

Analysis of The Effect of Job Satisfaction on Nurse Performance in Hospitals : Systematic Literature Review

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ABSTRACT

Nurses are the workforce found in hospitals. Nurse satisfaction is influenced by performance. In addition to these factors, other factors that also affect performance are leadership, environment, motivation, discipline, compensation, organizational culture, satisfaction, and communication. The goal of this study is to determine the impact of job satisfaction on nurse performance in a hospital.. A thorough literature review was conducted for this investigation review approach is applied. The research's data was taken from literature searches on the internet by utilizing the Portal Garuda and Google Scholar databases. The total number of articles received is 98. Next, the relevant article titles are identified and checked. A total of 26 articles were declared to meet the inclusion criteria. The abstract and the full article are then evaluated. Finally, 10 articles were included in the systematic literature review. The results showed that job satisfaction factors could affect nurses' performance from 10 articles analyzed in the systematic literature review. This shows that a nurse's satisfaction with her work will enhance nurses performance in improve the performance of nurses in completing their duties.

Keywords: *Performance, Job Satisfaction, Nurses, Hospitals.*

INTRODUCTION

Resources are urgently needed by organizations in achieving their goals. These resources are important as human power that can be used to produce activities and various other actions. These strengths consist of human resources (HR), natural resources, financial resources, technological resources, and knowledge resources. Of the four, the most important is human resources. In an organization, HR is an asset that can be used to mobilize resources to support the achievement of targets. In the absence of additional resources, organizational operations will be impacted and less successful in accomplishing the established objectives. (Wirawan, 2012).

Due to the importance of human resources, every organization must take responsibility for the caliber of its work and train its staff to contribute as much as possible to the accomplishment of its objectives (Pruijt, 2003). Currently, an organization is expected to improve quality in every aspect, including in health services. Hospitals, which operate in the health sector, are also expected to be able to provide quality health services (Gibson et al., 2005).

A hospital is an institution that operates in the health sector and has an important role in efforts to improve public health (Sumijatun, 2009). This makes the hospital strive to continue to improve its capabilities, especially in health

services. A hospital is a health facility that functions to provide basic health services and advanced health. According to WHO, hospitals are an inseparable component of an organization in the health sector. Nurses are human resources that we can meet in hospitals. Nurses are workers who are authorized to carry out nursing actions based on their knowledge. Nursing is an applied science that utilizes interpersonal skills in the implementation of nursing duties and strives to help patients achieve the best health (Fhirawati et al., 2020).

External causes are the reason for the fall in nurse performance is caused by external factors that affect the psychological state. Other factors are organizational culture, leadership, environment, compensation, motivation, satisfaction, communication, work discipline, and other factors (Siagian, 2012). Good nurse performance is a bridge to ensure the achievement of optimal health services. This condition must be supported by high-performance nurses, whose results are inseparable from the factors that affect it (Effendi, & Makhfudli, 2019).

Job satisfaction in an organization is an important thing that needs to be considered. Job satisfaction is related to the desire of employees to change workplaces. This needs to be considered because it is related to the attitude of employees towards their duties in the organization. According to Koesmono (2005), job satisfaction is believed to affect patient satisfaction with the health services provided. However, the current condition of many hospitals has not been able to motivate and support the increase in nurse productivity (Bustami, 2011). Based on the description above, the performance of nurses who are not optimal is influenced by job satisfaction. With these conditions, the author is interested in conducting a Systematic Literature Review entitled "An examination of how job satisfaction affects hospital nurses' performance".

METHODS

Study Identification

This study uses a systematic literature review, which is a writing method that combines several study results with the same theme to draw conclusions through in-depth analysis. The research data was taken from literature sources on the internet through two databases, namely the Portal Garuda and Google Scholar. In this study, the researcher did not make contact regarding search results on the internet. The keywords used in the search are related to the elements of job satisfaction and nurse performance.

Study Selection

The articles found through research are identified and selected systematically. The selection process starts from the selection of titles and continues with the selection of abstracts. Articles with relevant abstracts are then further examined based on full-text searches. Articles included in systematic literature reviews are determined based on inclusion and exclusion criteria. Accepted articles must meet inclusion criteria related to job satisfaction and nurse performance, conducted in Indonesia, as well as research locations in Indonesian hospitals. Excluded articles include works that are not full-text, anonymous, duplicated, and have already been published.

RESULT

Literature Search Results

The search for research articles was carried out in two databases, namely the Portal Garuda and Google Scholar, with results of 37 articles and 61 articles respectively. The total number of articles obtained is 98 articles. Furthermore, the articles were identified and reviewed, with 26 articles meeting the inclusion criteria which were then analyzed based on abstracts and full-text. From there, as many as 10 articles were selected for systematic literature review.

Study Selection Flowchart

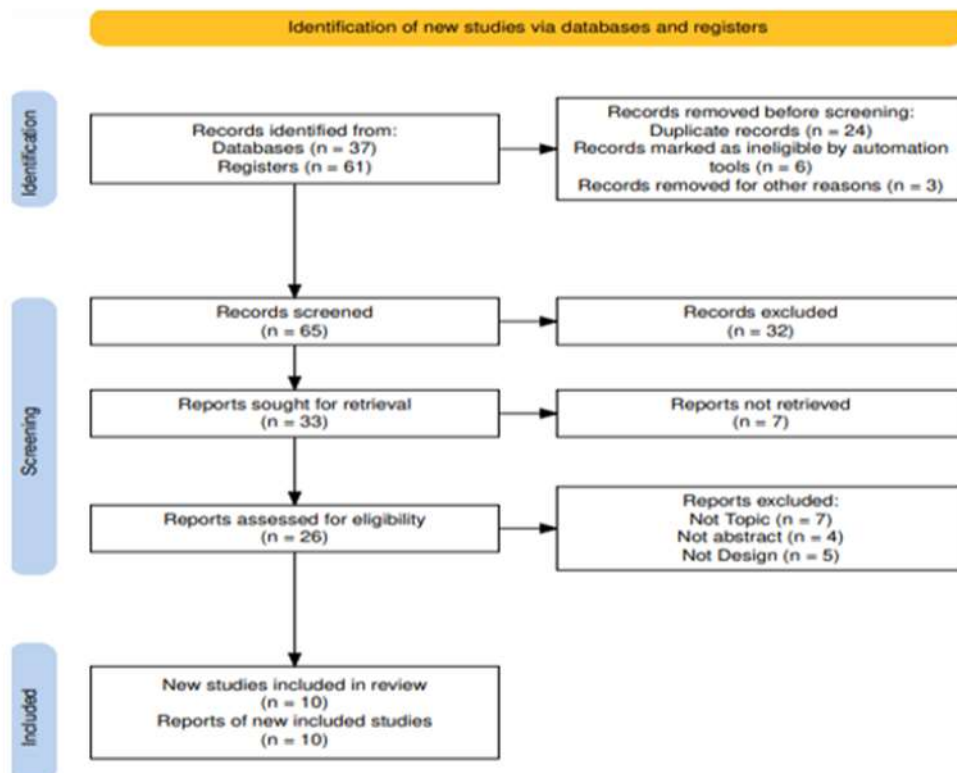


Figure 1. Flowchart of study selection using prism SLR Diagram

Data Abstraction

The articles researched in a systematic literature review are then summarized according to the author, year of study, method, title, and research results. A summary of the data is seen in Table 1.

Table 1. Data abstraction

No.	Researcher & Year of Publication	Journal Title	Method	Research Results
1.	Regia Meityana, and Aminuddin Irfani 2024	The Effect of Work-Life Balance and Job Satisfaction on the Performance of	Quantitative, with a descriptive type of research and verifiable,	The job satisfaction of nurses in the inpatient room of PTPN VIII Subang Hospital can be considered high

		Nurses in the Inpatient Room of PTPN VIII Hospital Subang	sample of 62 respondents, the research variables are job satisfaction, work life and nurse performance, data analysis using SPSS	because of the factors driving satisfaction obtained from the responsibility to complete work in accordance with hospital standards. Meanwhile, the performance of nurses at PTPN VIII Subang Hospital is considered high because there are realistic target elements in completing tasks and service actions in accordance with the deadline set by the hospital.
2.	Ni Nyoman Diliyanti, Gde Bayu Surya Parwita, and Gede Gama 2018	The Influence of Organizational Culture and Job Satisfaction on Performance of Nurses and Midwives at the Mother and Child Hospital (RSIA) Puri Bunda Denpasar	Quantitative with proportionate stratified random sampling technique, The sample was 105 respondents, The research variables were job satisfaction, organizational culture, and nurse performance, data analysis using SPSS	Partially, organizational culture has a positive and significant impact on the performance of nurses and midwives. The level of job satisfaction has a positive and significant influence on the performance of nurses and midwives. Simultaneously, organizational culture and job satisfaction affect the performance of nurses and midwives.
3.	Andrias Horhoruw 2017	The Effect of Job Satisfaction on Nurse Performance in the Inpatient	Quantitative cross-sectional, the sample amounted to 146 respondents, the	Service fees affect nurses' performance in general, and there is also a strong influence between

		Installation of the Dr. M. Haulussy Ambon Regional General Hospital	research feasibility was job satisfaction and nurse performance, data analysis using SPSS	job satisfaction and hospital supervision and management on nurses' performance. Satisfaction with coworkers has a significant impact on nurse performance.
4.	Enok Sureskiarti, and Gita Dea Brillianty 2017	Relationship Nurse Performance With Satisfaction Nurse Jobs In Hospital Inpatient Rooms General of Ince Abdul Moeis Samarinda Region Year 2017	Quantitative cross-sectional, a sample of 88 respondents, research variables namely work discipline and job satisfaction as well as nurse performance data analysis using SPSS	There is an important relationship between nurses' performance and their job satisfaction in the treatment room of Ince Abdul Moeis Hospital Samarinda
5.	Niken Novitasari 2019	The Effect of Motivation and Job Satisfaction on the Performance of Nurses at Putera Bahagia Cirebon Hospital	Quantitative descriptive. The sample amounted to 102 respondents, the research variables were motivation and job satisfaction as well as nurse performance. data analysis using SPSS	Motivation and job satisfaction are related to performance, but after joint testing, only job satisfaction shows a significant relationship with performance.
6.	Waqid Sanjaya, and Ferindhita Meliana Sari 2023	The Relationship between Job Satisfaction and Nurse Performance Implementer in the Inpatient Room of Palabuhan Ratu Hospital Sukabumi Regency	Quantitative in a cross-sectional manner. Sample of 221 respondents, the research variables are job satisfaction and nurse performance data analysis using SPSS	Job satisfaction has a positive and significant relationship with the performance of nurses at Palabuhan Ratu Hospital, Sukabumi Regency

7.	Johan Budhiana, Thahira Nasagi Rosa Affandi, and Abdul Rahman La Ede 2022	The Relationship between Job Satisfaction and the Performance of Implementing Nurses at Al - Mulk Hospital, Sukabumi City	Quantitative cross-sectional, with a sample of 34 respondents, the research variables were job satisfaction and nurse performance data analysis using SPSS	There is a relationship between job satisfaction and nurse performance at Al-Mulk Hospital, Sukabumi City
8.	Raja Syafrizal, Yuliharsi, and Zifriyanthi Minanda Putri 2021	The Relationship between Job Satisfaction and Nurse Performance in Hospitals	Quantitative cross-sectional, with a sample of 85 respondents, the research variables were job satisfaction, work discipline and nurse performance data analysis using SPSS	There is a significant relationship between job satisfaction and nurse performance.
9.	Rika Syafitri, Budi Anna Keliat, and Harmawati 2020	Analysis of the Relationship between Job Satisfaction and Nurse Performance	Quantitative cross-sectional, with a sample of 70 respondents, the research variables were leadership, environment, promotion, awards, supervision, and nurse performance data analysis using SPSS	Promotion, awards, and supervision are significantly intertwined with nurses' performance in providing nursing care. One of the factors that most affects nurse satisfaction is supervision.
10.	Robinson Paulinus Sihombing, Ribka Flora Panjaitan, and Ripai Siregar 2020	The Relationship Between Job Satisfaction and Employee Performance At Sembiring General Hospital, District	Quantitative cross-sectional, with a sample of 96 respondents, the research variables were income, incentives and nurse	The variable that most affects employee performance is the variable that does not depend, namely income. The income factor plays a role in

Deli Tua Deli Serdang Regency Year 2018	performance data analysis using SPSS	improving performance.
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Source: Portal Garuda and Google Scholar

DISCUSSION

Research by Meityana and Irfani. (2024) reveals that job satisfaction from nurses can be considered high because of the factors driving satisfaction obtained from the responsibility to complete work in accordance with hospital standards. Meanwhile, nurse performance can be considered high because there are realistic target elements in supporting the completion of tasks and service actions according to the deadline of PTPN VIII Subang Hospital. This instance demonstrates how motivation can impact job satisfaction, as evidenced by the work being completed in accordance with hospital standards. This is in line with increasing job satisfaction which is an important element to achieve maximum nurse performance. Nurses that are happy with their jobs will make every effort to finish their assignments in order to accomplish professional goals (Hakim et al., 2014). Nurse performance needs to be supported by job satisfaction in order to obtain optimal work results. Realistic targets allow nurses to complete tasks according to the hospital's (standard) deadline. This is in line with Mangkunegara's performance theory (2005), which states that the quantity and quality of employee work can be achieved since it complies with the assigned tasks.

Diliyanti et al. (2018) found that organizational culture had a partial impact on nurses and midwives performance. Nurses and midwives performance is positively and significantly impacted by job satisfaction. At the same time, nurses and midwives performance is impacted by corporate culture and satisfaction. From these conditions, it appears that employee performance in carrying out their duties is inseparable from job satisfaction (Mangkunegara, 2015). While unsatisfied employees can influence the firm to achieve its goals, satisfied employees are more likely to try to boost their productivity. According to Mathis and Jackson (2004), Employee job happiness is based on job satisfaction, which is significant and fascinating and will affect performance. In this context, a hospital nurse will definitely strive to get job satisfaction to improve her performance. Seeing these conditions, it is concluded that if job satisfaction can be achieved well, then the performance of the organization will also increase.

Research by Andrias. (2017) shows that service rewards greatly affect nurse performance, and there is a strong influence between satisfaction with supervision and hospital management on nurse performance. Satisfaction with coworkers has a significant impact on performance, and satisfaction with the environment has no significant effect on performance. With these conditions, nurses tend to be excited to complete their tasks and responsibilities with high quality because there is increased motivation, so nurses will strive to achieve organizational goals. Job satisfaction is a balance between expectations and rewards obtained from work, as well as an employee's satisfaction related to motivation theory, psychological agreement and fairness (Robbins & Judge, 2015).

Research by Sureskiarti and Brillianty. (2017) demonstrates the connection between nurse happiness and performance in the Ince Abdul Moeis Samarinda Hospital treatment room. The aforementioned data indicates a strong correlation between employee performance and work happiness. According to Setyawan (2005), satisfaction includes the attitude that an employee has. This attitude is related to aspects of work such as working conditions, salary, experience, supervision, social relations, fair work assessment, good treatment from superiors, and prompt resolution of complaints. It is hoped that employee job satisfaction can improve their performance to support the achievement of organizational goals.

Research by Novitasari. (2019) stated that Motivation and job satisfaction were related to performance, but after joint testing, only job satisfaction showed a significant relationship with performance. Therefore, hospitals should pay more attention to increase nurses' job satisfaction and find out about other factors that can affect their performance. Based on this, if a person is satisfied with his or her job, then there is a tendency to provide the best nursing services to patients, which in turn increases patient satisfaction with the performance of nurses and improves the image of the hospital. This is also supported by Marquis and Huston (2010) who stated that managers' communication to employees can affect the level of satisfaction, where managers usually have a greater influence.

Research by Sanjaya and Sari. (2023) shows that nurses' performance and satisfaction at Palabuhan Ratu Hospital in Sukabumi Regency are related. This shows that according to Robbins and Judge (2015), Performance and satisfaction have a close link. This situation is seen as we move from individuals to organizations, where there is still a connection between performance and satisfaction. When data is collected on satisfaction and performance in an organization, it will be found that there are organizations that have workers with satisfaction who tend to be more effective.

Research conducted by Budhiana et al. (2022) shows that nurses performance and satisfaction at Al-Mulk Hospital in Sukabumi City are related. Every employee has satisfaction, this is influenced by different factors. For example, one person may feel satisfied with the salary earned, while another person will feel satisfied if the work environment feels comfortable. According to Kreitner and Kinicki (2005), satisfaction is an emotional and effective response to various aspects of work. This demonstrates that employee happiness can vary and is not a monolithic term. An somebody who is content with one facet of their work may not be content with the other.

According to research by Syafrizal et al. (2021), performance and satisfaction have a strong and favorable correlation. The fact that performance affects service success indicates that they have a part to play in raising the standard of healthcare. Nurse performance is measured by the quality and quantity of work produced after completing tasks from superiors (Mangkunegara, 2015). Several factors can affect performance, including satisfaction. Their attitude toward their work is reflected in their level of job satisfaction. A person's level of contentment varies according to the ideals they hold. The more expectations of employees are met, the higher the satisfaction felt.

Research by Syafitri et al. (2020) suggests that promotion, awards, and supervision are significantly interrelated with nurse performance. The factor that

most affects nurse satisfaction is supervision. Given this circumstance, it can be inferred that employee performance is influenced by the highest satisfaction element, highlighting the critical role nurses play as healthcare professionals in preserving the standard of nursing services in hospitals. Nursing standards related to evaluation and quality control require that nursing care must be of high quality through active involvement in quality control programs in hospitals. The role of nurses is very important, because it is the spearhead of a service. Nurses are tasked with carrying out care to patients, these tasks are nursing activities that are directly given to patients, which is the core of nursing practice (Putra, 2012).

The results of research from Sihombing et al. (2020) show that income affects employee performance. The income factor plays a role in improving performance. Salary is something that needs to be considered, because employees also expect rewards for the work and effort that has been done (Soehardi, 2001). For employees, the salary they receive can affect their standard of living and that of their families. According to Simamora (2006), as remuneration has a significant influence on employee motivation, work satisfaction, turnover, productivity, and other processes, it can have an impact on the organization's entire strategy.

CONCLUSION

From the ten articles that have been carried out systematic literature reviews, it has been shown that job satisfaction has an influence on nurses' performance. This condition can be seen if satisfaction is obtained by a person with his work, there will be an increase in performance in completing his tasks.

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