

## Commitment and Job Satisfaction with Nurse Job Performance

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### ABSTRACT

**Background:** Providing quality nursing services cannot be separated from human resources, which produce good performance and achievements so that they can provide excellent service.

**Purpose:** Knowing the commitment and job satisfaction to nurses' job performance.

**Methods:** Analytical descriptive research design with a cross-sectional approach. Sampling is total sampling. Univariate, and bivariate, uji chi square.

**Results:** The distribution of respondents based on work commitment factors showed that almost all implementing nurses had good commitments, 90.9%. The job satisfaction factor shows that the implementing nurse with good job satisfaction is 59.1%. The chi-square test shows nurses' commitment with a p-value = 0.04 and nurse satisfaction p-value = 1.000, with a value of  $\alpha = 0.05$ .

**Conclusion:** It can be concluded that a relationship between commitment and the work performance of the implementing nurse, and there is no relationship between job satisfaction and the work performance of the implementing nurse. The hospital's recommendation is to maintain existing commitments by keeping nurses engaged by provoking nurses to participate in making decisions so that nurses feel like a whole part of the hospital.

**Keywords:** job satisfaction, personal satisfaction, workforce, work performance

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**BACKGROUND**

The current era of globalization hints that market mechanisms will be increasingly dominated by business organizations that provide services or produce superior products with high competitiveness and take advantage of market opportunities. Quality services cannot be separated from human resources that produce good performance and achievements (Mulang, 2021). Mentoring helps cultivate nurse leaders, retain nurses, and diversify the nursing workforce. By strengthening the nursing workforce, nursing mentorship improves the quality of patient care and outcomes. Widespread use of nurse mentoring programs has been employed to produce positive outcomes, decrease turnover, and assess job satisfaction (Alfonso et al., 2021). Leadership as an indicator of the quality of human resources is a determining factor in the success of an organization such as a hospital. Leadership style also depends on the maturity of individuals or groups as followers (Agus Sudrajat et al., 2020).

Affective and normative commitment were found to influence job satisfaction, while job satisfaction strongly influences job performance. However, job satisfaction mediated the relationship between affective, normative, and continuance commitment and job performance. This study found no support for the continuance commitment and job satisfaction relationship or the relationship between affective and normative commitment and job performance (Dinc et al., 2018). According to our results, job satisfaction and organizational commitment play an important role in improving nurse performance. Hospitals can improve the performance of nurses by giving them good salaries, improving the promotion process, and improving working conditions. Nurses who are satisfied with their jobs are willing to work at a high level of their jobs in the hospital. The efficacy of nurses is very important for hospitals. Hospitals need to be able to increase the efficiency of their nurses. The employee nurse component plays an important role in the work performance of the hospital (A. Karem et al., 2019).

The caring climate also had a significant indirect impact on organizational commitment through the mediating role of job satisfaction and job performance through the mediating role of job satisfaction and organizational commitment. In addition, job satisfaction had a significant direct impact on organizational commitment and a significant indirect impact on job performance. Finally, the organizational commitment had a significant direct impact on job performance (Fu & Deshpande, 2014). Internal service quality directly affects nursing employees' satisfaction, commitment, and welfare. In addition, employee welfare has mediated job satisfaction and performance relationships; However, welfare does not mediate the relationship between commitment and work performance (Abdullah et al., 2021). Nurses' competence needs to be improved to optimize the implementation of community health services through training, coaching through assigned teams, collaborating with peers, and providing support in the form of policies for rewards and sanctions such as nurse career paths (Suprpto et al., 2021). Related to the above phenomenon and the many factors that affect job performance, including motivation, compensation, commitment factors, educational factors, discipline factors, and job satisfaction factors, the researcher only discussed two factors, namely commitment and job satisfaction factors, because these two factors are closely related in influencing nurses' work performance.

**OBJECTIVE**

Objective states that the study's major aim is to know the commitment and job satisfaction of nurses' job performance.

## METHODS

Methods consist of an Analytical descriptive research design with a cross-sectional approach that aims to obtain an overview of the relationship between commitment and job satisfaction with nurses' job performance. The study was conducted from September to November 2022 at Sandi Karsa Hospital.

The population in this study was all active implementing nurses and those who met the research inclusion criteria. The samples studied were all nurses working in the treatment room. The sampling technique is a total sampling, namely, all the implementing nurses in the treatment room, with as many as 22 respondents. The research instrument for commitment variables used a questionnaire consisting of 20 questions adopted from Istijanto M, using a Likert scale, with the highest number of scores of 80 points and the lowest score of 20 points and variables using a questionnaire consisting of 20 questions adopted from Nursalam using a Likert scale, the highest number of scores of 80 points and the lowest score of 20 points.

Data analysis carried out in this study was univariate and bivariate data analysis which aims to explain and describe the characteristics of the variables. Univariate analysis using frequency distribution analysis with the help of SPSS 25.0. The study has been approved or licensed with No. B-354/PT19/ST/IX/2022.

## RESULTS

Table 1. Demographics data

Characteristic	Frequency	Percentage
<b>Age</b>		
20 - 30	11	50
31- 40	8	36,3
41 - 50	3	13,6
<b>Gender</b>		
Man	6	27,2
Woman	16	72,7
<b>Education</b>		
Diploma Three	17	77,3
Sarjana	5	22,7
<b>Commitment</b>		
Good	20	90,9
Less	2	9,1
<b>Satisfaction</b>		
Good	13	59,1
Less	9	40,9

Source: Primary data, 2022

From table 1 of demographic data, namely age, it can be seen that respondents are mostly aged between 20-30, namely 50%, and the gender of respondents is mostly female respondents, which is 72.7%; respondents' educational background that most respondents have a Diploma three educational background 68.1%. The distribution of respondents based on work commitment factors showed that almost all implementing nurses had good commitments, 90.9%. The job satisfaction factor shows that the implementing nurse with good job satisfaction is 59.1%.

Table 2. Analysis of the Relationship between Implementing Nurses' Work Performance Commitments

Commitment	Work Performance				Total	P Value	
	Good		Less				
	n	%	n	%	n		%
Good	20	90,9	0	0	20	90,9	0,04
Less	0	0	0	9,1	2	0,1	
<b>Satisfaction</b>							
Good	12	54,5	1	4,5	13	59,1	1,000
Less	8	36,4	1	4,5	9	40,9	

Source: Primary data, 2022

Table 2. Result test chi-square with meaningfulness ( $\alpha$ ) = 0.05, obtained p value = 0.04,  $p < \alpha$ . This means there is a relationship between the nurse's commitment and the work achievement of the implementing nurse and obtained a value of  $p = 1,000$ ,  $p > \alpha$ . No relationship exists between nurse satisfaction and the implementing nurse's reputation.

**DISCUSSION**

Researchers found that there is a relationship between nurse commitment and nurse work performance and no relationship between job satisfaction and the job performance of the implementing nurse. That commitment is closely related to work performance. This shows that nurses who have a good commitment will desire to give more energy and responsibility, supporting the success and welfare of the hospital. Fatigue levels were significantly higher among the nursing staff and had an inverse relationship with affective commitment. Furthermore, perceived organizational support and procedural justice show a positive relationship with affective commitment compared to burnout. In addition, affective commitment strongly affects the performance of nursing staff (Sharma & Dhar, 2016).

There was a significant positive correlation between nurses' perceptions of the ethical work climate and their respective perceptions of organizational support, commitment, and job satisfaction. However, a significant negative correlation was found between the intention to switch nurses and each of these variables. Organizational support, organizational commitment, and job satisfaction, and these variables contribute significantly to the prediction of turnover intention (Abou Hashish, 2017). It can be stated that the research findings on the strategy of developing the capacity of nurses in health services can be realized through; education and training based on spiritual aspects and technological aspects in developing nurse capacity (Suprpto & Mulat, 2021). That affective organizational commitment mediates the relationship between transformational leadership style and job performance. This lesson recommends that hospital management provide a basis for instilling a transformational leadership style and that managers should pay more attention to their leadership style to improve job performance (Almutairi, 2015). The need to formulate and implement interventions to promote lifelong commitment to nurses and reduce turnover rates is needed (Labrague et al., 2018).

Nurses with a high commitment will have little reason to be discharged from the hospital for a long time. This commitment will impact the performance of nurses, where the better a person's commitment, the better their work performance is also good. This is evident through a willingness to work beyond what is expected for hospitals to thrive.

One factor affecting employee job performance is job satisfaction, which is important to pay attention to. If employees get satisfaction, it will also affect employee achievement. Dissatisfaction with the work of implementing nurses is caused by unmet needs, namely dissatisfaction with the salary received. It is vital to increase nurses' job satisfaction because

this can both improve patients' perceptions of care quality and ensure an adequate nursing workforce. The indirect relationships and predictors of job satisfaction contribute to a more comprehensive understanding of the complex phenomenon of job satisfaction, which in turn may aid the development of effective strategies to address the nursing shortage and increase the quality of patient care (Lu et al., 2019).

In an environment of tension and division of labor, such as Healthcare Services, the performance of employees is one of the most fundamental challenges. The reason is that performance as a phenomenon is closely related to aspects of effectiveness, knowledge management, and quality from one side and to the organization's management, financing, and development from the other. Especially for doctors and nurses, performance issues are inextricably linked to patient safety (Platis et al., 2015). Emotional intelligence is the ability to recognize our emotions and those of others and to manage emotions in ourselves and our relationships with others. Much research outside nursing shows that measurable abilities correlate with employee performance, motivation, and job satisfaction. Early nursing research evidence suggests a correlation between clinical ability and nurse performance (Al-Hamdan et al., 2017). Even though the concept of a nurse work environment is not new, the interest in exploring and improving the healthcare work environment has continued. The foci of the studies reviewed are mainly on relationships between healthy work environments and nurses', patients', and organizations' outcomes. Although the nurse's work environment concept is not new, the interest in exploring and improving the health work environment continues (Wei et al., 2018).

Nurses' job satisfaction was correlated with workplace bullying and burnout. Moreover, insufficient professional support from the authorities predicted nurses' job satisfaction. Reducing the instances of bullying and burnout among nurses, as well as improving their working environment, are essential to increase job satisfaction. This is possible with the support of hospital management, policymakers, and government authorities (Chowdhury et al., 2023). Because job satisfaction influences retention, productivity, and quality of patient care, our findings have important implications for hospital leaders, nurses, and healthcare consumers. Nursing professional development is a potential gap in job satisfaction that leaders can target for improvement. A higher level of special nursing certification for peri anesthesia nurses can potentially increase job satisfaction and nurse retention (Cramer et al., 2022). As most nurses reported low job satisfaction and high rates of burnout, nurse managers should consider appropriate measures to correct these factors. Such measures could also improve patient satisfaction and, ultimately, the efficiency of the health system (Heidari et al., 2022). In long-term care facilities, nurses' job satisfaction predicts staff turnover, adversely affecting resident outcomes. Thus, it is important to develop a comprehensive understanding of factors affecting nurses' job satisfaction in long-term care facilities (Aloisio et al., 2021).

Although the implementing nurse has less job satisfaction, it performs well. This is because even though the job satisfaction of the implementing nurse is less than the salary received. She is less satisfied with the results of her work. However, the implementing nurse still shows good work results and continues to carry out her duties and responsibilities as a nurse to provide satisfaction to patients because of the satisfaction with the superior's treatment of the implementing nurse and the existence of flexibility in carrying out her methods in completing her work From the primary data; It can also be seen that for the most part, implementing nurses diligently come to the hospital and fill out the attendance list according to the set schedule.

**CONCLUSION**

It can be concluded that there is a relationship between commitment and the work performance of the implementing nurse, and there is no relationship between job satisfaction and the work performance of the implementing nurse. The hospital's recommendation is to maintain existing commitments by keeping nurses engaged by provoking nurses to participate in making decisions so that nurses feel like a whole part of the hospital. For nurses are implementing to increase job satisfaction so that the job performance obtained is higher than before by increasing knowledge and skills to provide satisfaction with the work results. Thus the rewards obtained are increased.

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