

Analysis of the Influence of Intrinsic and Extrinsic Motivation on Nurse Job Satisfaction at RSU Royal Prima Medan In 2022



Bo Qingnan

Master of Management / University Prima, Indonesia

ABSTRACT: Paramedics, especially nurses, are the most dominant workforce in carrying out tasks in the management of hospital organizations. Therefore, it is very necessary to pay attention to the level of satisfaction and comfort of the nurses in working, in order to be able to do their work optimally. This study aims to analyze the influence of intrinsic and extrinsic motivation on nurse job satisfaction. This type of research is quantitative non-experimental with a descriptive approach (cross-sectional survey) and associative analysis. The research was conducted at RSU Royal Prima Medan, in March 2022. The population is 377 people, the technique of determining the number of samples using Structural Equation Modeling (SEM) with the approach used is purposive sampling, a criterion for the inclusion of nurses who want to be respondents. Data analysis uses univariate, bivariate (Chi-Square), and Multivariate (Multiple Linear Regression). The results of the partial analysis, the variables of Award (X1), Achievement (X2), Supervision (X3), Responsibility (X4), have an influence on the variable of job satisfaction with a p-value < 0.05. While the variables of Wages (X5), Work Environment (X6), Status (X7), with a p-value of > 0.05, have no influence on the variable of job satisfaction of implementing nurses at Royal Prima Hospital Medan. The results of the multivariate analysis, that from independent variables, namely Awards, Achievements, Supervision, Responsibilities, which are suspected to affect job satisfaction, the most influential is the responsibility variable with a p-value of 0.002 < 0.05. The OR value obtained is 8,522, meaning a high sense of responsibility, has an 8,522 times chance of affecting the level of job satisfaction of nurses at Royal Prima Hospital Medan.

KEYWORDS: intrinsic, extrinsic, motivation, nurse job satisfaction

I. INTRODUCTION

Health workers as Human Resources (HR) in carrying out health services in hospitals are important and very much needed resources to achieve optimal performance (1). Paramedics, especially nurses, are the most dominant workforce in carrying out tasks in the management of hospital organizations, they have the main task of providing services in the form of health care to individuals, families, groups, and communities in health efforts, disease prevention, disease healing, and recovery and fostering community participation in the context of independence in the health sector (2); (3); (4). Based on Pratama's 2017 research on the effect of intrinsic motivation on the performance of implementing nurses in kindergarten hospitals. IV Pematang Siantar obtained the results of the study with the frequency distribution of achievements of implementing nurses at Tk. IV Pematang Siantar Hospital, it was found that the majority of achievements of implementing nurses in the good category were 28 org (45.9%) and minority in the bad category as many as 15 people (24.6%) (5). This study aims to analyze the influence of intrinsic and extrinsic motivation on job satisfaction of implementing nurses at Royal Prima Hospital Medan in 2022.

II. LITERATUR REVIEW

Intrinsic motivation is something that arises from within the individual, for example activities to obtain certain skills, obtain information and understanding, develop an attitude to succeed, enjoy life, desire to be accepted by others. According to Ridwan (2013) in Sa'diya (2013), intrinsic motivations that affect the performance of nurses are responsibility, recognition from others (awards), achievements, which can be explained as berikut (6):

1. Responsibility is a state of obligation to bear everything both in law and in administration.
2. Recognition from others (appreciation). Awards or rewards for services given to a person or group for behaving well, doing an advantage or achievement, making a contribution, or successfully carrying out a task given according to the set target (7).
3. Achievement is the result of an activity that has been carried out, created either individually or in groups.

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Extrinsic motivation is something that arises due to the existence of influences from outside the individual, such as gifts, praises, solicitations, orders, or coercion from others so that under such circumstances prang wants to do something. According to Frederick Herzberg's Theory in Ena (2021), the dimensions of extrinsic motivation consist of Supervision, wages, work environment, and status (8). Job satisfaction is the general attitude of a person to the work he does. A person with a high level of job satisfaction shows a positive attitude toward his work, while someone dissatisfied with his work shows a negative attitude towards his work (9).

III. RESEARCH METHODS

This type of research is non-experimental quantitative research with a descriptive approach (cross-sectional survey) and associative analysis. The research was conducted at RSU Royal Prima Medan, in March 2022. The population is 377 people, the technique of determining the number of samples using Structural Equation Modeling (SEM). Based on the minimum number of samples that must be taken in this study and the suggestion from Hair et al. which states that the number of samples in the SEM analysis is 100-200, the number of samples taken in this study is determined to be 100 people (10). The approach used is purposive sampling, a criterion for the inclusion of nurses who want to be respondents. Data analysis using univariate, bivariate (Chi-Square), and Multivariate (Multiple Linear Regression).

IV. RESULT

Table 1. Hasil Uji Chi Square

Variable	Job Satisfaction		Total	Pearson Chi-Square Asymp.Sig. (2-sided)
	Not Satisfied	Satisfied		
Appreciation	None	25	34	0.022
	Exist	8	33	
Achievement	None	18	20	0.011
	Exist	15	47	
Supervision	None	13	10	0.004
	Exist	20	57	
Responsibility	Low	25	26	0.000
	Tall	8	41	
Wages	Not According to UMR	31	57	0.342
	Appropriate	2	10	
Work Environment	Uncomfortable	31	59	0.105
	Comfortable	2	8	
Status	No Job Title	33	58	0.129
	There is a Position	1	8	

Source: Processed primary data, 2022.

From Table 1. In this study, the Pearson Chi-Square value of each variable was obtained, with a significance level of 95% ($\alpha = 0.05$). Based on this comparison, the variables Appreciation (X1), Achievement (X2), Supervision (X3), and Responsibility (X4), have a p-value smaller than the signification number of 95% ($\alpha = 0.05$). Based on this comparison, H_a is accepted, meaning that these variables influence the level of Job Satisfaction. While the variables Wages (X5), Work Environment (X6), and Status (X7), have a p-value greater than the signification number of 95% ($\alpha = 0.05$). Based on this comparison, then H_0 is accepted, these variables do not influence Job Satisfaction.

Table 2. Simple Logical Regression Test Results

Variable	P-value	Keterangan
Appreciation	0.004	Candidate
Achievement	0.022	Candidate
Supervision	0.005	Candidate
Responsibility	0.001	Candidate

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Wages	0.211	Not a Candidate
Work Environment	0.187	Not a Candidate
Status	0.082	Not a Candidate

Source: Processed primary data, 2022.

Before multivariate analysis with multiple logistic regression tests, each variable was first tested for its signification level separately. Where variables that have a signification rate of > 0.025 , will be excluded or excluded in the multivariate analysis of double logistic regression. From table 4.6, the results obtained, that the variables Appreciation (x1), Achievement (x2), Supervision (x3), and Responsibility (x4), have a signification value of < 0.025 . Then these variables will be included in the double logistic regression test. As for the variables Specific Product (x5), Implementing Competence (x6), Implementing Behavior (x7), it has a signification value of > 0.025 . Then the variable will not be included in the multivariate model test.

Multivariate Analysis

Table 3. Multivariate Approach

Variable	B	P-value	OR	95% C.I. for EXP(B)	
				Lower	Upper
Appreciation	-0.193	0.644	0.804	0.152	4.422
Achievement	1.023	0.062	2.782	0.962	7.765
Supervision	2.122	0.042	3.031	1.006	9.133
Responsibility	2.016	0.002	8.522	1.438	39.27

Source: Processed primary data, 2022.

Based on Table 3. then it can be explained as follows, that from the independent variables, namely Appreciation, Achievement, Supervision, Responsibility, which are suspected to affect Job Satisfaction, the most influential is the Responsibility variable with a p-value of $0.002 < 0.05$. The OR value obtained is 8,522, meaning a high sense of Responsibility, has an 8,522 times chance of affecting the level of Job Satisfaction of nurses at Royal Prima Hospital Medan.

V. DISCUSSION

1) The Effect of Appreciation on Nurses' Job Satisfaction

Statistically, the Appreciation variable has a p-value (0.022), smaller than the signification number of 95% ($\alpha = 0.05$). Based on this comparison, H_a is accepted, meaning that these variables influence the level of Job Satisfaction of nurses. According to the researcher's assumption, the appreciation given to nurses greatly affects the Job Satisfaction of nurses in the Inpatient Room of the Royal Prima General Hospital Medan. This is to Yuanita's research (2015), where from bivariate analysis, rewards, supervision, working conditions, career development, appreciation, and work groups showed a strong and positive correlation to Job Satisfaction. The results of statistical tests found a significant relationship between all independent variables and dependent variables ($p = 0.0005$) (11). Supported by Rahmawati's research (2017), the results of the analysis of multiple correlation coefficients were close to 1, and the t-test which showed a signification value smaller than 0.05, which was 0.000. So that the second hypothesis is accepted where the Appreciation system has a positive and significant effect on the Job Satisfaction of PT employees. Panca Wana Indonesia Results (12).

2) The Effect of Achievement on Nurse Job Satisfaction.

Statistically, the Achievement variable has a p-value (0.011), smaller than the 95% signification number ($\alpha = 0.05$). Based on this comparison, H_a is accepted, meaning that the variable influences the nurse's Job Satisfaction level. According to the assumptions of existing nurse researchers, good work achievement greatly affects the Job Satisfaction of nurses working in the Inpatient Room of the Royal Prima General Hospital Medan. This is to Laima's research in 2019 concerning the Effect of Job Placement, Workload and Job Satisfaction on Nurse Work Achievement at Talaud Hospital with the results of research obtained (1) Job Placement has a positive and insignificant effect on the Work Achievement of nurses at Talaud Hospital (2) Workload has a positive and significant effect on the Work Achievement of nurses at Talaud Hospital (3) Job Satisfaction has a positive and not significant to the Work Achievement of nurses at Talaud Hospital (4) Job Placement, Workload and Job Satisfaction simultaneously have a significant effect on the Work Achievement of nurses at Talaud Hospital. For the hospital, it must always nourish the composition of the work placement according to the educational background and field of expertise, optimizing the division of nurses' working hours.

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3) The Effect of Supervision on Nurse Job Satisfaction.

Statistically, the Supervision variable has a p-value (0.004), smaller than the 95% signification rate ($\alpha = 0.05$). On the basis of this comparison, H_a is accepted, meaning that the variable has an influence on the nurse's Job Satisfaction level. According to the assumptions of researchers, the existence of good supervisi greatly affects the Job Satisfaction of nurses in working in the Inpatient Room of the Royal Prima General Hospital Medan. This is in accordance with Research by Basri (2018), stating that supervision of the head of the room significantly increases the Job Satisfaction of the implementing nurse in the inpatient room of Imelda Medan's house so that superversion must be maintained in order to maintain the Nurse's Job Satisfaction and at the same time improve the skills and provide a sense of comfort for nurses to work and have a positive impact also on nursing services at Imelda Hospital Medan. (13).

4) The Effect of Responsibility on Nurse Job Satisfaction.

Statistically, the Responsibility variable has a p-value (0.000), smaller than the signification number of 95% ($\alpha = 0.05$). On the basis of this comparison, H_a is accepted, meaning that the variable has an influence on the nurse's Job Satisfaction level. According to the researcher's assumption, the higher the nursing responsibility greatly affects the job satisfaction of nurses in the Inpatient Room of the Royal Prima General Hospital Medan. This is not in accordance with mokodompit's research (2021), the results of multiple linear test studies get a level of well-being affecting Job Satisfaction ($p=0.00$), while Responsibility and motivation do not affect Job Satisfaction ($p=0.371$ and $p=0.415$). Welfare/income has a meaningful influence on the Job Satisfaction of nurses and midwives while Responsibility and motivation have no influence on the Job Satisfaction of nurses and midwives (14).

5) The Effect of Wages on Nurses' Job Satisfaction.

Statistically, the Wages variable has a p-value (0.342), greater than the signification figure of 95% ($\alpha = 0.05$). Based on this comparison, H_0 is accepted, meaning that the variable does not influence the nurse's Job Satisfaction level. According to the assumption of wage researchers, the appropriate UMR does not affect the job satisfaction of nurses working in the Inpatient Room of the Royal Prima Medan General Hospital. This research is not in line with mokodompit's research (2021), where statistical results obtained the influence of welfare / income on Job Satisfaction obtained a t-count value of 3,693 with a signifikansi value of 0.000. This shows that the t-count value is greater than the t-table value of 1.982 and the significance value is smaller than 0.05 which means that welfare/income has a meaningful impact on Job Satisfaction (14).

6) The Effect of Work Environment on Nurses' Job Satisfaction

Statistically, the Work Environment variable has a p-value (0.105), greater than the signification number of 95% ($\alpha = 0.05$). Based on this comparison, H_0 is accepted, meaning that the variable does not influence the nurse's Job Satisfaction level. According to the assumptions of Work Environment researchers, it does not affect the Job Satisfaction of nurses working in the Inpatient Room of the Royal Prima General Hospital Medan. Supported by research by Rahmawati (2017), which states that the Work Environment affects the Job Satisfaction of PT. Panca Wana Indonesia, because it has a partial coefficient of determination (r^2) value that is greater than the Appreciation system variable, which is 0.561. The results of this study show that employees of PT. Panca Wana Indonesia will be more excited and satisfied with the Work Environment at PT. Panca Wana Indonesia. Panca Wana Indonesia (12).

7) Effect of status on nurse Job Satisfaction

Statistically, the status variable has a p-value (0.129), greater than the signification number of 95% ($\alpha = 0.05$). Based on this comparison, H_0 is accepted, meaning that the variable does not influence the nurse's Job Satisfaction level. According to the assumption of researchers, the status of nurses in having a position does not affect the job satisfaction of nurses working in the Inpatient Room of the Royal Prima General Hospital Medan. This research is not in line with Andi's research (2019), where based on the results of the analysis, employee status has a positive and indirectly significant effect on performance through employee Job Satisfaction at UPTD Puskesmas Kajuara seen from the calculation value of 3,686 which is greater than the t-table of 1,669, which means that the mediation parameter has a significant effect (15); (16).

Based on the multivariate analysis, it can be explained as follows, independent variables, namely Appreciation, Achievement, Supervision, and Responsibility are suspected to affect Job Satisfaction. The most influential variable is the Responsibility variable with a p-value of $0.002 < 0.05$. The OR value obtained is 8,522, meaning a high sense of Responsibility, which has an 8,522 times chance of affecting the level of Job Satisfaction of nurses at Royal Prima Hospital Medan.

VI. CONCLUSIONS

After analyzing and discussing the influence of intrinsic and extrinsic motivation on 100 respondents, it was concluded that simultaneously, partially, the variables Appreciation (X1), Achievement (X2), Supervision (X3), Responsibility (X4), influenced the Variable Job Satisfaction with a p-value of < 0.05 . While the variable Wages (X5), Work Environment (X6), and Status (X7), with a

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p-value of > 0.05 , did not influence the variable Job Satisfaction nurses implementer at Royal Prima Hospital Medan. The results of the multivariate analysis, that from independent variables, namely Appreciation, Achievement, Supervision, and Responsibility, which are suspected to affect Job Satisfaction, the most influential is the Responsibility variable with a p-value of $0.002 < 0.05$. The OR value obtained is 8,522, meaning a high sense of Responsibility, has an 8,522 times chance of affecting the level of Job Satisfaction of nurses at Royal Prima Hospital Medan.

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