The Relationship Between Nurses Job Satisfaction And Nurses Performance In Regional Hospitals City of Husada Year 2024

Rizka Ahsanul Fitri[1], Susana Dwiastuti[2],Syahadah Siregar[3]

[1,2,3,] The Panca Bhakti Collage Of Health Science In Bandar Lampung, Lampung, Indonesia

*corresponding author: rizkaahsan12345@gmail.com

ABSTRACT

Job satisfaction is an individual's general attitude towards his work. The work results achieved by someone in completing their responsibilities is the definition of performance. This research aims to determine the relationship between nurse job satisfaction and nurse performance at Bandar Negara Husada Hospital, South Lampung. The research used is quantitative. Test the requirements in this instrument using the normality test and linearity test. The data analysis mode uses simple linear regression and hypothesis testing, namely the t-test. This research was conducted in the ER, POLI, ICU, OK, HD, PM PTM, Surgery, Obstetrics, Children's rooms at Bandar Negara Husada Hospital, South Lampung. The number of samples in this study was 30 implementing nurses. The data in this research was obtained online with respondents using questionnaire instructions, data processing was carried out descriptively quantitatively using the SPSS program. The results of this research are presented in the form of tables and narratives. The results of the research show that the nurse job satisfaction variable has a significant relationship with the performance of nurses at Bandar Negara Husada Regional Hospital. The results of hypothesis testing in this study show that the hypothesis is accepted, proven by the sig < alpha value ($0.001 < 0.05$) which means Ho is rejected and Ha accepted.

Keywords: Job Satisfaction, Performance, Nurse Implementer

INTRODUCTION

The population in Indonesia in 2020 is 270,203,917 people. The distribution of the population by sex is 136,661,899 for male residents and 133,542,018 for female residents (population census, 2020). The total number of hospitals in Indonesia is 3,168 units as of February 7, 2024. This number is divided into several classes, namely classes A, B, C, D, and D pratama. (Ministry of Health, 2024).Service quality is the level of service related to the fulfillment of consumer expectations and needs. This means that the service can be called quality if it meets most of the expectations of consumers. According to Kotler (2019), defining service quality is a form of consumer assessment of the level of service received with the expected level of service.

The current era of globalization requires health service facilities such as hospitals to compete in providing complete and quality health services. Of course, this is also influenced by the role and function of human resources owned by a hospital. One of the important aspects in creating quality health services is to improve the quality of human resources owned by a hospital (Bhekti, R.R. 2018). This is because human resources owned by an organization are valuable assets that must be maintained in order to be able to provide quality services for the community. The way a hospital can do to retain its employees is to maintain the *quality of work life* in order to create employee job satisfaction (Bhekti, R.R. 2018).

Especially in hospitals, nurse performance is very important, nurses in their work must be professional. With their work, it is hoped that nurses can get job satisfaction. Job satisfaction reflects the degree to which a person likes his or her job. Formally defined, job stratification is an affective or emotional response to several aspects of a person's job (Kreitner, 2014). Employee performance is influenced by three main factors, namely motivation, job satisfaction and work discipline which are central factors in an organization (Susanto. N, 2019). With the data and news that the author gets, the author decides to discuss one of the performance factors, namely job satisfaction.

Job satisfaction is as a general attitude of an individual towards his or her job. Work according to interaction with colleagues and superiors, follow the rules and policies of the organization, meet performance standards, live in less than ideal working conditions in other similar respects. According to (Koesmono, 2014). Job satisfaction is the assessment, feelings

or attitudes of a person or employee towards their work and related to the work environment is the fulfillment of several desires and needs through work or work activities (Nabawi. R. 2019). Job dissatisfaction among nurses contributes to costly labor disputes, turnover, and risks for patients. By examining survey data from 95,499 nurses, we found significantly higher job dissatisfaction and burnout among nurses who directly cared for patients in hospitals and nursing homes than among nurses who worked in other occupations or settings, such as the pharmaceutical industry. (McHugh, M.D, 2012).

Patient satisfaction rates are lower in hospitals with more nurses being dissatisfied or burned, a finding that signals problems with the quality of care. Improving nurses' working conditions can improve nurse and patient satisfaction and quality of care (McHugh, M.D, 2012). Based on the description of the background of the problem, it can be formulated that the problems in this study are: Is nurse job satisfaction related to nurse performance at Bandar Negara Husada Hospital? dimensions are: the job itself, salary, promotion opportunities, supervision and colleagues (quoted by Sartika Jalil in Luthans, 2006).

According to Herzberg's theory, job satisfaction Quantitative data analysis in this study is caused by intrinsic and extrinsic factors. Factor analysis with an explanatory approach. Intrinsic analysis is a factor related to this factor is used to explore the variables of the work itself, namely achievements, competencies, existing manifest variables, so that later there will be recognition, responsibility, and development to form factors that will then be carried out. Extrinsic factors are factors that are in the interpretation to determine what latent variables around the implementation of work are, namely salary, sense of security, obtained. One of the objectives of factor analysis is the work environment, co-workers and boss relationships and reduces the number of variables in a similar way to subordinates. (Nadia IF, 2016).

The definition of nurse according to the Law of the Republic of Indonesia. No. 23 of 1992 concerning health are those who have the ability and authority to carry out nursing actions based on the knowledge they have obtained through nursing education. Quoted by Nurhidayah, 2010 in the book Organizational Citizenship Behavior (OCB) on Nurse Performance. A nurse is a person who has graduated from nursing education and has the ability and authority to carry out nursing actions based on their scientific field and provide holistic and professional health services for healthy and sick individuals, nurses are obliged to

meet the needs of patients including bio-psycho-socio and spiritual. Quoted in the justice media of the legal journal Lalu Wirentanus 2019.

METHODS

The research design used in this study is a quantitative research method. Quantitative research according to Sugiyono (2020) is a research method based on the philosophy of positivism, as a scientific or scientific method because it fulfills scientific principles concretely or empirically, objectively, measurably, rationally, and systematically. Research with a quantitative approach emphasizes the analysis of numerical data (numbers) and then analyzed using appropriate statistical methods.

The methods used in this study are descriptive and verifiable statistical methods. Descriptive statistics are statistics that are used to analyze data that has been collected as it is without intending to make conclusions that apply to the general public (Sugiyono, 2020). Meanwhile, the verifier method, according to Sugiyono (2013), is a study conducted on a certain population or sample to test a hypothesis that has been determined. In the process of recording and collecting data, the author uses several methods, data collection here aims to obtain accurate data from an object being researched. The author uses the questionnaire method, observation method, and documentation method. Primary data is data obtained from sources that are raw or unprocessed. Primary data is data obtained directly from respondents (Sugiono, 2012). To answer the research problem, the following analysis tools are used: Quantitative analysis is a bivariate analysis to prove the relationship between job satisfaction and performance to prove the hypothesis made. Descriptive Analysis According to Sugiyono (2018), descriptive analysis is a statistic used to analyze data by describing or describing the data that has been collected as it is without intending to make generalized conclusions or generalizations.

Descriptive analysis aims to provide an overview (description) of the data presented to be easy to understand and informative for people who read it. In this study, analysis is needed to find out how the respondents responded from the questionnaire submitted to the implementing nurses of the Bandar Negara Husada Hospital. The total of the answer values of the question items is then made a scale range to find out the total responses of the respondents.

With the following formula:

$$\text{Total tanggapan responden} = \frac{\text{Skor total hasil jawaban responden}}{\text{Skor tertinggi responden}} \times 100\%$$

Test Research Instruments

Validity tests were carried out against questionnaire trials to prove validation. Reliability Test Answering previously made hypotheses. Uji Asumsi Classic

a Normality Test

The normality test in a simple linear regression analysis was carried out to test whether the residual values obtained from the regression were normally distributed or not. A good regression model is one whose residual values are normally distributed. (Maharani, 2023)

b. Linearity Test

The linearity test aims to find out whether two or more variables tested have a significant linear relationship or not. This test is used as a condition for linear regression analysis. Pratiwi (2022).

The basis for decision-making in the linearity test is:

1. If the sig value > 0.05, then the relationship between variable (X) and variable (Y) is declared linear.

2. If the value of the sig < 0.05, then the relationship between variable (X) and variable (Y) is declared to be non-linear.

and. Regresi linier

Simple linear regression is a linear regression that is based on the functional and causal relationship of one independent variable with one dependent variable. Simple regression analysis using the equation formula according to Sugiyono (2011) is:

$Y = a + b1X1 + e$

Information:

Y= Nurse performance

a= Constant

b1,b2= Regression Coefficient

X1= Job Satisfaction

e= Error

Uji Hypothesis

a. Uji t (Parsial)

The t-test is one of the research hypothesis tests in simple linear regression analysis and multiples linear regression analysis. The t-test aims to find out whether the independent variable or independent variable (X) is partially (individually) related to the bound variable or dependent variable (Y). The testing steps are as follows:

Determining the formulation of Ho and Ha

Ho= There is no relationship between job satisfaction and nurse performance

Ha = There is a relationship between job satisfaction and nurse performance.

Conclusion:

a. If *the sig* > 0.05 then Ho is accepted

b. If *the sig* < 0.05 then Ho is rejected

RESULTS

The description of the data is an overview that will be used for the next process, namely testing the results of the hypothesis. This is done to describe or describe the condition of the respondents who will be the object of this study seen from the characteristics of the respondents between genders, age, length of work and employment status.

Description of Respondent Characteristics

In this study, to prove the hypothesis proposed in this study, 30 nurses have been carried out at the Bandar Negara Husada South Lampung Hospital. To find out the characteristics of the respondents, you can see the following table:

Table 1. Characteristics of Respondent Distribution by Gender of Respondents

No	Jenis Kelamin	Jumlah	Persentase
1.	Laki- laki	9	30%
2.	Perempuan	21	70%
	Jumlah	30	100%

Source : Data Processed , 2024

Based on table 1 Characteristics of respondents based on the type of keamin, it is known that of the 30 nurses in the gender response category, the highest number is female, 21 nurses or 70% and the remaining 14 nurses for the male respondent category or 30%, meaning that the Bandar Negara Husada Selatan Hospital is dominated by female nurses.

Table 2. Characteristics of Respondent Distribution by Age

No	Usia	Jumlah	Persentase
1.	<25	1	3.3%
2.	26-35	18	60%
3.	36-55	10	33.3%
4.	56>	1	3.3%
Jumlah		30	100%

Source : Data Processed , 2024

Based on table 4.3 Characteristics of respondents based on age, it is known that of the 30 nurses in the age response category, that with the age of <25 as many as 1 nurse or 3.3% and the age of 26-35 as many as 18 nurses or 60% and the age of 36-55 as many as 10 nurses or 33.3% and the age of 56> as many as 1 nurse or 3.3%. This means that nurses at Bandar Negara Husada Hospital are dominated by employees aged 26-35 years or 60%.

Table 3 Distribution of Respondent Characteristics Based on Length of Service

No	Lama Kerja	Jumlah	Persentase
1.	<2 tahun	4	13.3%
2.	<5 tahun	6	20%
3.	>5 tahun	20	66.7%
Jumlah		30	100%

Source : Data Processed , 2024

Based on table 4.3 Characteristics of respondents based on length of service, it is known that of the 30 nurses in the category of length of service, 4 nurses or 13.3% have worked for <2 years and 6 nurses or 20% have worked for <5 years and 20 nurses or 66.7% have worked for >5 years. This means that the nurses at Bandar Negara Husada Hospital are dominated by nurses who have worked for >5 years as many as 20 nurses or 66.7%.

Table 4. Distribution of Respondent Characteristics Based on Job Status

No	Status Kepegawaian	Jumlah	Persentase
1.	Pegawai Tetap	4	13.3%
2.	Pegawai Kontrak	26	86.7%
Jumlah		30	100%

Source : Data Processed , 2024

Based on table 4.4 Characteristics of respondents based on Personnel status, it is known that of the 30 nurses in the job status response category, that with the employment status of permanent employees as many as 4 nurses or 13.3% and the employment status of contract employees as many as 26 nurses or 86.7%. This means that nurses at Bandar Negara Husada Hospital are dominated by nurses whose employment status is contract employees as many as 26 nurses or 86.7%.

Data Analysis Requirements Test Results

Normality Test

To find out normal data, it can be done by the shapiro-Wilk parametric test on SPSS. In the normality test, the hypothesis used and the test criteria are carried out in the following way:

1. Ho : Normally distributed data

    Ho : Data is abnormally distributed

2. Sig > 0.05 declared a normal spread instrument (Ho) accepted

    Sig < 0.05 stated that the instrument was not spread normally (Ho) rejected

Table 5. Results of the Normality Test

Variable	Sig	Alpha	Kondisi	Simpulan
Kepuasan Kerja	0,057	0,05	Sig >0,05	Normal
Kinerja Perawat	0,215	0,05	Sig >0,05	Normal

Source : data processed in 2024

Based on table 4.27 One-Sample Shapiro-Wilk test above, it shows that Job Satisfaction (X) with a significance level of 0.067 > 0.05 data is obtained, then the data comes from a normally distributed sample. Nurse Performance (Y) with a significance level of 0.215 > 0.05 data was obtained, then the data came from a normally distributed sample.

Linearity Test

The linearity test is carried out to see if the regression model can be approached with linear equations and this test is usually used as a requirement in correlation analysis or linear regression.

Table 6. Linearity Test

Variable	Sig	Alpha	Kondisi	Keterangan
Kepuasan kerja	0,681	0,05	Sig > Alpha	Linier

Source: Processed data, 2024

Job Satisfaction (X) Towards Nurse Performance (Y)

Based on table 4.28 The results of the ANOVA calculation table can have a Sig value in the Deviation From Linearity line 0.681 > 0.05, then Ho is accepted which states that the regression model is linear.

Data Analysis Results

Table 7. Correlation Test Results

Nilai Korelasi (R)	R Square (R square)
0,735	0,541

Source: Processed data, 2024

Based on table 4.29, it shows that the correlation coefficient (R) value is 0.735, meaning that the level of relationship between Job Satisfaction (X) and Performance (Y) is positive. The determinant coefficient of R Square is 0.541, meaning that the nurse's performance (Y) is influenced by the nurse's Performance Satisfaction (X) of 0.541.

Table 8. Regression Test Results

Variable	Unstandardized Coefficients	
	B	Std.Error
Constanta	9,161	5,092
Kepuasan Kerja (X)	0,753	0,131

Source: Processed data, 2024

Based on table 4.18 above is a calculation of multiple linear regression using SPSS. The results of the regression equation are obtained as follows:

Y = 9.161 + 0.753

a. The value of the constant is 9.161 which means that without Job Satisfaction (X) the magnitude of the Nurse Performance is 9.161 units.

b. Job Satisfaction Coefficient (X)

If Job Satisfaction (X) increases by one unit, Nurse Performance (Y) will increase by 0.753 per unit.

Table 9. t-Test Results (Partial)

Variable	Sig	Alpha	Kondisi	Keterangan
Kepuasan kerja	<.001	0,05	Sig< alpha	Berpengaruh

Source: Processed data, 2024

Based on the results of the t-test, a < gis value of 0.05 was obtained, so there was a significant relationship between job satisfaction and nurse performance. Therefore, it can be concluded that the Job Satisfaction variable (X) partially affects the Performance of Nurses (Y) at Bandar Negara Husada Hospital, Kota Baru Jati Agung, South Lampung

DISCUSSION

From the descriptive results, it was obtained that the most respondents were women with a total of 21 respondents with a percentage of 70%, the age of the most respondents was between 26 – 35 years old with a percentage of 60%, the most respondents had a working length of over 5 (five) years as many as 20 people with a percentage of 66.7%, the most employment status was contract employees with a percentage of 26 people with a percentage

of 86.7%.

In Indonesia, the type of nurse is categorized into vocational and professional nurses. Nurses are the largest type of workforce with 46% of all health workers. The nursing profession is a profession that prioritizes humanistic values and caring behavior in health services. The work environment of nurses conceptually does not distinguish between male and female nurses, it's just that the differentiation or difference in the role of nurses is constructed by functional abilities in providing health services. So if you look at this, the nursing profession as a big demand is in demand by women compared to men. In carrying out the profession as a nurse, it is regulated in the ethics of the nursing profession. In these rules, there is no distinction between male and female nurses (Rahim & Irwansyah, 2021) quoted in Agustin, I., Muliyadi, M., & Maulida, M. N. (2022).

The age for workers in this home industry is between 20 to 40 years old, this age is considered very productive for the workforce. Because if the age is under 20 years old, the average individual still does not have sufficient skill maturity, besides that it is also still in the process of education. The figure states a comparison between the number of unproductive people (under 15 years old and 65 years old and above) and the number of people who are of productive age (15-65 years old) (Yasin, M. 2016). Research (Kanestren, M.S.P 2009), stated that individual characteristic variables (age, length of work and level of education) had a meaningful relationship with nurse performance. Nurses are said to be professional if they are responsible for the performance provided, the performance of the nurse in question is to be able to implement both their authority, duties and responsibilities to achieve the main goals of the profession and realize the goals and objectives of health services (Faizin and Winarsih, 2008). In Pangemanan, W. R., Bidjuni, H., & Kallo, V. (2019).

In the discussion of the Analysis Test, there are several results, which are as follows:
Job Satisfaction (X)
It was found that the indicator of the job itself, the most respondents answered that they agreed with an average of 78.62% saying that the job was in accordance with their knowledge where the opportunity to learn had the highest ranking, with a percentage of 88.6%. It was found that the salary/wage indicator of the most respondents answered that they agreed with an average of 81.24% saying that the job was in accordance with their knowledge where the

hospital provided a salary adjusted to the ability of the employee had the highest ranking, with a percentage of 88.6%. From the discussion above, the job itself and the salary are in accordance with job satisfaction. Meanwhile, the research of Noor et al. (2017) argues that remuneration or salary has a significant influence on job satisfaction.

According to Herzberg's theory, job satisfaction Quantitative data analysis in this study is caused by intrinsic and extrinsic factors. Factor analysis with an explanatory approach. Intrinsic analysis is a factor related to this factor is used to explore the variables of the work itself, namely achievements, competencies, existing manifest variables, so that later there will be recognition, responsibility, and development to form factors that will then be carried out. Extrinsic factors are factors that are in the interpretation to determine what latent variables around the implementation of work are, namely salary, sense of security, obtained. One of the objectives of factor analysis is the work environment, co-workers and boss relationships and reduces the number of variables in a similar way to subordinates. (Nadia IF et al., 2016).

This is supported by respondents' answers that are quite good regarding job satisfaction. Most of the respondents stated that the salary received was decent, the salary was on time and in addition to the salary also received other benefits, the work done was in accordance with the nurse's ability, the nurse liked the type of work given and the hospital provided capacity development for nurses to update the skills that nurses already had at the Bandar Negara Husada Hospital South Lampung.

b. Nurse Performance (Y)
It was found that the most respondents answered that they agreed with an average of 76.1% stating that the work was in accordance with their knowledge where nurses were able to achieve/exceed the target had the highest ranking, with a percentage of 89.3%. Work results on employee performance with an average of 76.1% related to where the achievement of targets is met.

Quoted from Edmond according to Rivai and Basri, (2015). Performance is the result or level of success of a person as a whole during a certain period of time in carrying out tasks, such as work performance standards, targets, goals or criteria that have been determined in advance and have been mutually agreed.

The results of work achieved by a person in completing their responsibilities are the meaning of performance. The level of success of a person in carrying out the task as a whole in a certain period is also called performance. The completion of tasks and responsibilities by a group of people in an organization can also be called performance. In a predetermined target, it is necessary to set an assessment as a form of attention to the performance of employees because at the same time employees need the assessment as feedback (Silaen, N.R. 2021)

c. The Relationship Between Job Satisfaction and Nurse Performance
Based on the results of the tests carried out, it can be seen that there is an influence between the Job Satisfaction (X) variable on Nurse Performance at Bandar Negara Husada Hospital, South Lampung, it is known that the amount obtained is a sig value of < 0.05, so there is a significant relationship between job satisfaction and nurse performance.

According to Vroom, job satisfaction for employees tends to increase productivity, pride, and high commitment to their work. If referring to the satisfaction dimension, there is a correlation with leadership, including with policies, compensation, competition, and the environment. Vroom's statement contains clues as to why job satisfaction and performance are intertwined despite the fact that they are caused by different things. However, from these various studies, evidence was found that organizations that have more satisfied employees tend to be more effective than organizations that have less satisfied employees.

In the 2020 L Anggraeni study, according to T.R. Michel in Rizky (2001), one of the performance indicators related to results is: Quality of work Every employee in the company must meet certain requirements to be able to produce according to the quality of work. From the research that has been conducted, it can be concluded that job satisfaction and performance have a strong relationship, judging from the value of the correlation coefficient, which is 0.735.

However, from the results of the job satisfaction research, respondents were still found to be dissatisfied and likewise from the performance data, sufficient performance results were still found and from the performance categories that have been set in the hospital, no one has received the maximum category, namely the very good category, therefore this is still receiving attention from the management, Because the implementing nurse has the same

obligations and rights as other nurses in the process of providing services to patients.

CONCLUSIONS

Based on the results and discussion above, it can be concluded as follows, Based on the average respondent's response regarding the job satisfaction variable, it can be concluded that the job satisfaction of employees at Bandar Negara Husada Hospital is good. With the results of job satisfaction identification in hospitals are good with a scale of 79.93%. Based on the average respondent's response regarding the nurse performance variable, it can be concluded that the identification of employee performance at Bandar Negara Husada Hospital is good with a scale of 76.41%. Based on the results of the study, it shows that the variable of nurse job satisfaction has a significant relationship with the performance of nurses at Bandar Negara Husada Hospital. The results of the hypothesis test in this study show that the hypothesis is accepted, as evidenced by the < alpha sig value (0.001 < 0.05) which means that Ho is rejected and Ha is accepted.

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