

# ANALYSIS OF THE EFFECT OF WORK MOTIVATION AND WORK ENVIRONMENT ON NURSES' PERFORMANCE WITH JOB SATISFACTION AS AN INTERVENING VARIABLE DURING THE PANDEMIC COVID-19 AT JARAGA SASAMEH BUNTOK PUBLIC HOSPITAL

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## ARTICLE INFO

## ABSTRACT

### Keywords:

motivation work , environment work , performance nurse , satisfaction Work.

Research purposes This is For know and analyze influence Motivation Work and Environment Work on Nurse Performance with Satisfaction Work as Intervening Variables during the COVID-19 Pandemic . Types of research This is study correlational use method descriptive and analytical track (Path Analysis) with approach quantitative . Variables independent consists of from motivation work and environment work , variable dependent that is performance nurses and variables his intervention that is satisfaction work . Samples used in study This use technique Proportionate Stratified Random Sampling of 96 people. Technique taking sample use formula Slovin. Data collection was carried out with method spread questionnaire , observation and interview direct . Data analysis techniques using analysis descriptive and analytical path ( path ) Analysis) with help Smart PLS. Research results show that influence direct: (1) motivation Work influential positive and significant to satisfaction work; (2) environment Work influential positive and significant to satisfaction work; (3) motivation Work influential positive and significant to performance nurse; (4) environment Work influential positive and significant to performance nurse; (5) satisfaction Work influential positive and significant to performance nurse . While For influence No directly: (1) motivation Work influential positive and significant to performance nurse with satisfaction Work as intervening variables; (2) environment Work influential positive and significant to performance nurse with satisfaction Work as intervening variables at Jaraga Sasameh General Hospital Buntok.

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## 1. INTRODUCTION

COVID-19 pandemic that has hit the world has provided pressure big in the sector health , including in Indonesia (Sumarni, 2020). Hospitals as the vanguard in Handling pandemic face complex challenges , especially in guard performance nurse as element key in Health services (Akbar, 2018). Optimal nurse performance is essential For ensure service health walk in a way effective . However , the situation pandemic create pressure additional influencing various factors , including motivation work , environment work , and satisfaction work (Maharani & Budianto , 2019). Research This aiming For analyze influence motivation work and environment Work to performance nurse with satisfaction Work as intervening variables in General Hospital during COVID-19 pandemic .

Motivation Work is one of factor important that influences performance nurse (Basalamah et al., 2021). During pandemic , motivation nurse face challenge significant Because burden increased work , risk transmission of the virus, and conditions work that is not determined (Ali & Muhammad, 2021). Motivation intrinsic like commitment For help patient as well as motivation extrinsic in the form of awards , incentives and support from institution become crucial in guard passion and dedication they (Yuliana, 2020). Therefore that , research This try identify how far is the motivation Work influence performance nurse in situation crisis like pandemic .

Environment work also plays a very important role in determine performance Nurse (Badri, 2020). Environment supportive work , good in a way physique and also psychological , can increase productivity  
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and effectiveness nurse in carry out his duties (Sipatu, 2013). During pandemic , condition environment work from home Sick experience change drastic , such as need will tool protector self (PPE), facilities adequate health , and atmosphere collaborative work.

Satisfaction Work become significant intervening variables in study This Because can bridge connection between motivation work , environment work , and performance nurses ( Safitri & Astutik , 2019). Nurses who feel satisfied with his job tend own more performance well , even in situation full pressure . Factors like balance between burden work and rewards , recognition on contribution them , and interpersonal relationships in the workplace work greatly influences level satisfaction work (Wolodkk, 2017).

Sasameh General Hospital The Buntok is facility health with function provide service take care hospitalization , care road and emergency the only emergency owned Government South Barito Regency with capacity place Sleep a total of 121 pieces . Great Expectations society , home Sick This can give service optimal health . According to type services , Jaraga Sasameh General Hospital (RSU) is type service House Sick general that has mission give service quality health that is affordable for the community in frame increase degrees health public . Jaraga Sasameh General Hospital Buntok is also one of the House Sick satellite in frame handling of COVID-19 in South Barito Regency , namely as support House Sick referrals to Doris Sylvanus Hospital, Palangka Raya, Dr. Murjani Hospital , Sampit and Sultan Imanuddin Hospital Pangkalan Bun.

Nurses at Jaraga Sasameh Regional General Hospital The Buntok own professional obligation to nurse patient in various conditions , including in condition COVID-19 pandemic . All nurses working must follow regulation protocol applicable health in accordance from recommendation government during the COVID-19 pandemic such as moment This . Nurse performance as spearhead of service health is very important issue For under review in frame maintain and improve quality service health especially during the COVID-19 pandemic .

## **Literature Review**

### **Motivation Work**

According to Saleh & Utomo (2018), motivation Work is internal and external motivation external influences individual For reach objective certain in his job . Motivation Work covers factors intrinsic , such as a sense of responsibility answer , satisfaction on achievement , and commitment to tasks , and factor extrinsic , such as award financial , recognition , and support from environment work . In the context of organization , motivation Work play a role important in increase productivity , quality performance , and satisfaction Work employees . Motivation level somebody can influenced by needs personal , hopes , and perception to awards and environment work . With motivation high work , individual tend more enthusiastic , disciplined and responsible answer in operate his duties (Kurniawan & Alimudin , 2015).

### **Environment Work**

Environment Work is all conditions around place work that influences performance , comfort , and productivity employees . Environment Work covers aspect physical , such as layout space , cleanliness , ventilation , lighting , and availability facility work , and aspect non-physical , such as interpersonal relationships , culture organization , policy management , and atmosphere Work in a way overall (Panjaitan, 2018). Environment conducive work can increase motivation , satisfaction , and efficiency employees , while environment work that is not support can cause stress , fatigue , and decline performance (Lestari & Harmon, 2017). Therefore that , creates environment healthy , safe and supportive work become priority for organization For ensure well-being and productivity his employees .

### **Satisfaction Work**

Satisfaction Work is feeling positive or satisfaction felt by the individual to his job based on evaluation to various aspect work , such as not quite enough answer , environment work , rewards , and relationships between colleagues ( Wilandari , 2015). Satisfaction Work reflect to what extent are hopes and needs employee fulfilled in work them . Factors like justice in organization , fair rewards , opportunities development , and atmosphere supportive work greatly influences level satisfaction work . Employees who feel satisfied tend more productive , have high loyalty , and shows good performance ( Sunarta , 2019). In the context of nurse , satisfaction work is very important Because affect the spirit they in give quality service , especially in situation full pressure like pandemic .

### **Employee performance**

Employee performance is results work accomplished by a person individual in carry out duties and responsibilities the answer in accordance with standards set by the organization ( Chairunnisah & *Analysis Of The Effect Of Work Motivation And Work Environment On Nurses' Performance With Job Satisfaction As An Intervening Variable During The Pandemic Covid-19 At Jaraga Sasameh Buntok Public Hospital.* **Raimona Anugerahny Narang, et.al**

Mataram (2021). Performance reflects effectiveness , efficiency and quality contribution individual to objective organization . In the context of performance nurse , thing This refers to the ability they in give service quality health , including nurse patient , running procedure medical , as well as give education health with professionalism and empathy . Nurse performance is greatly influenced by factors like motivation work , environment work , and satisfaction work (Supriadi, 2017). When nurses own optimal performance , they can give fast , accurate and safe service , which ultimately impact positive at the level satisfaction patients and reputation House Sick .

## 2. RESEARCH METHODS

Study This aiming For predict the relationship that occurs between Motivation Work (X1), Environment Work (X2) and Satisfaction Work (Z) as an intervening variable and Nurse Performance (Y) as a variable dependent . Research This started with carry out studies library For can identify variables and indicators that follow made into as reference making questionnaire research . In research This amount sample planned as many as 126 respondents , while based on The ideal number recommended by Chin & Dibbern (2010) is a minimum of 150 respondents. for high prediction models because of the size sample the or more big produce difference or impact small asymmetry For every his group .

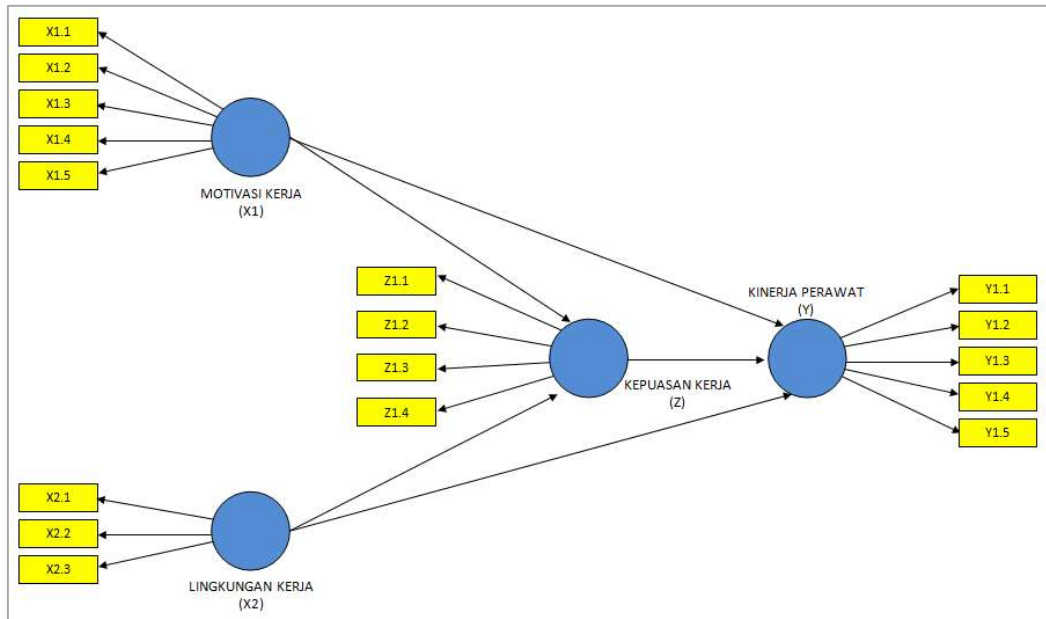
So the research This using Partial Least Square (PLS) because PLS can run with sample size small (minimum 30-50) already Can applied . One of the The advantages of PLS are capable handle complex models with multiple variables exogenous and endogenous with Lots indicator , can used in quantity sample small and can overcome variable with normal, ordinal, and continuous types . Questionnaire spread out to Nurse at Jaraga Sasameh Hospital Confirmed Buntok with use scale Likert . Questionnaire results study analyzed use software SmartPLS ( Student version ). Testing validity and reliability using a measurement model , whereas For testing causality using structural models .

Variables Motivation Work (X1) has 5 (five) indicators , variables Environment Work (X2) has 3 ( three ) indicators , variables Satisfaction Work (Z) has 4 ( four ) indicators and the Nurse Performance variable (Y) has 5 (five) indicators which are described become a number of indicator as in Table I.

**Table I.** Definitions Operational Variables

Variables	Indicator	Code
Motivation Work (X <sub>1</sub> )	Not quite enough answer	X <sub>1.1</sub>
	Performance Work	X <sub>1.2</sub>
	Opportunity For proceed	X <sub>1.3</sub>
	Confession on performance	X <sub>1.4</sub>
	Challenging work	X <sub>1.5</sub>
Environment Work (X <sub>2</sub> )	Atmosphere Work	X <sub>2.1</sub>
	Connection with colleague Work	X <sub>2.2</sub>
	Availability facility Work	X <sub>2.3</sub>
Satisfaction Work (Z)	Work That Alone	Z <sub>1.1</sub>
	Salary /Wages	Z <sub>1.2</sub>
	Supervision	Z <sub>1.3</sub>
	Work colleague	Z <sub>1.4</sub>
Nurse Performance (Y)	Orientation Service	Y <sub>1.1</sub>
	Integrity	Y <sub>1.2</sub>
	Commitment	Y <sub>1.3</sub>
	Discipline	Y <sub>1.4</sub>
	Cooperation	Y <sub>1.5</sub>

Path Diagram Construction can explained in Figure I.



**Figure I.** Path Diagram Construction

**3. RESULTS AND DISCUSSION**

Questionnaire given only to Nurse at Jaraga Sasameh Hospital Buntok , amount Respondent plan 126, respondents who filled out and returned questionnaire as many as 96 people. Statement Respondents To Questionnaire Study based on scale Likert can seen in Tables 1, 2, 3 and 4.

**Table. 1** Response Respondents To Motivation Work (X<sub>1</sub>)

No.	Indicator	Answer Level Respondents											
		SS		S		N		TS		STS		Mean	
		F	%	F	%	F	%	F	%	F	%		
1.	X <sub>1.1</sub>	11	11.34	71	73.20	7	7.22	6	6.19	1	1.04	3.89	
2.	X <sub>1.2</sub>	7	7.29	54	56.25	20	20.83	14	14.58	1	1.04	3.54	
3.	X <sub>1.3</sub>	10	10.42	71	73.96	8	8.33	6	6.25	1	1.04	3.86	
4.	X <sub>1.4</sub>	11	11.46	70	72.92	8	8.33	6	6.25	1	1.04	3.88	
5.	X <sub>1.5</sub>	7	7.29	44	45.83	28	29.17	16	16.67	1	1.04	3.42	

Source : Processed by researchers

**Table 2** Response Respondents To Environment Work (X<sub>2</sub>)

No.	Indicator	Answer Level Respondents											
		SS		S		N		TS		STS		Mean	
		F	%	F	%	F	%	F	%	F	%		
1.	X <sub>2.1</sub>	13	13.54	59	61.46	22	22.92	2	2.08	0	0	3.86	
2.	X <sub>2.2</sub>	11	11.46	56	58.33	18	18.75	10	10.42	1	1.04	3.69	
3.	X <sub>2.3</sub>	7	7.29	53	55.21	19	19.79	16	16.67	1	1.04	3.51	

Source : Processed by researchers

**Table 3** Response Respondents To Satisfaction Work (X<sub>3</sub>)

No.	Indicator	Answer Level Respondents											
		SS		S		N		TS		STS		Mean	
		F	%	F	%	F	%	F	%	F	%		
1.	Z <sub>1.1</sub>	11	11.46	74	77.08	4	4.17	6	6.25	1	1.04	3.92	
2.	Z <sub>1.2</sub>	11	11.46	55	57.29	14	14.58	10	10.42	6	6.25	3.57	
3.	Z <sub>1.3</sub>	7	7.29	53	55.21	19	19.79	16	16.67	1	1.04	3.51	
4.	Z <sub>1.4</sub>	7	7.29	55	57.29	17	17.71	16	16.67	1	1.04	3.53	

Source : Processed by researchers

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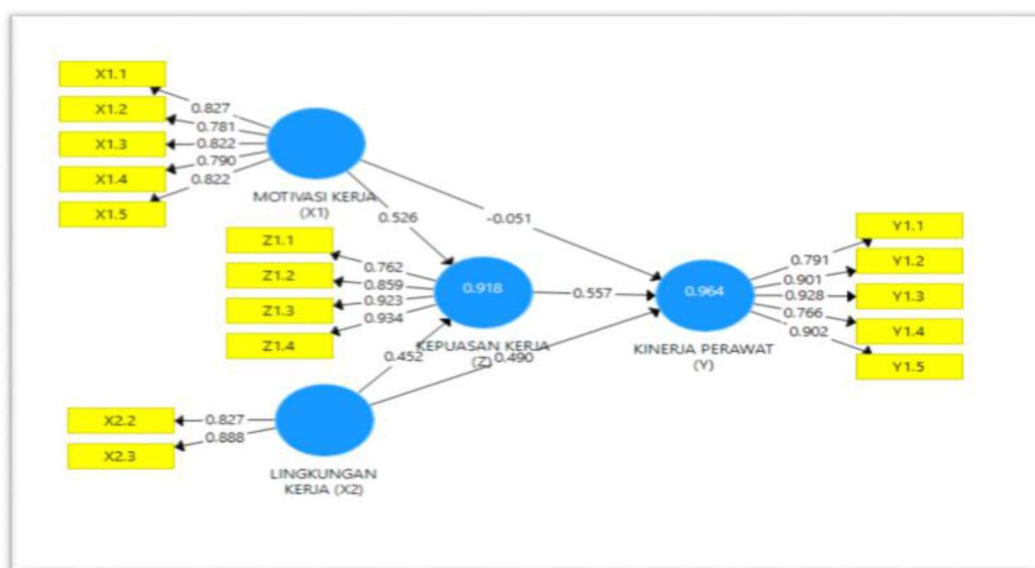
**Table 4** Response Respondents To Satisfaction Work (X<sub>4</sub>)

No.	Indicator	Answer Level Respondents										Mean
		SS		S		N		TS		STS		
		F	%	F	%	F	%	F	%	F	%	
1.	Y <sub>1.1</sub>	16	16.67	55	57.29	14	14.58	10	10.42	1	1.04	3.78
2.	Y <sub>1.2</sub>	7	7.29	43	44.79	29	30.21	16	16.67	1	1.04	3.41
3.	Y <sub>1.3</sub>	7	7.29	44	57.29	19	19.79	14	14.58	1	1.04	3.55
4.	Y <sub>1.4</sub>	13	13.54	58	60.42	14	14.58	10	10.42	1	1.04	3.75
5.	Y <sub>1.5</sub>	5	5.21	50	52.08	24	25	16	16.67	1	1.04	3.44

Source : Processed by researchers

**Evaluate PLS with Software SmartPLS**

For evaluate indicator with use Software SmartPLS PLS Calculate Flowchart algorithm shown in Figure II.



**Figure II.** PLS Calculate Algorithm

**Outer Model ( Measurement Model )**

**Convergent Validity**

Convergent Validity shown from mark factor that reflects strength interrelation between construct with the indicators . If indicator own mark outer loading is lacking from 0.70 should be done Modification ( Ghozali , 2014). Modification meant is with method eliminate / reduce indicators that are considered No fulfil condition . Cross Loading output value that meets condition shown in Table 5.

**Table 5.** Cross Loading Output

	Motivation Work	Environment Work	Satisfaction Work	Nurse Performance
X <sub>1.1</sub>	<b>0.827</b>			
X <sub>1.2</sub>	<b>0.781</b>			
X <sub>1.3</sub>	<b>0.822</b>			
X <sub>1.4</sub>	<b>0.790</b>			
X <sub>1.5</sub>	<b>0.822</b>			
X <sub>2.2</sub>		<b>0.827</b>		
X <sub>2.3</sub>		<b>0.888</b>		
Z <sub>1.1</sub>			<b>0.762</b>	
Z <sub>1.2</sub>			<b>0.859</b>	
Z <sub>1.3</sub>			<b>0.923</b>	
Z <sub>1.4</sub>			<b>0.934</b>	
Y <sub>1.1</sub>				<b>0.791</b>
Y <sub>1.2</sub>				<b>0.901</b>
Y <sub>1.3</sub>				<b>0.928</b>

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Y 1.4	<b>0.766</b>
Y 1.5	<b>0.902</b>

Source : Analysis results SmartPLS

The Average Variance Extracted (AVE) values are shown in Table 6.

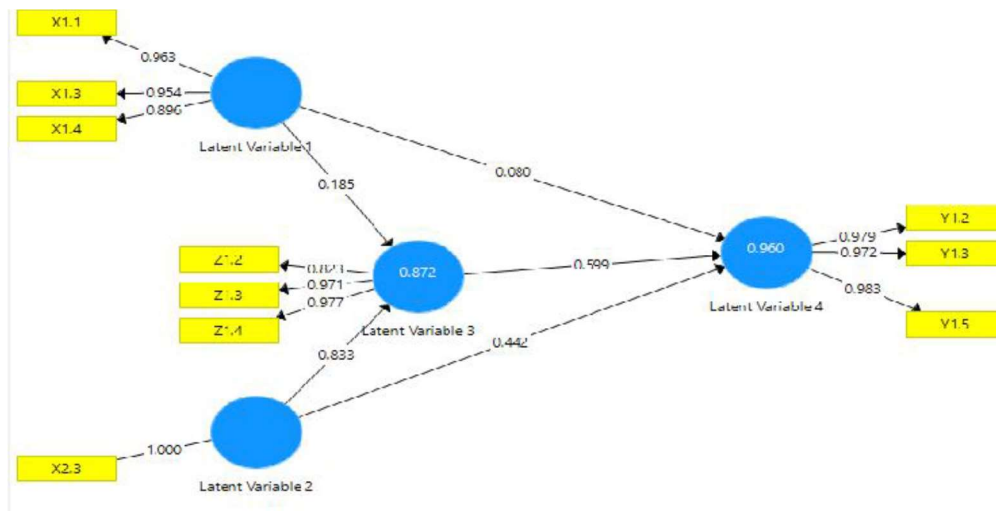
**Table 6.** Output Average Variance Extracted (AVE)

No.	Variables Study	AVE Value
1.	Motivation Work	0.654
2.	Environment Work	0.736
3.	Satisfaction Work	0.760
4.	Nurse Performance	0.740

Source : Analysis results SmartPLS

**Discriminant Validity**

Testing Discriminant Validity done For prove indicators on a construct have mark loading factor the largest in the construct it forms compared to another construct . The test reliability test was conducted construct that is Composite Reliability and Cronbach's Alpha stated reliable If worth above 0.70.



**Figure II.** PLS Calculate Final Algorithm

The Output Cross loading values are shown in Table 7.

**Table 7.** Cross Loading Output

	Motivation Work	Environment Work	Satisfaction Work	Nurse Performance
X 1.1	<b>0.963</b>	<b>0.400</b>	<b>0.510</b>	<b>0.404</b>
X 1.3	<b>0.954</b>	<b>0.403</b>	<b>0.505</b>	<b>0.399</b>
X 1.4	<b>0.896</b>	<b>0.502</b>	<b>0.591</b>	<b>0.510</b>
X 2.3	<b>0.470</b>	<b>1,000</b>	<b>0.920</b>	<b>0.956</b>
Z 1.2	<b>0.691</b>	<b>0.671</b>	<b>0.823</b>	<b>0.675</b>
Z 1.3	<b>0.470</b>	<b>0.934</b>	<b>0.971</b>	<b>0.970</b>
Z 1.4	<b>0.492</b>	<b>0.921</b>	<b>0.977</b>	<b>0.976</b>
Y 1.2	<b>0.451</b>	<b>0.941</b>	<b>0.913</b>	<b>0.979</b>
Y 1.3	<b>0.505</b>	<b>0.907</b>	<b>0.970</b>	<b>0.972</b>
Y 1.5	<b>0.433</b>	<b>0.956</b>	<b>0.927</b>	<b>0.983</b>

Source : Analysis results SmartPLS

The output cross loading values are shown in Table 8.

**Table 8.** Discriminant Validity Values

	Motivation Work	Environment Work	Satisfaction Work	Nurse Performance
Motivation Work	<b>0.938</b>			
Environment Work	<b>0.470</b>	<b>1,000</b>		
Satisfaction Work	<b>0.576</b>	<b>0.920</b>	<b>0.926</b>	
Nurse Performance	<b>0.473</b>	<b>0.956</b>	<b>0.960</b>	<b>0.978</b>

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Source : Analysis results SmartPLS

Based on Table 7 and Table 8 that indicators on construct fulfil condition Discriminant Validity, namely have Loading Factor the largest in the construct it forms than Loading Factor with construct other.

**Cronbach's Alpha**

Testing PLS Calculate End of value algorithm Cronbach's Alpha meets condition with mark above 0.70 as in table 9.

**Table 9.** Output Cronbach's Alpha

No.	Variables Study	Cronbach's Alpha Value
1.	Motivation Work	0.932
2.	Environment Work	1,000
3.	Satisfaction Work	0.916
4.	Nurse Performance	0.977

Source : Analysis results SmartPLS

**Composite Reliability**

Testing PLS Calculate End of value algorithm Composite Reliability fulfil condition with mark above 0.70 as in table 10.

**Table 10.** Output Composite Reliability

No.	Variables Study	Composite Reliability Value
1.	Motivation Work	0.956
2.	Environment Work	1,000
3.	Satisfaction Work	0.948
4.	Nurse Performance	0.985

Source : Analysis results SmartPLS

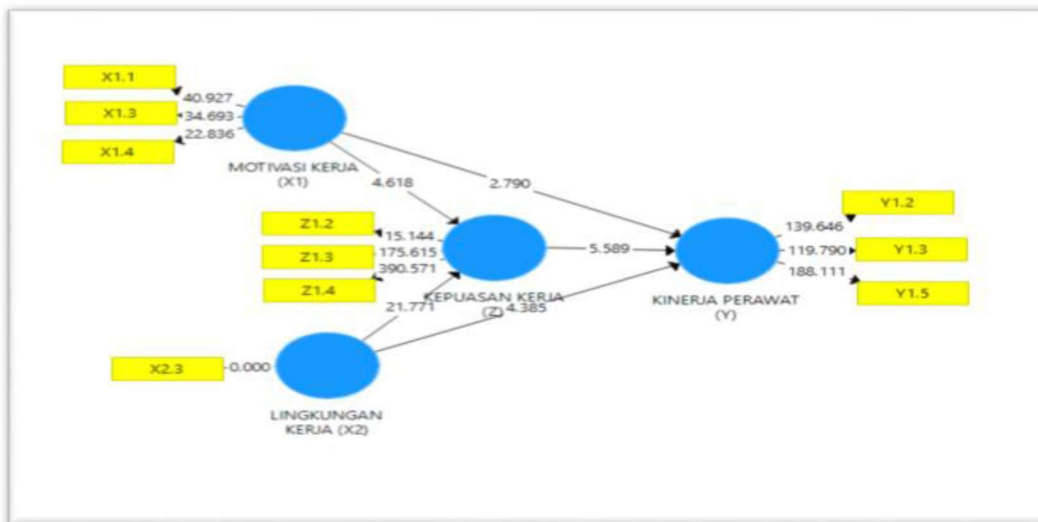
Based on processing of data obtained mark Discriminant Validity, Cronbach's Alpha and Composite Reliability are met condition so can it is said indicators used in the research This valid and reliable .

**InnerModel ( Structural Model )**

For analyze connection between construct using SmartPLS software as shown in Figure III.

**R-Square Test**

R-Square value shows level determination variable exogenous High R -Square Value show level good determination . If the R-square value < 0.3 = weak , the R-square value 0.3-0.6 = moderate , the R-square value > 0.6 = strong .



**Figure III.** Bootstrapping

**Table 10.** Output R-Square

	R-Square Value
Variables Work	0.872 ( above 0.6 = strong )
Nurse Performance Variables	0.960 ( above 0.6 = strong )

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Source : Analysis results SmartPLS

Table 10 shows that results R-Square on influence Motivation Work and Environment Work to Satisfaction Work give mark of 0.872, meaning variable construct Satisfaction Work that can be done explained by variables construct Motivation Work and Environment Work by 87.20%, while The remaining 12.80% is explained by other variables outside those studied . Furthermore influence variable construct Motivation Work and Environment Work and variables Nurse Performance construct to Nurse Performance Variable give mark R-square is 0.960, which means variable Nurse Performance construct that can explained by variables construct Motivation Work and Environment Work by 96%, while The remaining 4% is explained by other variables outside those studied .

#### Significance Test

For evaluate significance of prediction model in Structural model testing can be done seen from mark P-value between variable independent to variable dependent , result from bootstrapping obtained like in Table 11.

**Table 11.** Path Coefficients

No.	Indicator /Item	Original Sample	Sample Mean (M)	Standard Deviation	T-Statistics	P-value
1.	Motivation Work - Satisfaction Work	0.185	0.185	0.042	4.449	0.000
2.	Environment Work - Satisfaction Work	0.833	0.833	0.039	21.214	0.008
3.	Motivation Work - Nurse Performance	0.080	0.081	0.030	2.642	0.008
4.	Environment Work -Nurse Performance	0.442	0.436	0.097	4.581	0.000
5.	Satisfaction Work - Satisfaction Work	0.599	0.605	0.104	5.771	0.000

Source : Analysis results SmartPLS

The values in Table 11 show that testing hypothesis with use application SmartPLS generate 5 influential hypotheses significant .

#### 4. CONCLUSION

Based on analysis 5 potential indicators were obtained or influential in a way significant to satisfaction work and performance nurse COVID-19 Pandemic Period at Jaraga Sasameh General Hospital The Buntok that is : Motivation Work influential positive and significant to satisfaction Work. Environment Work influential positive and significant to satisfaction Work. Motivation Work influential positive and significant to performance nurse. Environment Work influential positive and significant to performance nurse. Satisfaction Work influential positive and significant to performance nurse.

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