CHAPTER I

INTRODUCTION

1.1   Background to the Research

Human resources is the most vital asset and important thing in a service industry (i.e. hospital). Human resource in health sector seek to improve the quality of services and patients' satisfaction. Hospitals are required to provide high quality services in accordance with established standards and can reach out to all levels of society (decision of minister for health no. 129, 2008). In this globalization era, hospital has an important role for the growth of a country because health services quality is one of a form of community demands in this era.

Nursing staff which is an example of human resource that has important part in most medical institutions whether in private or in public hospital the fact those they are the people who take care to their patients when they are hospitalized. Many of nurse even take care on the responsibilities of the medical supervisor or the doctors in command, and its make them play the important roles of the medical system (international Council for Nurses, 2007).

Managing human resource has become an art (khan et al in 2012). Management always tries to use that art to satisfy their workforce. Hence, the greater satisfaction of employees' get, the higher will be returns for

organizations. According to Madsen et all in 2005, improving the performance of employees has been a topic of great interest to research. In the reality, to make employee improve their performance is not easy, because so many factor that can affect the workers' performance. One of them is the way management to satisfy their employees. Especially in hospital, hospital is required to provide high quality and services to their patients whether in private or public hospital. Hence, to maintain their nurses to provide high quality and services to community, hospital should maintain the satisfaction of their employees first.

Performance in nursing context refers to how effective employees are in accomplishing their tasks and responsibilities related to direct patient care (AbuAlrub, 2004). More commonly job performance means how well someone to performs at his or her work. According to Greenslade and Jimmieson (2007) asserted that despite the important of effective nursing performance, only some measurement of nurses' performance.

According to Jansen (2001), job satisfaction means how an employee of an organization feels about work. Amstrong (2006) described job satisfaction as the attitude and feeling employees have towards their job. The feelings and attitude divided into two categories which are the positive and negative attitudes. Pleasants feelings and positive attitudes tend to show employees are satisfied while negative and unpleasant feelings exhibit dissatisfaction of employees. So, according to Ahmad Naveed (2014) the positive emotions of an employee toward workplace also describe job

satisfaction. The idea of employee satisfaction has been a center of study for two decades (Greasley et al in 2005) and it regarded as a serious issue for managerial performance.

A great effort is necessary for the employees to attain high performance in jobs (Pushpakumari, 2008), so when employees are satisfied with their jobs, they tend to be motivated and have willingness to put more effort, commit and enjoy to their jobs. Employee's satisfaction is the gateway to success of an organization. Hence, for an organization to achieve a higher level of performance, a satisfying working context it required. Especially in the hospital, if management can not maintain the satisfaction their employees especially the nurses, it can be causes, miscommunication with supervisor, dissatisfaction with the pay, have a conflict among coworkers and might be have a problem with work itself if the nurses take a job in the wrong placed or the job of them is not appropriate with their ability.

Researcher choose hospital as an object of this research is because hospital has different rules especially in time of working, hospital should provide the services for their patients in 24 hours, so the nurses will has changed shifted for three times (morning, noon, and night). Meanwhile in other organizations, the employee mostly has 7-9 work hours per day. Hence, researcher wants to measure the satisfaction of nurses who work in hospital that can improve their performance. For this case, the nurses as the people who take care and provide services to their patients and also the

patient's families, indirectly the nurses has job satisfaction about the hospital, might be the way of the management satisfied them as it can affect to their performance too.

Phenomenon that occurs nowadays, the services of the public and private hospital is significantly different. The people who have more money tend to choose the private hospital because the nurses will give more services and the procedure for the treatment is more easyier. Different with public hospital, usually give standard services to their patient even sometimes they tend to rude and not hospitable. For example, patients does not satisfy with the services that offered by hospital, this can happen when nurses has low satisfaction with their job. As reported by Tyson and Pongruengphant in 2004, nurses who work in public hospital generally indicated to experience more stress than those in private hospital, because nurses who work in public hospital will face more patient.

Hence, for supporting the analysis researcher chooses RSUP M.Djamil Padang and RSI Siti Rahmah to compare between public and private hospital. Recently both of those hospital has a considerable number of nurses in Padang. RSUP Dr.M.Djamil Padang has status type A, as the biggest and the only one of the public center hospital in West Sumatera that has many nurses who work there. Meanwhile, RSI Siti Rahmah also one of the private hospital that provides healthcare with the most complete medical equipment in West Sumatera, this hospital also had quite a lot of nurses so enable to conduct the research there. Therefore, that's the main reason why

researcher choose the RSUP Dr. M.Djamil as public hospital and RSI Siti Rahmah in this research.

This phenomenon and reputation of this hospital is interesting to be research. Based on that, researcher will analyze through discussion on title **"The Influence of Job Satisfaction on Nurses' Performance in Compare between Public and Private Hospital (study of: RSUP Dr. M.Djamil and RSI Siti Rahmah, Padang)"**

1.2   Problem Statements

Based on the background, this research questions formulated as follows:

1. How does the satisfaction with supervisor influence on nurses' performance in public hospital?

2. How does the satisfaction with supervisor satisfaction influence on nurses' performance in private hospital?

3. How does the satisfaction with co-worker influence on nurses' performance in public hospital?

4. How does the satisfaction with co-worker influence on nurses' performance in private hospital?

5. How does the satisfaction with pay influence on nurses' performance in public hospital?

6. How does the satisfaction with pay influence on nurses' performance in private hospital?
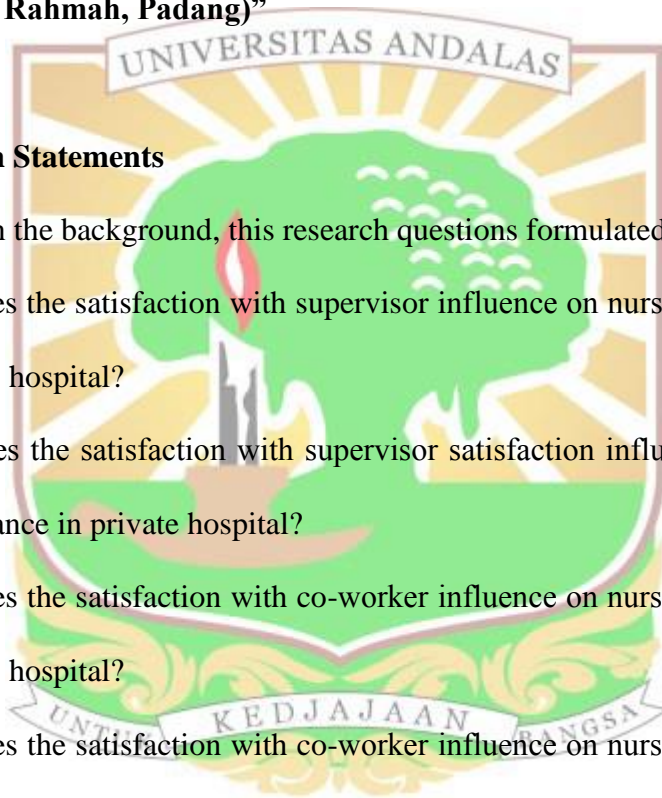
7. How does the satisfaction with promotion influence on nurses' performance in public hospital?

8. How does the satisfaction with promotion influence on nurses' performance in private hospital?

9. How does the satisfaction with work-itself influence on nurses' performance in public hospital?

10. How does the satisfaction with work-itself influence on nurses' performance in private hospital?

1.3   Objectives of Research

     Based on the problem statement above, the goal of this study is to obtain data and information that is appropriate for analyzing the data. Specially, the objectives of this research are:

1. To analyze the influence of satisfaction with supervisor on job performance of nurses who work at public hospital in Padang.

2. To analyze the influence of satisfaction with supervisor on job performance of nurses who work at private hospital in Padang.

3. To analyze the influence of satisfaction with co-worker on job performance of nurses who work at public hospital in Padang.

4. To analyze the influence of satisfaction with co-worker on job performance of nurses who work at private hospital in Padang.

5. To analyze the influence of satisfaction with pay on job performance of nurses who work at public hospital in Padang.

6. To analyze the influence of satisfaction with pay on job performance of nurses who work at private hospital in Padang.

7. To analyze the influence of satisfaction with promotion on job performance of nurses who work at public hospital in Padang.

8. To analyze the influence of satisfaction with promotion on job performance of nurses who work at private hospital in Padang.

9. To analyze the influence of satisfaction with work itself on job performance of nurses who work at public hospital in Padang.

10. To analyze the influence of satisfaction with work itself on job performance of nurses who work at private hospital in Padang.

## 1.4   Contributions of Research

This research is expected to give contribution and benefit:

1. For RSUP Dr. M.Djamil

   It is expected that this research can provide feedback to RSUP Dr. M.Djamil in order to enhance their nurses' performance through improve their nurses' satisfaction as public hospital in Padang.

2. For RSI Siti Rahmah

   It is also expected that this research can provide feedback to RSI Siti Rahmah as one of Private Hospital in Padang, in order to enhance their nurses' job satisfaction and improve their nurses' performance.
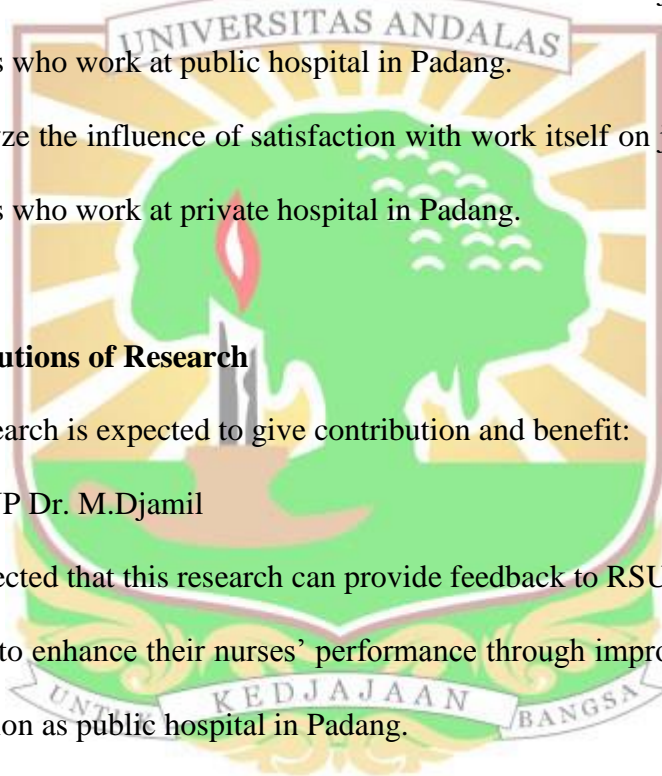
3. For Human Resource Department

   As the consideration for the human resources department in every company in the application of theory and concept appropriate to find the way to increase the satisfaction of their employees and enhance their employees performance.

1.5 Scope of Research

Thus results of this research are expected to provide information about the influence of job satisfaction on nurses performance in the context of Public and Private Hospital, to understand variables of job satisfaction and employees performance and to strengthen theories of concepts that related to factors that influencing satisfaction and performance of nurses at both of hospitals. The researcher limit the research context by focusing on RSUP M.Djamil as Public Hospital and RSI Siti Rahmah as Private Hospital, that recently has many nurses at their hospital.

1.6 Outline of Research

In order to make it easier and make moderate the forwarding of content, this research is divided into five chapter, they are:

CHAPTER I   **: Introduction**

That is containing about background of the study, problem statement, and objective of research, scope of research and contribution of research.

CHAPTER II   : Literature Review

This chapter that evaluates the containing bibliography about basis for theory. Basis for theory tells us about definition of job satisfaction and employees performance, previous research, correlation between job satisfaction and employees performance, theories that support and underlie the variable used in the research and framework.

CHAPTER III   : Research Method

Explaining about research method which discussing about research design, population and sample, data collecting method, operational of variables, data processing, data analysis method and data analysis.

CHAPTER IV   : Result and Discussion

Explaining about surveys result that consist of respondent characteristic, frequency of distribution of each variable, validity test, reliability test, and discussion about analysis the influence of job satisfaction on nurses' performance on RSUP Dr. M. Djamil and RSI Siti Rahmah Padang.

CHAPTER V   : Conclusion, Limitation, and Recommendation.

On this chapter, researcher will explain about conclusion of research, suggestion of research, limitation of the research, and recommendation for further research.