue, which causes a decrease in job satisfaction (Carlessi et al., 2007). According to Wijaya (2018), workload influences job satisfaction, which is mediated by work stress (Wijaya, 2018). The higher the workload, the higher the work stress and the lower the job satisfaction. The result of mental fatigue will be decreased job satisfaction, performance, and productivity (Rice, 2008).

Symptoms of mental fatigue can be seen from the emergence of a cynical nature towards co-workers. This nature also negatively impacts other workers, and this attitude also negatively impacts themselves, the organization, and the work itself. A mental workload is a worker with lower abilities given the demands of his work, so the work assigned causes a mental workload (Hancock & Meshkati, 1988). The impact of mental workload and mental fatigue is job satisfaction. According to Abdurrahmat (2006), job satisfaction is in the form of feelings shown by human attitudes, such as being happy, and comfortable with their duties. Workers who do not have job satisfaction at work will have an impact on the company, such as high absenteeism, poor use of working hours, slowness in completing work, early resignation, being active in work unions, and disrupting workers' physical and mental health (Abdurrahmat, 2006).

Based on the description above, researchers are interested in researching the relationship between work fatigue and job satisfaction in nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin.

METHODS

This research is quantitative type with a case study design. The research subjects were hospital management and staff. Data collection was carried out using interview and observation techniques. Data analysis was carried out descriptively and quantitatively. The population of this study were nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin. The number of samples used in this research used purposive sampling with inclusion criteria, namely nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin, and exclusion criteria, namely nurses who refused to be respondents and nurses who were not working at the time of the research at Dr. R Soeharsono Tk III Hospital

Banjarmasin. The location of this research was carried out at Dr. R Soeharsono Tk III Hospital Banjarmasin and will be held on 1-8 February 2024.

The questionnaire used in this research was to obtain employee data at Dr. R Soeharsono Tk III Hospital Banjarmasin, such as age, gender, marital status, work shift, and length of service. The questionnaire consists of two parts, namely the questionnaire (KAUPK2) to measure work fatigue. The tool for measuring job satisfaction is a questionnaire, and *Informed consent* is consent from a respondent.

The research data were analyzed and interpreted by hypothesis testing using SPSS 24.0 with univariate and bivariate analysis stages.

RESULTS

1. Frequency Description of Individual Characteristics

Primary data was collected from 30 respondents who were nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin. Individual characteristics in this study are supporting information about research respondents consisting of age, gender, marital status, work shift, and length of service.

Table 4.1 Frequency Distribution of Individual Respondent Characteristics

| Variable | Category | Number (n) | Percentage (%) |
|----------------|-------------------|------------|----------------|
| Age | 17 – 25 years | 5 | 17 |
| | 26 – 35 years | 23 | 77 |
| | 36 – 45 years old | 1 | 3 |
| | 46 – 55 years old | 1 | 3 |
| | 56 – 65 years old | 0 | 0 |
| Amount | | 30 | 100% |
| Gender | Woman | 18 | 60 |
| | Man | 12 | 40 |
| Amount | | 30 | 100% |
| Marital status | Marry | 23 | 77 |
| | Not Married | 7 | 23 |
| Amount | | 30 | 100% |
| Shift work | Morning | 10 | 33 |
| | Afternoon | 12 | 40 |
| | Evening | 8 | 27 |

| Amount | | 30 | 100% |
|------------------|-------------------|----|------|
| Years of service | 19 years old | 26 | 87 |
| | 10 – 19 years | 3 | 10 |
| | 20 – 29 years old | 1 | 3 |
| Amount | | 30 | 100% |

Based on the frequency distribution above, it can be concluded that of the 30 respondents, the majority of respondents were aged 26 - 35 years, with a percentage of 77%. The majority of respondents are female, 60%. The marital status of the majority of respondents is married, with a percentage of 77%. Most respondents' work shifts are during the day, with a percentage of 40%. The working period of most respondents is 1 – 9 years, with a percentage of 87%.

2. Frequency Distribution of Work Fatigue

Primary data was collected from 30 respondents who were nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin. The work fatigue variable in respondents can be seen in the following frequency distribution table.

Table 4.2 Frequency Distribution of Respondents' Work Fatigue

| Variable | Category | Number (n) | Percentage (%) |
|--------------|-----------------------|------------|----------------|
| Work Fatigue | 17 – 25.5 (Tired) | 20 | 67 |
| | 26.5 – 34 (Not Tired) | 10 | 33 |
| Amount | | 30 | 100% |

Based on the frequency distribution above, it can be concluded that of the 30 respondents, the majority of respondents experienced work fatigue in the tired category, with a percentage of 67%.

3. Frequency Distribution of Job Satisfaction

Primary data was collected from 30 respondents who were nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin. The job satisfaction variable among respondents can be seen in the following frequency distribution table.

Table 4.3 Frequency Distribution of Respondents' Job Satisfaction

| Variable | Category | Number (n) | Percentage (%) |
|------------------|--------------------------|------------|----------------|
| Job satisfaction | 24 – 36 (Satisfactory) | 23 | 77 |
| | 37 – 48 (Unsatisfactory) | 7 | 23 |
| Amount | | 30 | 100% |

Based on the frequency distribution above, of the 30 respondents, the majority of respondents experienced job satisfaction in the satisfactory category, with a percentage of 77%.

4. Bivariate Analysis Results

The following are the results of a bivariate analysis to see the relationship between work fatigue and job satisfaction among nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin.

Table 4.4 Cross Tabulation of Job Fatigue and Job Satisfaction

| Variable | Job satisfaction | | | | Amount | | P-value |
|--------------|------------------|------|------------------|------|--------|------|---------|
| | Satisfying | | Not satisfactory | | | | |
| | n | % | n | % | n | % | |
| Work Fatigue | | | | | | | |
| Tired | 19 | 63.3 | 1 | 3.3 | 20 | 66.7 | 0.001 |
| Not tired | 4 | 14.3 | 6 | 20 | 10 | 33.3 | |
| Total | 23 | 76.7 | 7 | 23.3 | 30 | 100 | |

Cross-tabulation results between work fatigue and job satisfaction among nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin showed that the majority experienced work fatigue in the tired category, with job satisfaction in the satisfactory category with a percentage of 95%. The *Chi-square* test results for both variables obtained a *p-value* of $0.001 < 0.05$, meaning there is a significant relationship between work fatigue and job satisfaction for nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin.

DISCUSSION

Based on the research results conducted on nurses at Dr. R Soeharsono Tk III Hospital, Banjarmasin knows that there is a relationship between work fatigue and job satisfaction in nurses. This means that the higher the level of work fatigue in nurses, the lower the job

satisfaction of nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin.

As is known, hospitals as public health service facilities are workplaces that pose a high risk to the safety and health of hospital staff, patients, patient families, visitors, and the hospital environment. Hospitals have unique characteristics, such as many labor-intensive, capital-intensive, technology-intensive, and professional-intensive work areas with high human involvement. The hospital also has wide open access for patients, introducers, visitors, and daily activities. Therefore, hospital management is required to be committed to implementing an occupational safety and health approach that is implemented in an integrated, comprehensive, and sustainable manner to reduce the risk of hazards, including psychological hazards (Peraturan Menteri Kesehatan Nomor 66 Tahun 2016 Tentang Keselamatan Dan Kesehatan Kerja Rumah Sakit, 2016).

Nurses are the dominant profession of health workers in the health sector, including in hospitals. Even though this profession is the largest type of profession in the health sector, nurses' workload is included in the quite heavy workload category. Nurses require various worktime arrangements to fulfill their duties, such as shift work, night work, and on-call scheduling (ILO, 2018).

Nurses often need to act quickly to save patients, perform routine tasks, manage busy work areas, have many patients, and meet patient needs. The many patients being treated and the increasingly diverse diseases are work stressors for nurses. Work stressors that cannot be adapted and occur over a long period with high intensity are called burnout (Avila et al., 2021).

Nurse job satisfaction is one of the factors that influences nurse work productivity. Nurses with higher job satisfaction work better and provide higher-quality services (Wati, 2020). However, more than job satisfaction is needed for nurses in health facilities. Research by Tisa in 2018 found that only two respondents (2.2%) were satisfied, 44 respondents (49.4%) were quite satisfied, and 43 respondents (48.3%) were dissatisfied (Tisa V. L., 2018).

Nurse job satisfaction is greatly influenced by the work environment and the experience a person has in the workplace. The work

environment is the space we create where people come together to do work and achieve results. The interaction between humans and the environment determines that environment's psychological and social dimensions, which then influence how a person behaves in that environment. The experiences you have at work influence your well-being and job satisfaction. The psychosocial work environment includes factors that influence individuals and contribute to worker health, including individual factors and the social work environment (Donley, 2021).

Nurse satisfaction before the pandemic was still found to be lower than standard. Research conducted by Laila in 2019 found a satisfaction average of 61.97 (52.46%). Another study at Bitung Regional Hospital stated that only 2.2% of nurses felt satisfied with their work. In addition, research conducted in 2017 also found that the average satisfaction at Military hospitals in Jakarta was 67.11 (67%).

Several studies have been conducted on nurse satisfaction during the Covid-19 pandemic. The research results at the Hospital (Setianingrum et al., 2021) were Not much different; Istichomah 2021 also stated that nurse job satisfaction was (57.4%).

CONCLUSION

Based on the research results above, it can be concluded that:

1. Of the 30 respondents, the majority were aged 26 - 35 years, with the majority being female and the majority of respondents' marital status was married. The majority of respondents' work shifts are during the day, and the majority of respondents' work period is 1 – 9 years.
2. The *Chi-square* test for both variables obtained a *p-value* of $0.001 < 0.05$, meaning there is a significant relationship between work fatigue and job satisfaction for nurses at Dr. R Soeharsono Tk III Hospital Banjarmasin.

RECOMMENDATIONS

Based on the conclusions above, suggestions that can be given regarding the results of this research are:

1. There is a need to improve the work environment, such as creating clear service implementation methods, preparing Operational Service

Standards for actions that are easy to understand and easy to implement by nurses' competence, distributing task schedules fairly, and providing opportunities for nurses to provide opinions and the opportunity to make decisions on implementing actions service.

2. Apart from that, it can be done by increasing the comfort of the workplace, including a clean room, good room air circulation, adequate lighting, and adequate health support equipment according to the needs of nursing actions.

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