EFFECT OF EMPOWERMENT AND SELF EFFICACY ON NURSES WORK SATISFACTION IN MAKASSAR CITY HOSPITAL AND STELLA MARIS HOSPITAL

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ABSTRACT

Job satisfaction is the attitude that an employee has about the job and the organization in which they carry out the job as an employee's affective reaction to a job that is based on a comparison between actual results and desired results. This study aims to analyze the influence of Empowerment and Self Efficacy on Job Satisfaction of Nurses at Makassar City Hospital and Stella Maris Hospital. This type of research is a quantitative study using an observational study with a cross sectional study design. Sampling using stratified random sampling so that the sample in this study were nurses in inpatient installations, amounting to 186 respondents. The results showed that there was a relationship between empowerment and self-efficacy with job satisfaction of nurses and the variables that had the most influence on job satisfaction of hospital nurses in Makassar City Hospital and Stella Maris Hospital were self-efficacy variables. Therefore, it is hoped that hospital management for nurse work satisfaction by creating a safe and comfortable work environment, preparation of SOPs for actions that are easy to understand and easy to implement in accordance with the competence of nurses, assigning tasks to employees is expected that the leadership can assign tasks to employees in accordance with the ability of employees, provide training and provide good infrastructure so that employees can carry out their duties to the best of their abilities.

Keywords: empowerment, self efficacy, job satisfaction, nurses, hospital

I. INTRODUCTION

Human resources, are the most valuable and most important assets owned by an organization, because the success of the organization is very much determined by humans. HR in an organization plays the role of executing management functions, namely planning, organizing, leading, and controlling (Daft, 2003). To improve employee performance, the company must understand what causes job satisfaction and job dissatisfaction with its employees, because employees who are satisfied with their work will work more productively and faithfully with their organization, workers who are dissatisfied with their work will work less productively and tend to have desires. to quit his job (Sarker et al., 2003).

Job satisfaction is the attitude that an employee has about the job and the organization in which they carry out the job, methodologically job satisfaction is defined as an employee's affective reaction to a job based on a comparison between actual results and desired results (Al-Zu'bi, 2010; Abraiz et al., 2012). Herzberg in Furnham et al (2009) states to eliminate the factors that cause dissatisfaction, one of which can be realized by providing autonomy, which is more empowering (Empowerment) employees. Empowerment appears as a construct that is considered important for innovation and organizational effectiveness, Gomez & Rosen (2001) because Empowerment is a form of encouraging employees to motivate themselves.

Empowerment in an organizational perspective is the action taken by organizations to share power and decision making, empowered employees will feel better about their jobs and themselves and can then increase their job
satisfaction (Hechanova et al, 2006). Research on Empowerment and job satisfaction conducted by Pelit et al (2011) states that Empowerment has a significant effect on job satisfaction.

As for other factors that affect employee job satisfaction, namely self-efficacy. O’Reilly et al in Furnham et al (2009) suggest that individuals differ significantly in viewing their work, even if their job descriptions are the same and constant, thus showing that differences in each individual have an effect on their work attitudes. Self-efficacy is one of the discussions of social learning theory from Albert Bandura (1994), Bandura (1997) which emphasizes the cognitive component of thought, understanding and evaluation, self-efficacy arises from one's own abilities that affect how to think, how to motivate oneself and how to act, individuals who have high self-efficacy will be able to complete work or achieve (Rini et al., 2010). Several academic studies have proven that self-efficacy is related to self-control, resilience in the face of failure, performance and task efforts and efforts in problem solving (Cherian & Jolly, 2013).

Makassar City Hospital is one of the Class B hospitals owned by the Makassar City government while Stella Maris Hospital is one of the Class B private hospitals. In inpatient installations, while the qualifications and competencies are tailored to the needs of the service. The research was conducted in Makassar City Hospital and Stella Maris Hospital which have problems with human resource management which have an impact on nurses' job dissatisfaction. Nurses who feel satisfied in their work will provide better and quality service to hospital patients so that patient satisfaction and patient families are also fulfilled, which in turn improves the image and hospital income (Crose, 1999; Efendy et al., 2021).

Measuring job satisfaction of nurses is not only important for knowing the performance of the hospital, especially in its workforce, but also for determining future management strategies. This shows how important nurse job satisfaction is for the progress of the hospital in the future. Based on the work satisfaction data of nurses obtained by researchers at the Makassar City Hospital, in 2018 it was 68.9% and 71.57% in 2019. This is not in accordance with the standards set by the Makassar City Hospital, namely job satisfaction > 85% while Stella Maris Hospital, namely for 2015 amounted to 84.53%, 2016 amounted to 82.58%, and in 2017 amounted to 82.12%. Where this can be seen for low government hospitals while for private hospitals it is quite high so that this can be a problem that can reduce the level of performance of nurses which can also affect service performance.

The results of unstructured interviews with several nurses at the Makassar City Hospital stated that the thing that affected job dissatisfaction was the lack of delegation of tasks from the leadership, in this case the leader to his subordinates so that everything related to decision making in each unit could run without having to wait for the head. room, feel less empowered (empowerment) about their work, still lack of opportunities for nurses to occupy higher positions, lack of trust in the ability to organize and implement programs (self efficacy) and still lack of appreciation for nurses who excel in completing all their activities and duties Meanwhile, Stella Maris Hospital stated that several nurses have been empowered about their work and given responsibility and are able to be trusted in implementing the program so that it can be seen that the job satisfaction rate is quite high compared to Makassar City Hospital.

II. METHODS

Research design
This type of research is a quantitative study using an observational study with a cross sectional study approach. This research was conducted in Makassar City Hospital and Stella Maris Hospital.

Population and sample
The population of this study were all nurses who performed services and served in the Inpatient Installation of Makassar City Hospital, namely 167 people and Stella Maris Hospital, namely 195 people. The sample in this study were 186 respondents, namely for the Makassar City Hospital as many as 86 people and for the Stella Maris Hospital as many as 101.

Method of collecting data
The instrument used in data collection was a questionnaire, regarding the independent variables in the form of self-efficacy and empowerment, while the dependent variable was patient satisfaction.

Data analysis

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Univariate analysis was conducted to obtain an overview of the research problem by describing each variable used in the study and the characteristics of the respondent. Univariate analysis consisted of descriptive analysis of the characteristics of the respondents, descriptive analysis of the research variables and analysis of the crosstabulation between the characteristics of the respondents and the research variables. Bivariate analysis was carried out to see the relationship between two variables, namely between the independent variable and the dependent variable. The statistical test used was the Chi Square test. Multivariate analysis was carried out on variables that affect job satisfaction in Makassar City Hospital and Stella Maris Hospital using logistic regression test.

III. RESULTS

Table 1. Distribution of Respondents Based on Characteristics of Inpatient Nurse Respondents

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<tr>
<th>Characteristic</th>
<th>Research Sampel</th>
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<tr>
<td></td>
<td>n</td>
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<tr>
<td>age</td>
<td></td>
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<tr>
<td>20-35 years</td>
<td>51</td>
</tr>
<tr>
<td>35-45 years</td>
<td>101</td>
</tr>
<tr>
<td>&gt;45 years</td>
<td>34</td>
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<tr>
<td>Total</td>
<td>186</td>
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<tr>
<td>Gender</td>
<td></td>
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<tr>
<td>Male</td>
<td>26</td>
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<tr>
<td>Female</td>
<td>160</td>
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<tr>
<td>Total</td>
<td>186</td>
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<tr>
<td>Lama Kerja</td>
<td></td>
</tr>
<tr>
<td>3-5 years</td>
<td>44</td>
</tr>
<tr>
<td>6-8 years</td>
<td>95</td>
</tr>
<tr>
<td>&gt;9 years</td>
<td>47</td>
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<tr>
<td>Total</td>
<td>186</td>
</tr>
<tr>
<td>Education</td>
<td></td>
</tr>
<tr>
<td>S.Kep</td>
<td>116</td>
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<tr>
<td>Ners</td>
<td>67</td>
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<td>D3</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>186</td>
</tr>
<tr>
<td>Employment Status</td>
<td></td>
</tr>
<tr>
<td>PNS</td>
<td>51</td>
</tr>
<tr>
<td>Non PNS</td>
<td>135</td>
</tr>
<tr>
<td>Total</td>
<td>186</td>
</tr>
</tbody>
</table>

Source: Primary Data, 2021

Table 1 shows the frequency distribution based on the characteristics of the sample at the research location, most of the respondents at the age level of 35-45 years, as many as 101 respondents (54.3%). In terms of gender, most of the respondents were female, as many as 160 respondents (86.0%). Based on the working period, most of the respondents worked for 6-8 years, as many as 95 respondents (51.1%). Judging from the latest education, most of the respondents had a S. Kep (Bachelor of Nursing), education, as many as 116 respondents (62.4%). And seen from the employment status, most of the others are Civil Cervant as many as 135 respondents (72%).

Table 2. Frequency Distribution of Research Variables Stella Maris Hospital Makassar

<table>
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<tr>
<th>Variabel</th>
<th>Research Sampel</th>
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Table 2 explains the percentage of respondents' assessment of the research variables. The results of most respondents stated that they were in the high Empowerment category of 55.4%, in the high Self Efficacy category of 53.8%, in the high job satisfaction category of 55.4%.

Table 3 shows the relationship between the independent variable and the dependent variable. Based on the results of the analysis, it can be seen that the relationship between empowerment and self-efficacy variables with job satisfaction in the Inpatient Installation of Makassar City Hospital and Stella Maris Hospital. The results of bivariate analysis show that there is a relationship between empowerment variables and job satisfaction with a value of $p = 0.000 < 0.05$, there is a relationship between the variable self-efficacy and job satisfaction with a value of $p = 0.000 < 0.05$.
Table 4 shows that after the multivariate analysis was carried out, it was found that the variable with the highest sig and exponent B value was self-efficacy with a value of 0.000 and Exp (B) of 0.522, so that the variable was determined as the most influencing variable simultaneously on nurse satisfaction in Daya Hospital and RSUDStella Maris.

IV. DISCUSSION

Research hypothesis 1 (H1) states that empowerment is related to job satisfaction. Based on the statistical analysis carried out, it is known that empowerment is related to job satisfaction of nurses in Makassar City Hospital and Stella Maris Hospital. A significant relationship is also indicated by a significance value of 0.000, so that in this case the research hypothesis 1 (H1) is accepted.

Overall the results of this study indicate that respondents who have good perceptions of empowerment as many as 55.4% are female as many as 91 respondents (56.9%) based on the age of 36 - 45 years as many as 44 respondents (43.6%) with the latest education of Ners (80.6%) based on the work period of 6-8 years as many as 47 respondents (49.5%) then based on the non-PNS employment status (84.51%).

Empowerment carried out within the organization is carried out within the organization with a focus on providing products and services. Through this concept, employees are given greater authority and responsibility in making decisions. For this reason, communication or exchange of information and knowledge between managers and employees is needed so that employees can truly understand their duties and can make a real contribution to the achievement of organizational achievements.

The results of the study were based on the empowerment variables in Makassar City Hospital and Stella Maris Hospital which were 43.5% and 65.3 in the high category. Research conducted by Akbar et al (2011) shows significant employee empowerment with job satisfaction. This also confirms the significant difference between the satisfaction levels of male and female employees. Evidence illustrates that male employees are more satisfied with their jobs. Mushipe (2011) in his research stated a positive empowerment relationship with job satisfaction. Research conducted by Abadi & Chegini (2013) shows that empowerment and dimensions of access to information, reward systems, self-determination and competence have a significant effect on job satisfaction.
Research hypothesis 2 (H2) states that self-efficacy is related to job satisfaction. Based on the statistical analysis carried out, it is known that self-efficacy is related to job satisfaction of nurses in Makassar City Hospital and Stella Maris Hospital. A significant relationship is also indicated by a significance value of 0.001, so that in this case research hypothesis 2 (H2) is accepted.

Overall the results of this study indicate that respondents who have a good perception of self-efficacy are 53.8%, 87 are female (54.4%) based on the age of 20-35 years, as many as 33 respondents (64.7%) based on the last education of Ner as many as 54 respondents (80.6%) with a work period of 6-8 years were 51 respondents (53.7%) with non-PNS employment status as many as 55 respondents (82.1%).

Bandura (2001) states that self-efficacy is a person's belief that individuals can carry out a task at a certain level, which affects personal activities towards achieving the goals set. High self-efficacy makes employees try to do difficult tasks while remaining calm and not anxious. Confidence in employees' self-efficacy, such as the ability to understand or feel the situation and conditions of the organization, is able to make motivators to act or behave effectively in accordance with the pressure and responsibility given (Alwisol, 2009).

Yakın & Erdil, (2012) conducted a study aimed at examining the relationship between self-efficacy, job involvement and job satisfaction, investigated using correlation and regression analysis, based on social cognitive theory and work engagement events and using regression modeling, the results showed that self-efficacy and job involvement affects job satisfaction. Another research on self-efficacy and job satisfaction is that conducted by Klasser and Ming Chiu (2010) who examined 1,430 teachers, with the aim of examining the relationship between work experience, teacher characteristics (gender and education level), self-efficacy, job stress and satisfaction. The results of his research show that teachers who have a high level of self-efficacy will have a higher level of job satisfaction than teachers with a low level of self-efficacy.

Research hypothesis 3 (H3) states that the self-efficacy variable has an effect on job satisfaction. Based on the statistical analysis carried out, it is known that the variable with a sig. The biggest is the self efficacy variable with a value of 0.000, so that this variable is determined as the most influencing factor simultaneously on job satisfaction of the nurses in the Inpatient Installation of Makassar City Hospital and Stella Maris Hospital.

According to Conger & Kanungo (2008) Empowerment is one of the motivational concepts related to employee self-efficacy (self-efficacy) and empowerment is believed to be able to increase employee self-efficacy within the company. The level of individual self-efficacy is different from one another. If a person has a high level of self-efficacy, he is always sure of his ability to do a company task, while someone who has a low level of self-efficacy is hesitant in completing his task. So increasing the level of self-efficacy of an employee, the company leadership can set higher targets for him.

According to Hennestad et al (2011) employees are said to be empowered if the leader delegates to employees and includes them in the decision-making process from the top to the bottom of the organization. This is evidenced by previous research conducted by Elbeyi Pelit, Yuksel Ozturk and Yalcin Arslanturk (2011), namely empowering the dimensions of meaning, self-determination and impact simultaneously affecting employee job satisfaction.

Research hypothesis 4 (H4) states that there is a difference in the effect of empowerment and self-efficacy with the job satisfaction of nurses in the Inpatient Installation of RSUD Daya and RS Stella Maris. Based on the statistical analysis carried out, it is known that the Standard Coefficient (Beta) value at the two hospitals studied has a strong influence on the self-efficacy variable. For RSUD Daya, which has the greatest influence is self-efficacy which is equal to 0.405. For RS. Stella Maris, which has the greatest influence is self efficacy which is equal to 0.728.

Employees who have high self-efficacy will have high job satisfaction, and high employee job satisfaction will improve employee performance, this is supported by the results of research by Purnama & Manuatu (2014) which states that high self-efficacy will lead to high job satisfaction. Also, and Hasibuan (2007) which states that employees who have a high level of job satisfaction will do their job better.

Self-efficacy has an impact on the emotional reaction patterns of an individual's mind. Self-efficacy is the perception that a person is capable and confident of his or her ability to do something to achieve the desired goals. Meanwhile, according to Judge and Bono (2001) high self-efficacy will result in greater achievement of
The results showed that there was a relationship between empowerment and self-efficacy with job satisfaction of nurses and the variables that had the most influence on job satisfaction of hospital nurses in Makassar City Hospital and Stella Maris Hospital were self-efficacy variables. Therefore, it is hoped that hospital management for nurse work satisfaction by creating a safe and comfortable work environment, preparation of SOPs for actions that are easy to understand and easy to implement in accordance with the competence of nurses, assigning tasks to employees is expected that the leadership can assign tasks to employees in accordance with the ability of employees, provide training and provide good infrastructure so that employees can carry out their duties to the best of their abilities.

V. CONCLUSION

The results showed that there was a relationship between empowerment and self-efficacy with job satisfaction of nurses and the variables that had the most influence on job satisfaction of hospital nurses in Makassar City Hospital and Stella Maris Hospital were self-efficacy variables. Therefore, it is hoped that hospital management for nurse work satisfaction by creating a safe and comfortable work environment, preparation of SOPs for actions that are easy to understand and easy to implement in accordance with the competence of nurses, assigning tasks to employees is expected that the leadership can assign tasks to employees in accordance with the ability of employees, provide training and provide good infrastructure so that employees can carry out their duties to the best of their abilities.

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