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ORIGINAL ARTICLE

FACTORS INFLUENCING NURSING JOB SATISFACTION IN STATE AND PRIVATE HOSPITALS IN BANDA ACEH INDONESIA

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ABSTRACT – Job satisfaction is an essential problem for all organisations including hospitals, regardless of state property or private property in providing health services. This study aims to determine the effect of work itself, promotions, working condition, pay, supervision and co-worker relationship to nursing job satisfaction in a state hospital and a private hospital in Banda Aceh. This research is a comparative cross-sectional study and the data collection tool in the form of a questionnaire. The sample in this study was conducted by purposive sampling with a total of 353 nurses namely 213 state hospital nurses and 140 private hospitals nurses. The data were analysed using the Pearson correlation test, simple linear regression, Independent sample t-test and multiple linear regression. The results of the bivariate study showed a relationship and influence of the factors of work itself, promotion, working condition, pay, supervision and co-worker relationship on the job satisfaction of nurses in both hospitals. The results also showed that there were significant differences in the work itself, promotion, working condition, pay, supervision, co-worker relationship and nurse job satisfaction between the two hospitals.

INTRODUCTION

The hospital is a very important part of a health system. Health systems is one critical element that defines the socio-economic contexts of the society. Socio-economic contexts are so inter-related that they are distinguishable but indivisible (Pillai and Ahamat, 2018). In the network of hospitals health services become the main node that functions as a referral center. Hospitals are organizations that are labor intensive, capital intensive, technology intensive, and skill intensive (Soedarmono, S., et al, 2000). Siregar (2004) posits that hospital is a complex organization, using a combination of specialized and complex scientific tools by various trained and educated personnel in dealing with and dealing with modern medical problems, all of which are tied together with the same purpose for health recovery and good health maintenance. Hence, it is critical to examine the issue of human capital in hospital ecosystem. The human capital is shaped by social equity hence the well being of individual and the community (local or global) increases institutional-individual relationship (Ahamat, 2017). This is very much relevant from the point of view of the role of the nurse.

The role of the nurse is the behavior that is expected by others to someone in accordance with the position in the system which can be influenced by social conditions both from the nurse profession and from outside the nursing profession that is constant (Hidayat, 2008). Hikey in Praptianingsih (2006) suggests that the function of nurses in practice invloves independent function in which nurse actions do not require doctor's orders, nurses' actions are independent, based on nursing knowledge and tips. Hence, nurses are responsible for the consequences that arise from actions taken. Secondly, the function of nurses is interdependent function in which the nurse's actions are based on collaboration with the nursing team or health team. This function is seen when nurses together with other health workers collaborate to seek healing for patients. Thirdly, the role is dependent function, whereby nurses act to assist doctors in providing medical services. In fulfilling these functions effectively, nurses may encounter challenging scenario and while achieving job satisfaction.

LITERATURE REVIEW

Nursing and job satisfaction

Kotler & Keller (2009) view satisfaction as a feeling of pleasure or disappointment that arises because of comparing the perceived performance of the product (or outcome) to their expectations. Whereas according to Lovelock & Wirtz (2011) satisfaction is an attitude that is decided based on the experience gained. Research is needed to prove the presence or absence of previous expectations which is the most important part of satisfaction. Supranto (2006) states that satisfaction is the level of one's feelings after comparing the performance (results) perceived with expectations.

Based on the opinions of the experts above it can be concluded that job satisfaction is a level of feeling and a sense of love of individuals or employees for the work they do. Job satisfaction theory tries to reveal what makes some people more satisfied with a job than some others. This theory is also looking for a basis for people's feelings about job satisfaction.

1.   The work itself and job satisfaction

The work itself is the content of the work done by someone whether they have a satisfying element (Hariandja, 2002). The Work itself satisfaction is a reflection of the employees' sense of the conditions currently assigned including whether the work is challenging, attractive, respectful and requires skills, compared to jobs that are repetitive (Juliarsyah, 2013). Ting (1997) and Locke (1995) study that work itself has been positively correlated with employee job satisfaction. Research conducted by Khamlub (2013) prove that in addition to the three factors, including conflict resolution in the workplace, relationships with colleagues and organizational structure related to job satisfaction, there is a job factor that has a lower value and is associated with job satisfaction.

2.   Promotion and job satisfaction

Promotional satisfaction is the employee's sense of company policy and implementation, including fair promotion based on ability (Juliarsyah, 2013). Research conducted by Khamlub (2013)) on 205 health workers in Vientiane Capital and Bolikhamsai provinces of Japan showed that opportunities for advancement or promotion were factors that could lead to job satisfaction. Research conducted by Khan (2012) in 200 health workers in Punjab showed aspects of job satisfaction such as salary, promotion, work safety and security, working conditions, job autonomy, relations with colleagues, relations with superiors and the job itself, significantly affecting the level of work satisfaction health at a Pakistani medical institution.

3.   Working conditions and job satisfaction

Work environment (condition) is the comfort of the workplace and the availability of various facilities needed in carrying out its work. Comfort can be related to adequate lighting, ventilation that provides freshness, cleanliness of the workplace, and easy to see that the above aspects are a source of job satisfaction because in addition to this it can facilitate the execution of tasks as well as being non-material rewards for someone (Badeni, 2013). Research conducted by Khamlub (2013) on 205 health workers in Vientiane Capital and Bolikhamsai Japan provinces showed that in addition to the three factors, among others, conflict resolution factors in the workplace, relationships with colleagues, and organizational structures related to job satisfaction were factors physical workplace that has lower value and is related to job satisfaction.

4.   Pay and job satisfaction

Pay the amount of payment someone gets as a result of the execution of work. Salaries can be felt very satisfactorily or otherwise not satisfying (Badeni, 2013). Heery & Noon (2001) defined pay or payment, which includes many components such as basic salary, benefits, bonuses, paying for additional work and incentives. Dessler (2008) shows that employee salaries include all the compensation factors given to him for his work. According to Parvin and Kabir (2011) Salaries and promotions are considered the most important element for employee satisfaction.

5.   Supervision and job satisfaction

Supervision is the ability of superiors in providing guidance on work and attitudes (Smith in Luthans, 2009). According to Heery & Noon (2001), a supervisor is defined as "a front-line manager who is responsible for employee supervision". According to (Badeni, 2013) supervision satisfaction is a reflection of employees' feelings about superiors, including the competence of superiors, politeness and good communicators. Many studies reveal that supervision and job satisfaction have a positive relationship (Peterson et al, 2003; Koustelios, 2001; Smucker et al, 2003). Research conducted by Khamlub (2013) on 205 health workers in the Vientiane Capital and Bolikhamsai provinces of Japan prove that supervision provided by supervisors or superiors is a factor that can lead to job satisfaction.

6.   Co-worker relationships and job satisfaction

According to Hariandja (2002) co-workers are friends to whom someone interacts in carrying out work. A person can feel co-workers very pleasant or unpleasant. According to Juliarsyah (2013), co-worker satisfaction is a sense of employees about fellow employees, including intelligence, responsibility, helpfulness, friendliness and vice versa, co-workers who are stupid, gossipy, and unpleasant are factors that relate to employees his boss and other employees, both the same and different types of jobs.

METHODOLOGY

Variable conceptual definitions are the withdrawal of boundaries that explain a concept briefly, clearly, and firmly. The conceptual definition of the independent variable (X) is the work itself, promotion, working conditions, pay, supervision, co-worker relations and the dependent variable (Y), namely job satisfaction.

Conceptual Framework
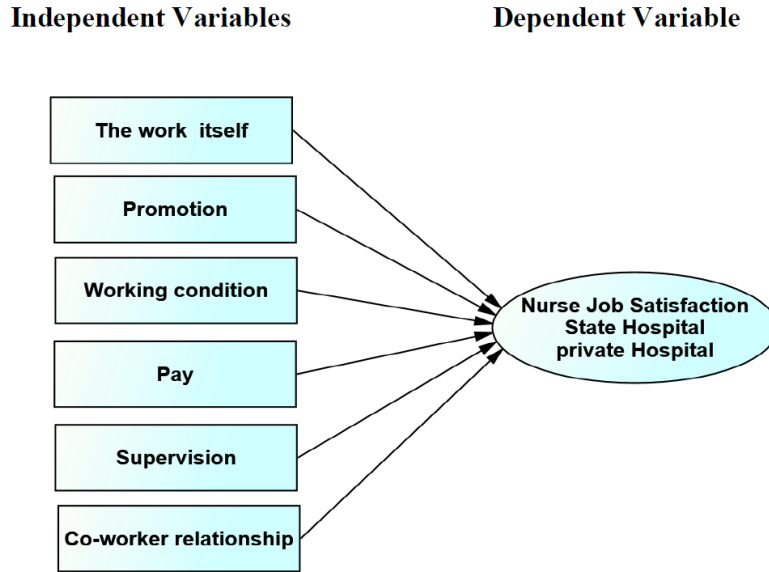
Figure 1. Conceptual framework

Research Approach

This study uses a deductive approach, this is in accordance with Wilson's opinion, J. (2010), the deductive approach is related to developing hypotheses based on existing theories, then designing research strategies to test hypotheses. A deductive approach is an approach that uses logic to draw one or more conclusions based on a given set of premises. In a complex deductive system, researchers can draw more than one conclusion. Deductive methods are often described as conclusions from something general to something special. A deductive approach can be explained using hypotheses, which can be derived from propositional theories which test to see if there are relationships or links that are obtained in more general circumstances (Gulati, 2009). This research was conducted at the Banda Aceh City state hospital, namely Meuraxa Regional General Hospital Banda Aceh City and private hospital, Teungku Fakinah, Banda Aceh City.

Study Population

The subjects who were targeted in this study were nurses who worked in state and private hospitals in Banda Aceh. In determining the same or almost the same hospital between the state and the private sector the researcher determines purposively with the specific criterias. The population in this study were all nurses working in Banda Aceh state hospitals, namely 218 people in the Meuraxa Regional General Hospital and all nurses working in private hospitals namely Teungku Fakinah Hospital, Banda Aceh, amounting to 144 people so that total population of 362 people.

Validity of the Measurement Scale

Sugiyono (2015) suggests a valid instrument means that the measuring instrument used to obtain the data (measure) is valid. The validity of the questionnaire/ questionnaire was tested on 30 respondents. Calculation of validity test in this study was carried out with the help of Statistical Package for the Social Science (SPSS) version 22 and Microsoft Office Excel. Validity was measured using Pearson Product Moment Correlation (Sudjana, 2005). This validity test is done by comparing the value of r count with r label value. The calculated r value is taken from the SPSS output in the Correlated Item Total Correlation column, while the r table value is taken using the formula df = n - 2 (Ghozali, 2005). Thus df = 30 - 2 = 8, resulting in a r table value of 0.306.

In the validity test there are 3 invalid statements namely numbers: 4, 16 and 22 on the independent variable (X). After modifying the statement, it is then tested again to produce a valid instrument so that it can be used for data collection. The results of the validity test can be seen in Table 1 where the lowest value of the statement of each factor on the variables X and Y variables displayed there is no calculated value under the r table value, so it can be concluded that all the indicators in this study are declared valid (validity test results overall attached).

Table 1. Correlations (validity test results)

No	Factors Influencing Nurse Job Satisfaction	CorrelationsValue	r table Value
1.	The work itself	0.775	0.306
2.	Promotion	0.925	0.306
3.	Working conditions	0.830	0.306
4.	Pay	0.955	0.306

Table 1. (cont.)

No	Factors Influencing Nurse Job Satisfaction	CorrelationsValue	r table Value
5.	Supervision	0.901	0.306
6.	Co-worker relationship	0.935	0.306
7.	Nurse job satisfaction	0.307	0.306

Primary data sources were processed in 2016

Reliability of the Questionnaire

Questionnaires are said to be reliable if they can provide relatively similar results (steady) when measurements are taken again on different objects at different times or give a fixed result. Reliability test is a reliability test that aims to find out how far a measuring instrument is reliable or trusted. Reliability testing of all items / questions used in the study according to Arikunto (2013) uses the Cronbach alpha formula (Cronbach alpha coefficient). Where in general it is considered reliable if the Cronbach alpha value is> 0.6 (Nunnaly in Ghozaly, 2005). Whereas according to Johnson & Chritensen (2012), if the Cronbach Alpha coefficient (r11) 0.7 then it can be said that the instrument is reliable. In the reliability test on 30 nurses there is one unreliable factor, namely the relationship of coworkers and after the statement has been corrected and retested until the cronbach alpha value of all the tested variables is above o, 6 it can be concluded that all variables in this study escaped in reliability test according to Table 2 below.

Table 2. Reliability statistics

No	Variables	Total Items	Cronbach's Alpha
1	The Work itself	5	0.899
2	Promotion	4	0.948
3	Working conditions	5	0.910
4	Pay	3	0.962
5	Supervision	4	0.956
6	Co-worker relationship	4	0.965
7	Nurse job satisfaction	20	0.892

Primary data sources were processed in 2016

DATA ANALYSIS

This study uses a quantitative approach, a comparative cross-sectional study type and for data analysis begins with a correlation test, simple linear regression, independent sample t test and multiple linear regression. The results of this study will be elaborated based on univariate, bivariate, multivariate statistical analysis for each hospital and different tests (sample independent test) for both hospitals. Testing the hypothesis in this study is valid if it is based on valid data or information, and information will be valid if obtained from quality data. The data used in the study will contain outliers if the data is biased and not quality. Descriptively based on mean and standard deviation (with the help of SPSS version 22 software) where all research indicators have a mean value greater than the standard deviation, so all indicators do not contain data outliers. Therefore, all indicators used in this study are worth analyzing to prove the hypothesis. To detect whether the data is categorized with outliers or not, we use a standard value of 3.29. This means, data that is greater than 3.29 or smaller than -3.29 is considered outlier data - data is out of the ordinary. In SPSS, sort the Z value data with Ascending, to see if the data is greater than 3.29 or smaller than - 3.29.

Demographic Information

The demographic information below about respondents in state hospitals and private hospitals in Banda Aceh includes: gender, age, education level, employment status, income, marital status and length of employment.

1. Demographic Information for the state hospital in Banda Aceh City.

Table 3. The demographic characteristics of the respondents in a state hospital Banda Aceh city (n=213)

No	Characteristics	Frequency (F)	Percentage (%)
1.	Gender		
	Male	67	31.5
	Female	146	68.5
	total	213	100
2.	Age		
	20 – 30 years	105	49.3
	31 – 40 years	84	39.4
	41 – 50 years	16	7.5
	51 – 60 years	8	3.8
	Total	213	100

Table 3. (cont.)

No	Characteristics	Frequency (F)	Percentage (%)
3.	Level of education		
	SPK (Health nurse school)	3	1.4
	Diploma	164	77
	Bachelor	46	21.6
	Total	213	100
4.	Employment status		
	State employee	77	36.2
	Non-State employee	136	63.8
	Total	213	100
5.	Income		
	IDR < 1,000,000	-	-
	IDR 1,000,000 – 1,800,000	-	-
	IDR 1,900,000 – 2,700,000	93	43.7
	IDR 2,800,000 – 3,600,000	49	23
	IDR 3,700,000 – 4,500,000	28	13.1
	IDR 4,600,000 +	43	20.2
	Total	213	100
6.	Marital status		
	Marriage	163	76.5
	Unmarried	50	23.5
	Total	213	100
7.	Years of service		
	1 – 5 years	89	41.8
	6 – 10 years	94	44.1
	11 – 15 years	16	7.5
	16 – 20 years	8	3.8
	20 – 25 years	4	1.9
	>26 years	2	0.9
	Total	213	100

The primary data source is in 2016

Based on Table 3 above, it can be concluded that the most demographic characteristics of nurses who work in the Banda Aceh municipal hospital are mostly female, namely 146 (68.5%) respondents, the age of the most 20-30 years is 105 (49.3%) respondents, the highest level of Diploma education is 164 (77%) respondents, based on the highest employment status are nonstate employees, namely 136 (63.8%) respondents, the highest income is IDR 1,900,000 - 2,700,000, 93 (43.7%) of respondents, based on the highest marital status with marital status, namely 163 (76.5%) respondents, and the maximum length of employment was 6-10 years, namely 94 (44.1%) respondents.

2.   Demographic Information for private hospitals in Banda Aceh City.

Table 4. The demographic characteristics of the respondents in a private hospital Banda Aceh city (n=140)

No	Characteristics	Frequency (F)	Percentage (%)
1.	Gender		
	Male	22	15.7
	Female	118	84.3
	Total	140	100
2.	Age		
	20 – 30 years	107	76.4
	31 – 40 years	33	23.6
	41 – 50 years	-	-
	51 – 60 years	-	-
	Total	140	100
3.	Level of education		
	SPK (Health nurse school)	4	2.9
	Diploma	127	90.7
	Bachelor	9	6.4
	Total	140	100
4.	Employment status		
	Permanent employee	85	60.7
	Non-permanent employee	55	39.3
	Total	140	100

Table 4. (cont.)

No	Characteristics	Frequency (F)	Percentage (%)
5.	Income		
	IDR < 1,000,000	11	7.9
	IDR 1,000,000 – 1,800,000	88	62.9
	IDR 1,900,000 – 2,700,000	38	27.1
	IDR 2,800,000 – 3,600,000	3	2.1
	IDR 3,700,000 – 4,500,000	-	-
	IDR 4,600,000 +	-	-
	Total	140	100
6.	Marital status		
	Marriage	73	52.1
	Unmarried	67	47.9
	Total	140	100
7.	Years of service		
	1 – 5 years	73	52,1
	6 – 10 years	60	42,9
	11 – 15 years	7	5
	16 – 20 years	-	-
	20 – 25 years	-	-
	>26 years	-	-
	Total	140	100

Primary data sources are processed in 2016

Based on Table 4 above, it can be concluded that the most demographic characteristics of nurses who work in private hospital in Banda Aceh are female, namely 118 (84.3%) respondents, the highest age is 20-30 years, 107 (76.4 %) respondents, the highest level of Diploma education is 127 (90.7%) respondents, based on the highest employment status are permanent employees, 85 (60.7%) respondents, the highest income is Rp. 1,000,000 - 1,800,000, 88 (62.9 %) respondents, based on the highest marital status with marital status, namely 73 (52.1%) respondents, and the maximum length of employment is 1-5 years, namely 73 (52.1%) respondents.

Descriptive Statistics

Descriptive statistics independent and dependent variables in the state hospital of Banda Aceh city

Table 5. Descriptive statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation
The work itself	213	8	15	23	19.48	1.731
Promotion	213	6	12	18	14.33	1.624
Working condition	213	8	16	24	19.47	1.782
Pay	213	8	7	15	11.26	1.518
Supervision	213	9	11	20	16.01	2.107
Co-worker relationship	213	8	12	20	16.15	1.931
Job satisfaction	213	19	63	82	74.46	5.104
Valid N (listwise)	213					

Primary data is processed in 2016

Based on Table 5 the average score of answers from the six independent and dependent variables has an average value above the standard deviation so that it can indicate that the distribution of data on respondents' perceptions of six factors (work itself, promotion, working condition, pay, supervision, co-worker relationship) and nurses' job satisfaction at the Banda Aceh hospital is good.

Descriptive Statistics independent and dependent variables of the private hospitals in Banda Aceh City

Table 6. Descriptive statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation
The work itself	140	9	9	18	13.64	1.348
Promotion	140	7	4	11	7.65	1.388
Working condition	140	5	10	15	12.91	1.162
Pay	140	4	3	7	4.69	1.218

Table 6. (cont.)

	N	Range	Minimum	Maximum	Mean	Std. Deviation
Supervision	140	10	4	14	9.79	2.048
Co-worker relationship	140	9	6	15	10.88	1.466
Job satisfaction	140	32	37	69	56.82	5.307
Valid N (listwise)	140					

Primary data is processed in 2016

Based on Table 6 above the average score of answers from six independent and dependent variables has an average value above the standard deviation so that it can indicate that the distribution of data will be respondents' perceptions of six factors (work itself, promotion, work condition, pay, supervision, co-worker relationship) and nurse job satisfaction at Teungku Fakinah Hospital, Banda Aceh is good.

Dimensions of the Variables

Below is the result of an analysis of the independent variable (X) including: factors of the work itself, promotion, working condition. pay, supervision, co-worker relationship and dependent variable (Y) are nurse job satisfaction in state hospitals and private hospitals in Banda Aceh.

Dimensions of the Variables at the State Hospital in Banda Aceh City

1. Independent variable (X).

Table 7. Six dimensions of independent variables in the state hospital in Banda Aceh City (n=213)

No	Independent variable (X)	Frequency (F)	Percentage (%)
1.	The work itself (X1)		
	Good	170	79.8
	Bad	43	20.2
	Total	213	100
2.	Promotion (X2)		
	Good	149	70.0
	Bad	64	30.0
	Total	213	100
3.	Working condition (X3)		
	Good	145	68.1
	Bad	68	31.9
	Total	213	100
4.	Pay (X4)		
	Good	161	75.6
	Bad	52	24.4
	Total	213	100
5.	Supervision (X5)		
	Good	144	67.6
	Bad	69	32.4
	Total	213	100
6.	Co-worker relationship (X6)		
	Good	148	69.5

Sources of primary data are processed in 2016

Based on Table 7 above shows that the picture of the 6 independent variable factors in the Banda Aceh hospital is the work itself which is the most good category 170 (79.8%), the highest promotion is in the category 149 (70%), the condition the highest number of work is in the category of 145 (68.1%), the highest pay is in the good category 161 (75.6%), the most supervision is in the good category 144 (67.6%), and the co-worker relationship are in the category good 148 (69.5%).

2. Dependent variable (Y)

Table 8. Distribution of frequency of job satisfaction for nurses at the state hospital in Banda Aceh in 2016

No	Dependent variable (Y)	Frequency (F)	Percentage (%)
1.	Nurse job satisfaction		
	Good	153	71.8
	Bad	60	28.2
	Total	213	100

Primary data is processed in 2016

Based on Table 8 above, it can be concluded that the most picture of job satisfaction of nurses in state hospitals Banda Aceh in 2016 is satisfied (153.8%).

Dimensions of the Variables at the Private Hospital in Banda Aceh City

1. Independent variable (X)

Table 9. Six dimensions of independent variables in the private hospital Banda Aceh City (n=140)

No	Independent variable (X)	Frequency (F)	Percentage (%)
1.	The work itself (X1)		
	Good	84	60.0
	Bad	56	40.0
	Total	140	100
2.	Promotion (X2)		
	Good	76	543
	Bad	64	45.7
	Total	140	100
3.	Working condition (X3)		
	Good	80	57.1
	Bad	60	42.9
	Total	140	100
4.	Pay (X4)		
	Good	83	59.3
	Bad	57	40.7
	Total	140	100
5	Supervition (X5)		
	Good	87	62.1
	Bad	53	37.9
	Total	140	100
6	Co-worker relationship (X6)		
	Good	83	59.3
	Bad	57	40.7
	Total	140	100

Primary data is processed in 2016

Based on Table 9 above, it shows that the picture of 6 independent factors in the private hospital of Banda Aceh is the work itself which is the most good category 84 (60%), the most promotion is good category 76 (54.3%), working condition the highest category is good 80 (57.1%), the highest pay is good category 83 (59.3%), the most supervision is in the good category 87 (62.1%), and the co-worker relationship are good relations 83 (59.3%).

2.   Independent variable (X)

Table 10. Distribution of frequency of job satisfaction for nurses at private hospitals Banda Aceh in 2016 (n=140)

No	Dependent variable (Y)	Frequency (F)	Percentage (%)
1.	Nurse job satisfactionSatisfied Not satisfiedTotal	74	52.9
		66	47.1
		140	100

Primary data is processed in 2016

Based on Table 10 above shows that the picture of nurses' job satisfaction in private hospitals Banda Aceh in 2016 was the most satisfied category of 74 respondents (52.9%).

Reliability Analysis

Table 11. Variable exogeneos and endogeneous reliability tests of state hospitals

No	Variable	Indicator	Standardized Loading	Measurement Error	CR
1.	The work itself	X1.X5	0.421	0.284	0.75109227
		X1.X4	0.307	0.437	
		X1.X3	0.411	0.304	
		XI.X2	0.508	0.214	
		XI.X1	0.467	0.242	
2.	Promotion	X2.X4	0.919	0.064	0.961668038
		X2.X3	0.786	0.131	
		X2.X2	0.935	0.051	
		X2.X1	0.633	0.181	
3.	Workingcondition	X3.X5	0.415	0.246	0.928159883
		X3.X4	0.578	0.14	
		X3.X3	0.704	0.129	
		X3.X2	0.718	0.101	
		X3.X1	0.702	0.136	
4.	Pay	X4.X3	0.714	0.178	0.963705657
		X4.X2	0.934	0.044	
		X4.X1	0.852	0.072	
5.	Supervision	X5.X4	0.941	0.033	0.963291202
		X5.X3	0.636	0.166	
		X5.X2	0.787	0.145	
		X5.X1	0.892	0.06	
6.	Co-workerrelationship	X6.X1	0.894	0.061	0.94915504
		X6.X2	0.919	0.052	
		X6.X3	0.582	0.164	
		X6.X4	0.385	0.137	
7.	Nurse job satisfaction	Y.Y7	0.205	0.325	0.819209821
		Y.Y8	0.116	0.361	
		Y.Y9	0.022	0.353	
		Y.Y10	0.042	0.435	
		Y.Y11	0.187	0.519	
		Y.Y12	0.332	0.408	
		Y.Y13	0.453	0.695	
		Y.Y14	0.438	0.471	
		Y.Y20	0.33	0.47	
		Y.Y19	0.328	0.427	

Table 11. (cont.)

No	Variable	Indicator	Standardized Loading	Measurement Error	CR
		Y.Y18	0.324	0.35	
		Y.Y17	0.36	0.414	
		Y.Y16	0.261	0.433	
		Y.Y15	0.341	0.35	
		Y.Y1	0.342	0.402	
		Y.Y2	0.284	0.406	
		Y.Y3	0.569	0.393	
		Y.Y4	0.477	0.381	
		Y.Y5	0.398	0.337	
		Y.Y6	0.334	0.398	

Primary data is processed in 2016

From the results of construct reliability calculations on state hospitals the exogeneos variable can be concluded that the value of CR the work itself (X1) is 0.75109227, promotion (X2) is 0.961668038, working condition (X3) is 0.928159883, pay (X4) is 0.963705657, supervision (X5) of 0.963291202, and co-worker relationship (X6) of 0.94915504 fulfills the criteria of > 0.6, while the endogeneous nurse variable job satisfaction (Y) of 0.819209821 also meets the criteria for reliability criteria.

Table 12. Exogeneos and endogeneos reliability test for private hospitals

No	Variable	Indicator	Standardized Loading	Measurement Error	CR
1.	The work itself	X1.X5	0.531	0.179	0.83560828
		X1.X4	0.375	0.289	
		X1.X3	0.382	0.085	
		XI.X2	0.565	0.203	
		XI.X1	0.201	0.074	
2.	Promotion	X2.X4	0.717	0.149	0.9501113
		X2.X3	0.819	0.124	
		X2.X2	0.763	0.135	
		X2.X1	0.857	0.115	
3.	Workingcondition	X3.X5	0.235	0.307	0.85005174
		X3.X4	-0.186	0.033	
		X3.X3	1.251	-0.125	
		X3.X2	0.288	0.154	
		X3.X1	0.119	0.145	
4.	Pay	X4.X3	0.254	0.1	0.92804606
		X4.X2	0.785	0.098	
		X4.X1	0.895	0.092	
5.	Supervision	X5.X4	0.46	0.172	0.9068558
		X5.X3	0.537	0.162	
		X5.X2	0.703	0.138	
		X5.X1	0.729	0.134	
6.	Co-workerrelationship	X6.X1	0.781	0.14	0.91949251
		X6.X2	0.909	0.06	
		X6.X3	0.491	0.188	
		X6.X4	-0.057	0.007	
7.	Nurse job satisfaction	Y.Y7	0.546	0.657	0.66839952
		Y.Y8	0.021	0.527	
		Y.Y9	0.078	0.432	

Table 12. (cont.)

No	Variable	Indicator	Standardized Loading	Measurement Error	CR
		Y.Y10	0.148	0.699	
		Y.Y11	0.087	0.136	
		Y.Y12	0.368	0.1	
		Y.Y13	0.237	0.67	
		Y.Y14	-0.346	0.53	
		Y.Y20	-0.063	0.729	
		Y.Y19	0.158	0.601	
		Y.Y18	0.434	0.565	
		Y.Y17	0.318	0.544	
		Y.Y16	0.15	0.275	
		Y.Y15	0.111	0.446	
		Y.Y1	0.023	0.543	
		Y.Y2	0.134	0.425	
		Y.Y3	0.285	0.483	
		Y.Y4	0.1	0.324	
		Y.Y5	0.846	0.294	
		Y.Y6	0.787	0.721	

Primary data is processed in 2016

From the results of construct reliability calculations on private hospitals the exogeneos variable can be concluded that the value of CR the work itself (X1) is 0.83560838, promotion (X2) is 0.9501113, working condition (X3) is 0.85005174, pay (X4) is 0.92804606, supervision (X5) of 0.9068558, and co-worker relationship (X6) of 0.91949251 meet the criteria of > 0.6, while the endogeneous nurse job satisfaction (Y) variable of 0.66839952 also meets the criteria for reliability criteria.

DISCUSSION

The Effect of the Work Factor on Nurse Job Satisfaction

Based on the results of bivariate test data analysis the influence of the work itself factor on job satisfaction of nurses in state hospital Banda Aceh, there is a correlation test result r value of 0.610 and a probability value of 0.000 < 0.05 means that the work itself factor is positively and significantly related towards nurse job satisfaction. The result of t count is 11.168 > t table 1.971 with a probability value of 0.000 < 0.05. This shows that the work itself factor has a significant effect on nurse job satisfaction. The coefficient of determination ($R2$) of 0.371 means that the influence of the work itself factor variable (X) on job satisfaction (Y) is 37.1% while the regression coefficient value is 1.797 positive (unidirectional) stating that each addition of one factor value of the work itself then the value of nurse job satisfaction increases by 1.797. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning there is an influence of the work itself factor on the job satisfaction of nurses in state hospital Banda Aceh.

While based on the analysis of bivariate test data the influence of the work itself factor on the job satisfaction of nurses in private hospital Banda Aceh City, there is a correlation test result r value of 0.404 and a probability value of 0.000 <0.05 means that the work itself factor is positively and significantly related towards nurse job satisfaction. The results of t count are 5.193 > t table 1.977 with a probability value of 0.000 < 0.05. This shows that the work itself factor has a significant effect on nurse job satisfaction. The coefficient of determination ($R2$) of 0.163 means that the effect of the factor work itself variable (X) on job satisfaction (Y) is 16.3% while the regression coefficient value is 1.592 positive (unidirectional) stating that each addition of one factor value of the work itself then the value of nurse job satisfaction increased by 1.592. Therefore, it can be concluded that the hypothesis Ho is rejected means that there is an influence of the work itself factor on the job satisfaction of nurses in private hospital Banda Aceh city.

Likewise, the results of multivariate tests from both hospitals were obtained in the partial t-test in state hospital (t = 7.035> 1.971 and p = 0.000 <0.05), private hospital (t = 3.443> 1.977 and P = 0.001 < 0.05) then the conclusions in the two hospital the work itself factor influence nurse job satisfaction. Whereas in the F test in state hospital (F = 59.674 > 2.647 and P = 0.000 < 0.05), private hospital (F = 17.291> 3.062 and P = 0.000 <0.05) then the conclusion of the work itself factor also influences together with the other five factors towards nurse job satisfaction in both hospitals. Based on the results of research from the two hospitals, employees feel that the task is challenging, the task becomes an assessment of work performance, freedom in making creations and innovations in work, tasks that are in accordance with the ability and proud to complete the work well have an effect on job satisfaction. sick already have attention to things that can

provide job satisfaction to employees, proven univariate in both hospitals more good categories than bad categories of employee ratings of the work itself factor.

The results of this study are consistent with research conducted by Khamlub et al (2013) on 205 health workers in the provinces of Vientiane Capital and Bolikhamsai Japan, arguing that in addition to the three factors including conflict resolution in the workplace, relationships with colleagues and organizational structures related to satisfaction work, there is a work itself factor that has a lower value and is associated with job satisfaction ($r = 0.63$, $p = 0.001$). Research conducted by Abdullah M.M. et al (2009) in 250 secondary school teachers in Tawau Sabah found the work itself was positively related to teacher job satisfaction. Kinzl J.F. (2005) conducted a study of 125 Anesthetist Health workers in Austria and Switzerland, arguing that high job satisfaction in Anesthetical Health workers correlated with fulfilling the needs of interesting jobs and opportunities to contribute to skills and giving ideas.

The Effects of Promotion Factors on Nurse Job Satisfaction

Based on the analysis of bivariate test data the influence of promotion factors on nurse job satisfaction in state hospital Banda Aceh, there is a correlation test result r value of 0.401 and a significance value / probability of 0.000 <0.05 means that promotion factors are positively and significantly related to job satisfaction nurse. The result of t count is 11,168> t table 1,971 with a significance value / probability of 0.000 < 0.05. This shows that promotion factors have a significant effect on nurse job satisfaction. The coefficient of determination ($R2$) of 0.161 means that the effect of the promotion factor variable (X) on job satisfaction (Y) is 16.1% while the regression coefficient value is 1.262 positive (unidirectional) stating that each addition of the promotion factor values the value of job satisfaction nurses increased by 1,262. Therefore, it can be concluded that Ho is rejected, meaning that there is an influence of promotion factors on job satisfaction of nurses in state hospital Banda Aceh City.

In the analysis of bivariate test data the influence of promotion factors on nurse job satisfaction in private hospital Banda Aceh, there is a correlation test result r value of 0.303 and a significance/probability value of 0.000 < 0.05 means that promotion factors are positively and significantly related to nurse job satisfaction. The results of the t count are 3.735> t table 1.977 with a significance value / probability of 0.000 <0.05. This shows that promotion factors have a significant effect on nurse job satisfaction. The coefficient of determination ($R2$) of 0.092 means that the effect of the promotion factor variable (X) on job satisfaction (Y) is 9.2% while the regression coefficient value is 1.158 positive (unidirectional) stating that each addition of the promotion factor values the value of job satisfaction nurses increased by 1.158. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning there is an influence of promotion factors on job satisfaction of nurses in private hospitals Banda Aceh City.

While the results of multivariate tests from the two hospitals showed that the partial t-test promotion factors did not influence nurse job satisfaction. Whereas in the –F test in state hospitals ($F = 59.679 > 2.647$ and $P = 0.000 < 0.05$), private hospitals ($F = 17.291 > 3.062$ and $P = 0.000 < 0.05$), the conclusion is that the promotion factor remains influential together with the other five factors towards nurse job satisfaction in both hospitals. Based on the results of research from the two hospitals, employees have felt that promotion policies implemented by institutions, fairness in getting opportunities for promotion, support for training and education, cost support from institutions to employees in enhancing capabilities are things that can provide satisfaction in work. Hospitals in this case have given attention to things that can meet the expectations of employees in promotion factors, proven univariate in both hospitals more good categories than in the bad category of employee ratings of promotion factors.

The results of this study are still in line with the research conducted by Khamlub et al. (2013) on 205 health workers in Vientiane Capital and Bolikhamsai provinces of Japan, indicating that opportunities for advancement or promotion are factors that can lead to job satisfaction ($r = 0.63$, $p = 0.001$). This research was also supported by Ellicson, M., C. & Logsdon, K. (2002) in state workers in Poland argue that promotion opportunities are positively and significantly related to job satisfaction. Abdullah, M., M. (2009) study on 250 secondary school teachers in Tawau Sabah said salaries and promotions had a low correlation with overall job satisfaction. A fair and honest promotion system encourages employees to improve good performance, works according to what is expected by superiors and employees have equal opportunities to occupy higher positions and increase their knowledge to be better. Promotion is a factor that is associated with the presence or absence of opportunities to get a career increase during work.

The Effects of Work Condition Factor on Nurse Job Satisfaction

Based on the analysis of bivariate test data the influence of work condition factors on the job satisfaction of nurses in the Banda Aceh state hospital there is a correlation test result r value of 0.404 and a significance / probability value of 0.000 <0.05 means that working condition are positively and significantly related to satisfaction nurse work. The result of t count is 6.421> t table 1.971 with a significance value / probability of 0.000 <0.05. This shows that working condition factors have a significant effect on nurse job satisfaction. The coefficient of determination ($R2$) of 0.163 means that the effect of the working condition factor variable (X) on nurse job satisfaction (Y) is 16.3% while the regression coefficient value is 1.158 positive (unidirectional) stating that each addition of one value factor is the working condition then the value of nurse job satisfaction increased by 1.158. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning that there is an influence of the condition of work condition on the job satisfaction of nurses in the Banda Aceh state hospital.

In the analysis of bivariate test data the influence of work condition factors on nurse job satisfaction in private hospital Banda Aceh there is a correlation test result r value of 0.259 and a significance value / probability of 0.000 <0.05 means that working condition are positively and significantly related to satisfaction nurse work. The results of the t count are

3.144> t table 1.977 with a significance value / probability of 0.000 <0.05. This shows that working condition factors have a significant effect on nurse job satisfaction. The coefficient of determination (R^2) of 0.067 means that the effect of the working condition factor variable (X) on nurse job satisfaction (Y) is 6.7% while the regression coefficient value is 1.180 positive (unidirectional) stating that each addition of one value factor is a working condition then the value of nurse job satisfaction increased by 1,180. Therefore, it can be concluded that the hypothesis Ho is rejected means that there is an influence of work condition factors on job satisfaction of nurses in a private hospital in Banda Aceh City.

While the results of the multivariate test from the two hospitals showed that the working condition did not affect nurses' job satisfaction. Whereas in the F test in state hospitals (F = 59.674> 2.647 and P = 0.000 <0.05), private hospitals (F = 1...291> 3.062 and P = 0.000 <0.05) then the conclusion is that working condition remain influential together with five other factors for nurse job satisfaction in both hospitals. Based on the results of research from the two hospitals, employees have felt that the condition of the room is comfortable, the availability of equipment to work as needed, the condition of equipment that is good and up to date to work and easy access to information to support work is something that can provide satisfaction in work. Hospitals in this case have given attention to things that can meet the expectations of employees in the working condition factor, proven univariate in both hospitals more good categories of employee ratings than bad categories of factors of work condition.

This research is still consistent with the research conducted by Khamlub (2013) on 205 health workers in Vientiane Capital and Bolikhamsai Japan provinces, showing that in addition to the three factors, conflict resolution factors in the workplace, relationships with colleagues, and organizational structures related to Job satisfaction is a factor in the physical condition of the workplace that has a lower value and is associated with job satisfaction.

The Effects of Pay Factor on Nurse Job Satisfaction

Based on the analysis of bivariate test data the effect of pay factors on job satisfaction of nurses in state hospital Banda Aceh there is a correlation test result r value of 0.414 and a significance / probability value of 0.000 <0.05 means that pay factors are positively and significantly related to nurse job satisfaction . The results of t count are 6.615> t table 1.971 with a significance value / probability of 0.000 <0.05. This shows that pay factors have a significant effect on nurse job satisfaction. The coefficient of determination (R^2) of 0.172 means that the effect of the pay factor variable (X) on nurse job satisfaction (Y) is 17.2% while the regression coefficient value is 1.393 positive (unidirectional) stating that every addition of one pay factor value then satisfaction value Nurse's work increased by 1.393. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning there is an influence of pay factor on the job satisfaction of nurses in state hospital Banda Aceh City.

In the analysis of bivariate test data the effect of pay factors on nurse job satisfaction in private hospitals Banda Aceh, there are correlation test results r value of 0.285 and significance / probability values of 0.000 <0.05 means that pay factors are positively and significantly related to nurse job satisfaction . The results of t count are 3.494> t table 1.977 with a significance value / probability of 0.000 <0.05. This shows that pay factors have a significant effect on nurse job satisfaction. The coefficient of determination (R^2) of 0.081 means that the effect of the pay factor variable (X) on nurse job satisfaction (Y) is 8.1% while the regression coefficient value is 1.242 positive (unidirectional) stating that every addition of one pay factor value then satisfaction value Nurse's work increased by 1.242. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning that there is an influence of the pay factor on the job satisfaction of nurses in private hospital Banda Aceh City.

While the results of multivariate tests from the two hospitals were obtained in the partial t-test at state hospital (t = 3.668> 1.971 and P = 0.000 <0.05) meaning that the pay factor had an effect on nurse job satisfaction, in the private hospital the pay factor was not effect on nurse job satisfaction while in the -F test the pay factor remains influential together with five other factors on the job satisfaction of nurses in both hospitals. Based on the results of research from the two hospitals, employees have felt that the balance between pay and meeting minimum needs according to community standards, pay suitability with the work done and the existence of additional financial / bonuses received are things that can provide satisfaction in work. Hospitals in this case have given attention to things that can meet the expectations of employees in the pay factor, proven unvariately in both hospitals more categories of good employee evaluation than the bad category of pay factors.

The results of this study are still in line with the research of Yang, Miao, Zhu, Sun, Liu & Wu (2008) stating that, in Chinese forces it is assumed that pay has an influence on each other's satisfaction. Pay has a direct influence on the level of employee satisfaction. Brainard (2005) found that lack of job satisfaction was associated with payments and benefits. In addition Mustapha, N. (2013) found that salaries have a significant influence on the level of teacher job satisfaction. Whereas according to research by Koc., M. et.al. (2014) in 200 private employees in the province of Osmaniye and Hatary Turkey said one of the human resource practices got the highest correlation with job satisfaction in the form of pay (r = 0.513, p <0.01) and organizational commitment (r = 0.463, p <0.01). According to Al-Hinai and Bajrachcharya (2014). Stating that remuneration helps in supporting individuals to fulfill their basic needs through pay as referred to in Maslow law, besides that it is mentioned as one of the extrinsic factors (hygiene) in accordance with Herzberg's theory where if not fulfilled it can lead to dissatisfaction.

The Effects of Supervision Factors on Nurse Job Satisfaction

Based on the analysis of bivariate test data the influence of supervisory factors on job satisfaction of nurses in state Banda Aceh there is a correlation test result r value of 0.374 and a significance value / probability of 0.000 <0.05 means that supervision factors are positively and significantly related to nurse job satisfaction . The results of t count are 5.850>

t table 1.971 with a significance value / probability of 0.000 <0.05. This shows that supervision factors have a significant effect on nurse job satisfaction. The coefficient of determination (R2) of 0.140 means that the influence of the supervisory factor variable (X) on nurse job satisfaction (Y) is 14% while the regression coefficient value is 0.905 positive (unidirectional) stating that each addition of a supervisory factor values the nurse's job satisfaction increase by 0.905. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning that there is an influence of the supervisory factor on the job satisfaction of nurses at the state hospital Banda Aceh City.

In the analysis of bivariate test data the influence of supervisory factors on nurse job satisfaction in private hospitals there is a correlation test result of r value of 0.364 and a significance / probability value of 0.000 <0.05 means that supervision factors are positively and significantly related to nurse job satisfaction. The results of t count are 4.590> t table 1.977 with a significance value / probability of 0.000 <0.05. This shows that supervision factors have a significant effect on nurse job satisfaction. The coefficient of determination (R2) of 0.132 means that the effect of the supervisory factor variable (X) on nurse job satisfaction (Y) is 13.2% while the regression coefficient value is 0.943 positive (unidirectional) stating that each addition of a supervisor factor value is the satisfaction value Nurse's work increased by 0.943. Therefore it can be concluded that the hypothesis Ho is rejected means that there is an influence of the supervisory factor on the job satisfaction of nurses in a private hospital Banda Aceh City.

While the results of multivariate tests from the two hospitals showed that the partial t-test in state hospitals supervision factors did not affect job satisfaction, whereas in private hospitals supervision factors had an effect on job satisfaction (t = 2.556> 1.977 and P = 0.012 <0 .05). Whereas in the –F test the supervision factor remained influential together with five other factors on the job satisfaction of nurses in both hospitals. Based on the results of research from the two hospitals, employees have felt that supervisor support in work, ability and skills of supervisors in giving direction, objective supervisor assessment, and input of supervisors delivered wisely and wisely to employees is something that can provide satisfaction in work. Hospital management in this case has given attention to things that can meet employee expectations in a supervisory factor, as evidenced in both hospitals more good categories of employee ratings than bad categories of supervision factors.

The Effects of Co-worker Relationship Factors on Nurse Job Satisfaction

Based on the analysis of bivariate test data the influence of co-worker relationship factors on job satisfaction of nurses in the Banda Aceh state hospital there is a correlation test result of r value of 0.500 and a significance / probability value of 0.000 <0.05 means that the co-worker relationship factor is positively and significantly towards nurse job satisfaction. The result of t count is 8.38> t table 1.971 with a significance value / probability of 0.000 <0.05. This shows that co-worker relationship factors have a significant effect on nurse job satisfaction. The coefficient of determination (R2) of 0.250 means that the influence of co-worker relationship factor (X) on nurse job satisfaction (Y) is 25% while the regression coefficient value is 1.322 positive (unidirectional) stating that each addition of one value factor is a co-worker relationship the value of nurse job satisfaction increased by 1.322. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning that there is an influence of co- worker relationship factors on the job satisfaction of nurses in state hospital Banda Aceh City.

In the analysis of bivariate test data the influence of co-worker relationship factors on nurse job satisfaction in a private hospital Banda Aceh there is a correlation test result of r value of 0.346 and a significance / probability value of 0.000 <0.05 means that the co-worker relationship factor is positively and significantly towards nurse job satisfaction. The result of t count is 4.328> t table 1.977 with a significance value /probability of 0.000 <0.05. This shows that co-worker relationship factors have a significant effect on nurse job satisfaction. The coefficient of determination (R2) of 0.120 means that the influence of co-worker relationship factor (X) on nurse job satisfaction (Y) is 12% while the regression coefficient value is 1.251 positive (unidirectional) stating that every addition of one value factor to the co-worker relationship the value of nurse job satisfaction increased by 1.251. Therefore, it can be concluded that the hypothesis Ho is rejected, meaning there is an influence of co-worker relationship factors on the job satisfaction of nurses in private hospital Banda Aceh City.

While the results of the multivariate test from the two hospitals were obtained in the partial t-test at the state hospital (t = 4.135> 1.971 and P = 0.000 <0.05) which means that the co-worker relationship factor influences the nurse's job satisfaction, while in the private hospital co-worker relationship factors did not affect nurse job satisfaction but in the F-test the co-worker relationship factor remained influential together with the other five factors on nurse job satisfaction in both hospitals. Based on the results of research from the two hospitals, employees have felt that cooperation between employees in carrying out tasks, working together in solving problems, giving each other good input and suggestions, family atmosphere in work is something that can provide satisfaction in work. Hospital management in this case has provided a conducive environment that can provide a comfortable working atmosphere for employees, this can be seen univariately at the two hospitals the employee's assessment of the factors of co-worker relations is more in the good category than the bad category.

The results of this study are consistent with the research of Schermerhorn et al. (2005) state that factors such as pay , promotion and satisfaction with colleagues affect employees' feelings of job satisfaction. Khamlub (2013) conducted a study on 205 health workers in Vientiane Capital province and Bolikhamsai Japan said that the main factors related to job satisfaction were conflict resolution in the workplace, relationships with colleagues, and organizational structure. Likewise Abdullah's research, M., M. et al (2009) in 250 secondary school teachers in Tawau Sabah said that co-workers were positively correlated with job satisfaction (r = 0.42 and p = 0,000).

Based on the analysis of different test data, the independent sample t-test obtained results of the difference between the two hospitals. This is evidenced by the t- count of: the work itself -35.536, promotion -40.014, working condition -41.878, pay - 42.931, supervision -27.442, work relationship -27.478, and nurse job satisfaction - 31.257 all less than t-table 1.966 with P <0.05. Based on the analysis of the difference data on the factors (work itself, promotion, work condition, pay, supervision, co-worker relations) and nurse job satisfaction between the two hospitals the results showed a significant difference in mean values, even though each hospital get an assessment from respondents on each factor and nurse job satisfaction (analysis of different unions) with good categories is higher than the bad category.

State hospitals get more optimal ratings than private hospitals so that the average value of each factor and nurse job satisfaction is higher in state hospitals. Thus it can be concluded that the factors include: the work itself, promotion, working condition, pay, supervision, co-worker relations, and job satisfaction of nurses at state hospital Banda Aceh better than the private hospitals in Banda Aceh.

CONCLUSION

Based on the analysis of the difference data on the factors (work itself, promotion, work condition, pay, supervision, co-worker relations) and nurse job satisfaction between the two hospitals the results showed a significant difference in mean values, even though each hospital get an assessment from respondents on each factor and nurse job satisfaction (analysis of different unions) with good categories is higher than the bad category. State hospitals get more optimal ratings than private hospitals so that the average value of each factor and nurse job satisfaction is higher in state hospitals. Thus it can be concluded that the factors include: the work itself, promotion, working condition, pay, supervision, co-worker relations, and job satisfaction of nurses at state hospital Banda Aceh better than the private hospitals in Banda Aceh.

Conclusively, future research could explore moderating role of entrepreneurial orientation in the hospital's organizations environment. In a recent study conducted on 105 private hospitals in Indonesia, it is evidenced that entrepreneurial orientation of hospital organizations in Indonesia proved has a significantly positive influence on organizational performance in the disruptive environment condition (Dewi and Ahamat, 2018). One could emulate and learn from physical sciences approach. Nevertheless, management researches and physical sciences are different in various aspects, there are still ways that management research could learn from physical sciences, hence the issues of the real world in organization can be examined through systems thinking (Ahamat, 2014). This could be achieved by employing qualitative approaches. Using structured interviews and personal observation led to the discovery of several key emerging themes, which may not have been uncovered as explicitly if only non-qualitative approaches had been applied (Ahamat, 2019).

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