

The Relationship of Characteristics and Attitude of Nurses with Job Satisfaction in the Collaboration of Nurses and Doctor in Palembang Hospitals

Nuriza Agustina¹, Hema Malini², Ira Kusumawaty³

¹Nursing Master Student of Nursing Faculty of Andalas University Padang, Indonesia

²Nursing Master Lecturer of Nursing Faculty of Andalas University Padang, Indonesia

³Nursing Master Lecturer of Nursing Faculty of Andalas University Padang, Indonesia

Abstract:- The relationship between nurses and doctors in collaboration provides poor service, nurse and physician collaboration can be one element in improving nurse performance. Collaboration will be well established if the components of firmness and cooperation are owned by nurses and doctors are good, so that each has a desire to satisfy the interests of all parties. Lack of awareness and ability to collaborate can have a bad impact on service quality. This study aims to determine the implementation of the role of collaboration of nurses and doctors hospitalized in Palembang hospital in 2018. **Methodology and Research:** This research is descriptive with quantitative method. Sampling technique with total sampling method. The sample size was 74 people in the hospital wards of Palembang hospital for 10 months from June 2017 until April 2018. Based on the research results, it is known from 74 nurses, got 26-46 years old (51,4%), female 67 people (90,5%), vocational education 53 people (71,6%) and work period ≥ 2 years amounted 58 people (78,4%), attitude of nurse in hospital room of Palembang attitude positive 46 person (62,2%) and negative attitude 28 people (37,8%). **Implementation of the role of Collaboration at Palembang Hospital has not been done well. It is expected that the hospitals pay more attention to job satisfaction, especially in collaboration with doctors or other medical teams so that nurses can provide good service for the hospital.**

Keywords:- Characteristics, Collaboration of Nurses and Doctor, Job Satisfaction, the Attitude of Nurses.

I. INTRODUCTION

Interprofessional collaboration is a common strategy for achieving the desired quality outcomes effectively and efficiently within the complex unity of health services. Communication in collaboration is an important element for the quality of care and patient safety (Reni et al, 2010). To improve the degree of healthy society by providing quality service and quality (Muslimah, 2015). So a healthy society is what can be realized with the provision of health services and health care providers conducted by health personnel.

Nurse is one of the professions in the hospital that plays an important role in the provision of quality health services in hospitals (Hartati, 2011). Nursing service for 24

hours, nurse service time is divided into 3 shifts ie morning, afternoon, and evening service. Shift work on the nurse based on the needs of patients and also justice and welfare so that no physical fatigue and job satisfaction is achieved. Nurses in shift work should be able to divide the time so as to reduce the workload of nurses (Handayani, 2016).

Collaboration of nurses based on the definition of cooperation among nurses. Collaboration as a cooperative convention based on shared values such as attention and respect with others, with performance goals and commitment from all parties (Tao et al, 2015). The role of collaboration aims to provide quality health services by combining the skills and uniqueness of each profession (Martiningsih, 2011). The role of collaboration between nurses and good doctors can improve job satisfaction. Based on research Kusumaningrum (2015) showed there is contribution of job satisfaction with turn over intention (desire to move work) at nurse installation of inpatient room equal to 93,2%. The results of Martiningsih (2011) study, there is no significant difference in attitude from nurses and doctors with collaborative roles. Many find that the characteristics of nurses such as age, education, and length of work have a relationship with the attitude of nurses and doctors in presenting the role of collaboration. Based on several studies above shows the collaboration of nurses and doctors is strongly influenced by the characteristics of nurses. In addition, the nurse and physician collaboration attitude is also influenced by effective communication.

Collaboration is the firmness and cooperation of conflict resolution that results in a win-win solution (Arma, 2012). In addition, collaboration between nurses and health professionals from various health organizations is still poorly explored. Collaboration will be well established if the components of firmness and cooperation of nurses and physicians are good, so that each has a desire to satisfy the interests of all parties. Lack of awareness and ability to collaborate can have a bad impact on service quality.

Based on data from the Hospital of Palembang illustrates that the number of nurses in the inpatient room there are 74 people, with the level of education Strata 1 and D3 nursing. The number of doctors there are 69 people, 16 general practitioners, 3 dentists and 50 specialists (Profile Hospital Palembang, 2016).

Researchers conducted an initial survey at the Palembang hospital related working conditions nurses in the room who still feel not satisfied with the collaboration of nurses and doctors. As many as 50% of the nurses feel saturated working in the room, 60% of nurses said the work is tiring and also cut and 40% nurses say high workload in the room. This is reinforced by interviews to 10 nurses in the inpatient room, the researcher asks how the relationship between nurses and doctors in collaboration to provide services, how the communication between nurses and doctors when providing services. Of 10 nurses said that nurses and doctors lacked good collaboration when giving services due to physician's less visite hours and doctors often choose nurses based on their experience and length of service to accompany when providing services. Based on the data obtained from the nurse, the researcher is interested to examine about the nurse's job satisfaction with

the role of nurse and doctor collaboration in Palembang hospital.

II. RESEARCH METHOD

This research is a quantitative research. The type of research used is descriptive analytics with Cross-Sectional approach. The population in this study amounted to 74 nurses. Technique of sampling by using total sampling method with exclusion criteria of nurses who are not serving in the hospitalization room of Palembang hospital. Data were obtained from the questionnaire distribution. Data analysis includes univariate and bivariate analysis conducted to identify the distribution of frequency of job satisfaction implementation in nurse and physician collaboration in hospital room of Palembang. The type of analysis used through the Cross-Sectional approach (cross-section).

III. RESULT AND DISCUSSION

A. Characteristic Distribution of Nurses

Characteristic	Category	f	%
Age	17-25 year	34	45,9
	26-45year	38	51,4
	46-55 year	2	2,7
Gendre	Male	7	9,5
	Female	67	90,5
Education	Vokasional	53	71,6
	Profesional	21	28,4
Work Periode	Current (1 month-23 bulan) < 2 year	16	21,6
	Past ≥2 year	58	78,4

Table 1:- Distribution relationship with nurse job satisfaction in implementation of nurse and doctor collaboration role at Palembang Hospital 2018 (n = 74)

Table 1 Distribution of Nurse Implementation Character at Palembang Hospital, the highest proportion of age 26-46 years old (51.4%), has 67 female (90.5%),

vocational education 53 people (71,6%) and work ≥ 2 years amounted to 58 people (78.4%)

Nurse Attitude	Frekuensi	Presentase (%)
Positive	46	62,2
Negative	28	37,8
Total	74	100

Table 2:- Characteristic relationship with nurse job satisfaction in implementation of nurse and doctor collaboration role at Palembang Hospital 2018 (n = 74)

Table 2 distribution of nurse attitude in inpatient room of Palembang Hospital positive attitude 46 people (62,2%) and negative attitude 28 people (37,8%).

B. Results of Bivariate Analysis

Variables	job satisfaction in the implementation of nurse collaboration roles and doctors				Total		P Value
	satisfied		not satisfied		n	%	
	n	%	n	%			
Age							
17-25years	15	44,1	19	55,9	34	100	0,820
26-45years	14	36,8	24	63,2	38	100	
46-55 years	1	50	1	50	2	100	
Gender							
Male	3	42,9	4	57,1	7	100	0,599
Female	27	27,2	40	59,7	67	100	
Education							
Vocasional	27	50,9	26	49,1	53	100	0,008
Profesional	3	14,3	18	85,7	21	100	
Work period							
Current < 2 Years	8	50	8	50	16	100	0,560
Past ≥ 2 years	22	23,5	38	62,1	58	100	

Table 3:- Characteristic relationship with nurse job satisfaction in implementation of nurse and doctor collaboration role at Palembang Hospital 2018 (n = 74)

Table 3 analysis of nurse characteristic relationship with job satisfaction with the role of collaboration showed that from 74 respondents nurse characteristic variables between age, sex, education and employment age got no relation with job satisfaction with nurse and doctor collaboration roles with p-value = 0,820 , sex is not related

to job satisfaction with nurse and physician collaboration roles with p-value = 0,599, education is related to job satisfaction with nurse and physician collaboration roles with p-value = 0,008 and service period has no relation with job satisfaction with collaboration role nurse and doctor with p-value = 0,560.

Variables	job satisfaction in the implementation of nurse collaboration roles and doctors				Total		P Value
	satisfied		Not satisfied		n	%	
	N	%	n	%			
attitude of nurse							
Positive	5	17,9	23	82,1	28	100	0,004
Negative	25	54,3	21	45,7	46	100	

Table 4:- Characteristic relationship with nurse job satisfaction in implementation of nurse and doctor collaboration role at Palembang Hospital 2018 (n = 74)

Table 4 shows that the nurse attitude variable is related to nurse job satisfaction in the implementation of nurse and physician collaboration with p-value = 0,004.

that less good collaboration of nurses and doctors at age <35 years was 55.9% compared to ≥35 years 53.1%, while well in many nurses > 35 years 46.9% compared to ≤ 35 years 43.1%. In conclusion there is no significant relationship between age and nurse and physician collaboration because satisfaction is relative to the condition.

IV. DISCUSSIONS

Nurse age no significant relationship to job satisfaction with nurse and physician collaboration roles was obtained value = 0.820. The results of this study showed no relationship because the average nurse aged between 26-45 years so that the factors of satisfaction with nurse and physician collaboration has not been felt significantly. In addition to the conditions in which as private employees in private hospitals do not provide a loophole for nurses to communicate satisfaction with the role of collaboration with physicians. Hospital demands are more towards giving satisfaction according to hospital standards. The results of Rumanti's research (2009) showed

Ilyas, (2013) says the older the age of a person then the need for self-actualization will be higher than the physiological needs. However, older workers are also considered less flexible and difficult to accept new technologies (Robbins, 2015). Research Vahidi et al (2016) states that there is no significant relationship between demography with nurse satisfaction and performance. These demographic factors include age, sex, marital status education and work experience. M.Top (2013) and Rasheed (2016) showed that there is a significant relationship

between emotional intelligence and nurse perception with performance with demographic factors (age, gender, education, marital status and work experience). The results of this study indicate that there is no significant relationship of age nurse with job satisfaction with nurse and doctor collaboration roles. Because in Palembang hospital does not distinguish old age or young in the division of duty and shift service. Researchers see that the age factor is not related to job satisfaction with the role of nurse and physician collaboration in the analogy of nurse's performance does not affect the physical strength of nurses. Nurses who range from late adolescence to early age are still able to perform job satisfaction with nurse and physician collaboration roles. The sex of nurses in Palembang hospital has no relation with job satisfaction perawatp value = 1,000. According to Abilang (2009) gender of job satisfaction of nurse at most is good enough category is felt on nurse female as much as 22 people (52,4%), job satisfaction is at least good enough category is felt on nurse of male and female in the category is not good as much as people (2.4%). In line with the research of Wuryanto, (2010) female nurses were more than men, although the difference was small but women were more satisfied than men and there was no relationship between sex and nurse job satisfaction with P value = 0,375. Despite the change of roles in women today, women also have the freedom and desire to develop roles that have an impact on increasing expectations. This is not in line with Rumanti's research (2009) shows that nurse with nurse and physician collaboration is less common in males 55,6% than female 54,7%, whereas nurse with physician-nurse collaboration is good more on female nurse 45, 3% compared to men 44.4%. So it is concluded there is no significant relationship between sex with nurse collaboration practices and doctors. The nurse is the most important part of a hospital. The number of nurses who dominate a hospital is generally female. But it does not show that there are no men who work as nurses. So there is no limit for female nurses to care for female patients as well as male nurses not only care for male patients only. Therefore, from the results of this study there is no relationship between sex with job satisfaction with the role of collaboration nurses and doctors.

The variables of education showed that from 53 respondents of D3 nursing (vocational) education level with job satisfaction with nurse collaboration and dissatisfied 49,1% and 50,9% from 21 respondents as much as 85.7% and satisfied as much as 14.3%. The result of statistical test shows that p-value 0,008 <0,05 so it can be stated there is a significant correlation between education level with job satisfaction with nurse and doctor collaboration role. This research is not in accordance with research conducted by Yanti & Warsito (2013) that there is no relation between level of education with performance and quality of care nursing documentation. Research Tahsinia, (2013) that 40 nurses who are educated D3, there are 25 (62.5%) nurses who are satisfied with the work. While from 6 nurses with S1 education there are 2 (33,34%) nurses who are satisfied with their job. It can be concluded that there is no correlation between education

with nurse work satisfaction in RS. Rumah Sehat Terpadu. Education is an effort to develop human resources especially to develop intellectual ability and human personality (Notoatmodjo, 2012). The higher the education the higher the desire to utilize knowledge and skills (Anggraini, 2004). The variable of working period shows that nurse with new working period of job satisfaction with nurse collaboration role and physician is not satisfied 50% and satisfied 50%. While the nurse with long working period with job satisfaction with nurse collaboration roles and doctors are not satisfied 62.1% and satisfied 37.9%. The result of statistical test shows that there is no significant correlation between time and job satisfaction in collaboration with p-value = 0,560. In line with research Yanti & Warsito (2013), that the longer the work can cause saturation with the routine of the job.

The results of this study indicate that there is no relationship between the working period with job satisfaction with nurse collaboration roles and doctors. Nurses who have new and old tenure remain motivated to implement collaborative roles between nurses and doctors to create better collaborative relationships. Longer periods of work are not identical to the productivity of nurses only, where long-term nurses tend to work routines that have long been lived and are less motivated to accept a change. The good duration of a nurse's work should be accompanied by activities to improve the skills, knowledge, and ability of each individual to avoid saturation with work routines to be better. Nurse attitude with job satisfaction in nurse and physician collaboration roles showed that respondents who had negative attitude with nurse and physician work satisfaction as much as 82,1% and satisfied result of statistic test got there relation with nurse work satisfaction with p-value = 0,001. It is supported by the results of research results peneltia Abilang et al, (2009), found there is a significant relationship that has the meaning that the better the nurse attitude the more positive the nurse's job satisfaction. As Utami's research (2015) attitudes of doctors and nurses with interprofessional collaboration, nurses and physicians in collaboration showed a positive attitude. But doctors have more authority in all patients' health problems while nurses say their primary duty is to carry out instructions from doctors.

The result of research in Palembang hospital showed negative nurse attitude with job satisfaction in nurse and doctor collaboration roles (82.1%) said not satisfied and (17,9%) said satisfied. A positive nurse attitude (45.7%) said not satisfied and who said satisfied (54.3%) with job satisfaction with nurse and doctor collaboration roles. The results show the reality in the health service there are doctors and nurses who do not understand the role of each profession correctly and correctly. Because there are still their own ego in collaboration, they assume different stand-alone professions that can not be equated. Nurses provide nursing care while doctors with the provision of medical diagnosis. Not that the relationship between nurses and doctors is not well established at the time of implementing the collaboration. Because Palembang hospital there is no special protap of collaboration between nurse and doctor so

difficult to applied professionally. Nurses and doctors have good attitudes and behaviors with collaborative practice and have considerable interaction and cooperation in collaborative practice. The better the attitude of the nurse will be followed by a good positive value as well.

V. CONCLUSIONS

From the results of research that has been done can be concluded that the characteristics of nurses most aged 26-45 years, dominated female sex, the level of education is still largely DIII Nursing and tenure of work ≥ 2 years. Attitude of nurses in hospital wards Palembang positive attitude 46 person. Attitudes and behavior of nurses at Palembang hospital still feel not satisfied with the role of nurse and doctor collaboration.

It is expected that the hospital will pay more attention to job satisfaction especially in collaboration with doctor or other medical team so that nurse can give good service to hospital. The need for special job satisfaction training, in order to improve nursing service and should be made Standard Operational Procedures in nurse and physician collaboration.

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