

An Analysis of the Relationship between Function Implementation Briefing Room and Chief Nurse Executive Job Satisfaction in Patient Wards Level III of Dr. Reksodiwiryo Hospital Padang

Shanti Dafris
Magister Keperawatan Fakultas
Keperawatan Universitas Andalas
Padang

Fatma Sri Wahyuni
Fakultas Farmasi Universitas
Andalas Padang

Supiyah
Politeknik Kesehatan Kemenkes
Padang

Abstract:- The Satisfaction of the nurses in their job is not formed by themselves but it can be encouraged by the implementation of the briefing function given by the head of the room to the implementing nurse. Direction function includes Delegation, Communication, Training and Motivation. Directing activities involving the head of the room with the nurse will encourage the achievement of the goals and objectives of the hospital. The aim of this research is to find out the relationship between the implementation of the direction function of the head of the room and the job satisfaction of the nurses patient wards RS level III Dr. Reksodiwiryo Padang. This research used quantitative methods and cross sectional study design with sampling techniques proportional random sampling which amounts to 83 respondents. This study uses Chi-Square analysis. The results shows that there was a relationship between the direction function (Delegation and Communication) of the head of the room and the work satisfaction of the nurse. The direction function that is most related to the nurse's job satisfaction is delegation. It is expected that the head of the room has a delegated SOP, establishes communication and provides training and education to improve job satisfaction.

Keywords:- *Delegation, Communication, Training, Motivation and Job Satisfaction.*

I. INTRODUCTION

Level III of Dr. Reksodiwiryo Padang hospital is a government hospital managed by the Army, which is one of the referral hospitals in West Sumatra Province. Hospital Tk. III Dr. Reksodiwiryo Padang has eight inpatient units consisting of Room I, Room II, Room III, Room IV, Room V, Lung Room, Pavilion HWS Room, HCU Room and Midwifery Room, with total beds 202. Nurses at Tk Hospital. III Dr. Padang Reksodiwiryo totaled 175 people with D3 and S1 education backgrounds. The distribution of nurse personnel spreads at the 24-hour care facility, outpatient and poly-installation facilities. The description of the quality of hospital nursing services in 2015 was BOR (Bed Occupancy Ratio = 78) , 78 , LOS (Length of Stay = 4.77) and TOI (Turn Over Interval = Grace) rotation) 1.29

(Medical Record of Hospital III, Dr. Reksodiwiryo Padang, 2016).

Based on the results of interviews with eight executing nurses in March 2017 in wards of Level III Dr. Reksodiwiryo hospital Padang is related to the low quality of nursing services due to their low level of satisfaction with several things. However, six people stated that dissatisfaction with the implementation of the chief's room briefing function made the implementation of nursing services is not optimal. They said that some of the briefing functions had gone well, among others was in regulating all activities through collaboration with other officers, preparation of official schedules in accordance with existing guidelines, and periodic meetings held once every 1 (one) month. Overall the implementation of the head of the function of the head of the room is quite good, both in terms of quantity and ability in providing direction, such as the ability to provide guidance to staff and explain the delegated tasks to staff. Delegation of the task of the Head of the Room to the Chairperson of the Team or nurse executor has not been uniform and directed because the standard guidelines on the delegation system do not exist yet.

The executive nurse said that the receipt of information and communication that occurs between the heads of the room with the nurse less effective, this is because in communicating the heads of the room sometimes use language that is rigid and firm tone. Training that is enriching for some of the ability to do nursing care is very rare. Nurses also said that they had never participated in special training to increase the ability of nursing care, even if there were nurses who went to the training never to share the knowledge gained with other nurses, and also the absence of rewards or sanctions from the head of the room.

For motivational activities in supervision activities not on the activities of guidance, observation and assessment while in giving motivation the nurse said that they still feel less motivated from the head of the room, the nurse said motivation is given in direct form by giving praise on good performance and discipline. if there are nurses who commit violations will be punished as a holiday reduced, punishment is given by conducting guidance in accordance with the rules in force at the of Level III Dr. Reksodiwiryo hospital Padang.

The assessment of the direction function of the head of inpatient rooms of Level III Dr. Reksodiwiryo hospital Padang has never been done so that the description of the relationship of the direction function of the head of the room with the nurse's job satisfaction has not been used as a basis for evaluating the increase in nurse job satisfaction, as a result the ability that the head of the room must have in the direction also cannot be assessed whether the policy that has been set is correct or not.

Based on the above phenomenon, the authors are interested in conducting research on the analysis of the relationship of the implementation of the direction function of the head of the room with the job satisfaction of the nurses in the inpatient rooms of Level III Dr. Reksodiwiryo hospital Padang in 2017.

II. RESEARCH METHODS

This research is a quantitative research, using a cross sectional design which is a research design by taking measurements or observations at the same time (one time) (Hidayat, 2014). In this design data collection both independent variables and dependent variables are carried out together to find out and see the relationship between the implementation of the direction function of the head of the room and the job satisfaction of the nurses in inpatient rooms of Level III Dr. Reksodiwiryo hospital Padang. Population is an area of generalization consisting of objects or subjects that have certain qualities and characteristics set by researchers to be studied and then drawn conclusions (Sugiyono, 2017). The population in this study were all nurses who worked in the inpatient rooms of Level III Dr. Reksodiwiryo hospital Padang which amounted to 105 executing nurses.

The sampling technique in this study is "proportional random sampling" using the formula

- Where : ni = sample size
- N i= measure of population in class
- N = measure of population
- n = the sample size

By using the formula above, the sample of each inpatient room can be seen in the table as follows:

Room	Number of Implementing Nurses	Number of Samples	
I	13	13/105	83 = 10
II	15	15/105	83 = 12
III	15	15/105	83 = 12
IV	17	17/105	83 = 13
V	8	8/105	83 = 6
LUNG	13	13/105	83 = 10
HCU	12	12/105	83 = 10
Total	105	83	

Table1. Number of Sub-Population Samples for Inpatient Rooms Tk HospitalIII Dr.Reksodiwiryo Padang

Sampling in each room is done in cooperation with the head of the room. The researcher asks the nurse's name in each room to the head of the room, then write the name of the nurse on a piece of paper, then draws the names of the nurses who will be used as the research sample. The name of the nurse who was taken at the time of drawing was carried out by the research sample .

Data in this study were analyzed using multivariate analysis. This multivariate analysis technique aims to see or study the relationship of several variables (more than one variable) independently with one or several dependent variables. Multivariate analysis was carried out using multiple regression models.

III. RESEARCH RESULT

In accordance with the formulation of the problem, and the purpose of the implementation hypothesis of this study is the relationship implementation guidance function as measured by the delegation, communication, training and motivation and job satisfaction of executor nurses in patient rooms of Level III Dr. Reksodiwiryo hospital Padang. After all the research variables used are free from all the symptoms of classical assumptions, the stages of hypothesis testing can be done. Based on the results of the processing that has been done obtained a summary of the results is shown in Table 2 below :

Variable	Regression Coefficient	P-value	Alpha	Conclusion
Constanta	43,735	-	-	-
Delegation	0.760	0,000	0.05	Significant
Communication	0.693	0.001	0.05	Significant
Training	0.479	0.121	0.05	Not significant
Motivation	0.468	0.018	0.05	Significant
R² 0.553				

Table 2. Analysis of Relationship between FunctionImplementationGuidanceHead Room And Implementing NurseJob Satisfaction

With $y = 43,735 + 0,760 X1 + 0,693 X2 + 0,479 X3 + 0,468 X4$. In accordance with the results of statistical tests that have been carried out obtained the coefficient of determination of 0 , 553. The results obtained shows that the direction function variable which consists of delegation,

communication, training and motivation is able to provide a variety of contributions in relation to the job satisfaction of the nurse in the inpatient rooms of Level III Dr. Reksodiwiryo hospital Padang by 55, 30% while the

remaining 44.70% is linked right by other variables that are not used in the current research model.

At the t-statistical testing stage it can be seen that the delegation variable has a positive regression coefficient of 0.760. In the data processing stage also obtained the p-value value of the t-statistical test results of 0.463. The data processing process is carried out using an error rate of 0,05. The results obtained show that the p-value of 0.000 <math>< \alpha 0,05</math>, then the decision is H_0 refused and H_a is received so that it can be concluded that the delegation had a significant relationship with job satisfaction of executor inpatient rooms of Level III Dr. Reksodiwiryohospital Padang.

At the hypothesis testing stage, it can be seen that the communication variable has a positive regression coefficient of 0.693. The results obtained are strengthened with a p-value of 0.001. The data processing stage is done using an error rate of 0,05. The results obtained shows that the p-value obtained is lower than the error rate, then the decision is H_0 refused and H_a is received it can be concluded that the communication has a significant relationship with job satisfaction of executor nurses in inpatient rooms of Level III Dr. Reksodiwiryohospital Padang.

In accordance with the results of testing the hypothesis that has been done it can be seen that the training variable has a positive regression coefficient of 0.479. The results obtained are strengthened with a p-value of 0.121. The data processing stage is done using an error rate of 0,05. The results obtained shows that the p-value of 0.121 is far above the error level of 0,05, the decision is H_0 is accepted and H_a is rejected, it can be concluded that training does not have a significant relationship with job satisfaction of executor nurses in inpatient rooms of Level III Dr. Reksodiwiryohospital Padang.

At the stage of testing the hypothesis that has been done also shows that the motivation variable has a positive regression coefficient of 0.468. The results obtained are strengthened with a p-value of 0.01. The data processing stage is done using an error rate of 0,05. The results obtained show s that the p-value 0.018 is much below the error rate of 0.05 then the decision is H_0 rejected and H_a is received it can be concluded that motivation significantly associated with job satisfaction of executor nurses in patient rooms of Level III Dr. Reksodiwiryohospital Padang.

IV. DISCUSSION

Based on the results of testing the hypothesis it is known that the direction dimension which has the greatest contribution to the job satisfaction of the nurses in the of executor nurses in inpatient rooms of Level III Dr. Reksodiwiryohospital Padang is delegation. This result is evidenced by the regression coefficient value that has a delegation variable higher than the value of other variable regression coefficients. The value of the delegation variable regression coefficient is 0.760. The results obtained shows that when assumed to increase the effectiveness of the delegation of command among nurses with the head of the inpatient room as big as one unit will lead to greater job satisfaction of nurses in the inpatient hospital incidence of as

big as 0.760 or 76%. Contributions relationship between guidance function as measured by delegation with relatively high job satisfaction.

The results obtained are strengthened with a p-value of 0,000. At the data processing stage, an error rate of 0.05 is used. The results obtained show that the p-value of 0.000 <math>< \alpha 0,05</math>, then the decision is H_0 rejected and H_a is received so that it can be concluded that the delegation had a significant relationship with job satisfaction pe ra wat implementing inpatient room Level III Dr. Reksodiwiryohospital Padang.

The findings obtained show s that the better the process of delagation in carrying out the direction function will increase job satisfaction. This will occur when the delegation process is carried out in a good way. In the case of the head of the room must use polite language, language that is straightforward and easy to understand, so that the process of delegating authority or responsibility can be done well. The executor nurses who received authority can also capture this information properly, so as to perform their jobs freely or small to make a mistake, the result of work can be performed well. When the work is able to be carried out optimally, the nurse will get praise, or reward in the form of bonuses or incentives, other than that with the successful nurse the executor carries out the duties and responsibilities well, the impression that the employer has on the nurse will increase, so that in the future the nurse will be involved in a lot of tasks and responsibilities that are more important, therefore the treatment felt by the nurse when implementing the task and responsibility is able to create a sense of satisfaction in the work.

The results obtained are supported by field survey researchers had done by distributing questionnaires where it is known that the process of delegation of authority and commands between the heads of the room with the nurse has done well thus increasing the satisfaction of nurses at work. According to the survey generally known that nurses recognize that the head of the room delegate authority and command in accordance with the competency of nurses, in addition to the head of the room also explain the procedure and implementation procedures of work and authority delegated to each nurse. The head of the room also involved a number of implementing nurses to formulate delegated work objectives, besides the head of the room was also a motivator who always believed the nurses were able to properly complete their tasks and responsibilities and the work evaluation or authority given to each of the executing caregivers.

In accordance with the survey results that have been carried out, there are a number of deficiencies in carrying out the delegation function, namely in giving nurses the freedom to prioritize work to be completed first, besides the head of the room also has difficulty determining the time of evaluation of a number of delegated jobs and authorities. besides the executing nurses, they look confused when they are required to learn for themselves the tasks and responsibilities delegated to them. In order for the delegation function to get better it is very important for the

hospital to correct all the weaknesses and weaknesses felt by the nurses in the process of delegating tasks and responsibilities.

The results obtained are in line with the theory described by Luthans (2011) which states the delegation function will be able to encourage the formation of employee satisfaction, when the authority or order delegated can be carried out properly by subordinates. The success of subordinates to carry out the tasks and responsibilities of encouraging formed a positive impression in the boss on the subordinate, so that subordinates will get recognition and achievement awards such as the addition of salaries, incentive allowances or bonuses that reinforce the emergence of satisfaction in the subordinates themselves at work.

The results of this study are supported by research conducted by Yuliana (2012) who found that the delegation function has a positive and significant relationship to nurse job satisfaction. The results of the study by Williamson et al. (2014) found that the more effective the delegation activity would increase satisfaction in the nurse (nurse) because they succeeded in carrying out the task well so as to get recognition and appreciation from the institution. The results of Hanafi's research (2015) found that delegation activities have a strong positive relationship with job satisfaction perceived by nurses.

V. CONCLUSION

1. Delegation variables have a positive and significant effect on the job satisfaction of the nurses in the inpatient room of Level III Dr. Reksodiwiry hospital Padang.
2. Communication variables have a positive and significant effect on the job satisfaction of nurses in the inpatient room of Level III Dr. Reksodiwiry hospital Padang
3. Variabel training has positive and insignificant job satisfaction of nurses in the inpatient roomLevel III Dr. Reksodiwiry hospital Padang.
4. Variable positive and significant motivation for job satisfaction of nurses in the inpatient room of Level III Dr. Reksodiwiry hospital Padang.

BIBLIOGRAPHY

1. Hidayat, A. Azis Alimul. (2014). Midwifery Research Methods and Data Analysis Techniques. Jakarta : Salemba Medika.
2. Luthans, Fred. (2011). Organizational Behavior, An Evidence Based Approach, Twelfth Edition, McGraw Hill.
3. Sugiyono. (2017). Quantitative, Qualitative and R & D Research Methods. Bandung: Alfabeta.
4. Yuliana Putri. (2014). Analysis of Factors Affecting Nurse Job Satisfaction of Awalbros General Hospital Pekanbaru. E-Journal Faculty of Economics Management Department of Riau State University, Panam Pekanbaru.