

CORRELATION OF SUPERVISION, OPPORTUNITIES FOR ADVANCEMENT AND JOB SAFETY WITH SATISFACTION OF PUSKESMAS EMPLOYEES IN NORTH KONAWE DISTRICT

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ABSTRACT

Background: Job satisfaction can motivate an employee health center work, so it will affect the performance of the employee in performing health services for people in the health center. This study aimed to analyze the relationship between surveillance, advanced untu opportunities and job safety of the employee satisfaction Konawe health centers in the North.

Methods: This research is a quantitative research with cross sectional study. The population in this study were all employees of health centers in North Konawe as many as 389 people, while the sample size of 194 respondents were collected by stratified random sampling. Data were collected by questionnaire and analyzed using chi square test and Cramer coefficient.

Results: The results showed that *chi square* of supervision = 40,166, opportunities for advancement = 27,353 and job safety = 12,317. The *chi square* table is 9,488 at $\alpha = 5\%$ and $df = 4$. It means that *chi square* value $>$ *chi square* table.

Conclusion: There was a relationship between supervision, opportunities for advancement, and job safety with job satisfaction of Puskesmas employees in Konawe Utara Regency.

Keywords: Job satisfaction; job safety; opportunity for advancement; supervision

INTRODUCTION

PHC as the spearhead of the health service is expected to be supporting the success of government programs. At the health center employee satisfaction become something that should get the attention of the management of the health center, since PHC is central to peripheral health services. According Luthans in Suryadharma et al (2016) One of the important targets in human resource management in an organization is the creation of job satisfaction, because to obtain optimum performance from employees, it is essential to provide job satisfaction, which in turn will encourage the morale of employees (1).

Job satisfaction is an encouraging emotional state or the general view of the difference of awards received and which should be accepted. Cue and Gianakis expressed job satisfaction is the main thing in theory and practice because it has an impact on the productivity of the work done. Job satisfaction is also a part of life satisfaction, because the work is an important part of life, job satisfaction affects a person's life satisfaction (2). The results are contained alternating impact (spillover effect) which occurs between job satisfaction and life satisfaction (3).

Job satisfaction will affect the expected productivity manager (4). According to Robbins in Dharma (2014) job satisfaction is the general attitude towards one's work, which shows the difference between the number of awards received by workers and the amount they believe they should receive (5).

Job satisfaction can be seen in a person's feelings about his work, it can be reflected in the attitude of employees in their work. Employees who feel the satisfaction of what is acquired then the employee will tend to improve and enhance its performance. The opposite is demonstrated by employees with low job satisfaction, they

will tend to think of his work is a boring thing, because these employees are forced to work with. In reality there are many organizations that are not able to provide job satisfaction to employees, so it can affect the performance of the employees themselves (6).

Based on research conducted by Susanti (2012), job satisfaction has significance for an individual. Job satisfaction is individual, each person has a level of satisfaction varies according to the value system that applies to him. The more aspects of its work in accordance with the desires of the individual, the higher the perceived satisfaction, and vice versa when fewer and fewer aspects of the work in accordance with the desires of the individual, the lower the perceived level of satisfaction (7).

Starting from the description above, employee satisfaction is a phenomenon that needs to be addressed by the leadership of the organization especially those led PHC. Employee satisfaction is closely linked to employee performance. PHC employee who is satisfied with his work would have the motivation, commitment to community health centers and the high labor force participation that will continue to improve their performance in terms of health service to the community at the first level.

Employee Health Center in North Konawe in performing their duties as public servants in the health sector, continues to work professionally despite the environmental conditions where work is felt less conducive namely with the issues of relations with the leaders, the availability of inadequate facilities and lack of availability of tools useful to support the creation of job safety. where the above conditions can affect employee satisfaction Health Center in North Konawe, with the attendance of employees less, the number of requests for transfer to another institution and also the desire to move the task to another area.

Employees who do not feel comfortable in working, underappreciated, and can not develop all the potential they have, then automatically the employee is unable to focus and concentrate fully on the job he did. Employee job dissatisfaction can be identified from the low employee productivity, high absenteeism in the work, and the lack of commitment to the organization, which in turn will affect the quality of health services provided to citizens in Health Care Center.

Considering employee satisfaction is very important for the survival of an organization working in this health center, it is necessary to study what factors are associated with employee satisfaction Health Center in North Konawe.

METHOD

This type of research is quantitative by using a case-control design May to August 2019. This type of research is a quantitative study using cross sectional study design. The population of cases in this study as many as 389 people, while a sample of 194 respondents. The samples in this study conducted by stratified random sampling. Data were collected by questionnaire and analyzed using chi square test.

RESULT

The results of table 1 showed that of the 46 respondents who answered lack of supervision there are 28 respondents (61%) are less work satisfaction, 10 respondents (22%) is enough and 8 (17%) say it works better satisfaction. Of the 79 respondents to the supervision or supervision enough, there were 15 respondents (19%) who expressed less job satisfaction. While 69 respondents saying good supervision there were 27 respondents (39%) who declare less job satisfaction. These results of table 2 showed

that of the 29 respondents who answered an opportunity for less developed there are 14 respondents (48%) less work satisfaction. While 51 respondents stated that the opportunity to progress well, there are 9 respondents (18%) who expressed less satisfaction.

The results of table 3 showed that of the 50 respondents who answered job security is quite contained 28 respondents (56%) who less job satisfaction. There were 15 respondents (15%) with enough job satisfaction due to the availability of personal protective equipment. There are seven respondents (14%) with both job satisfaction. Of the 114 respondents with occupational safety either there are 42 respondents (29%) who expressed less satisfaction at the work.

Table 1
Correlation of Supervision with Job Satisfaction Health Care Center in Konawe

Supervision	Job satisfaction						Total		X ² _{count}	C
	Less		Enough		Good		n	%		
	n	%	n	%	n	%				
Less	28	61%	10	22%	8	17%	46	100%	40.166	0.322
Enough	15	19%	48	61%	16	20%	79	100%		
Good	27	39%	15	22%	27	39%	69	100%		
Total	70	36%	73	38%	51	26%	194	100%		

Table 2
Correlation of Opportunity to Advancement with Job Satisfaction Health Care Center in Konawe

Opportunity for Advancement	Job satisfaction						Total		X ² _{count}	C
	Less		Enough		Good		n	%		
	n	%	n	%	n	%				
Less	14	48%	12	41%	3	10%	29	100%	27.353	0,266
Enough	47	41%	46	40%	21	18%	114	100%		
Good	9	18%	15	29%	27	53%	51	100%		
Total	70	36%	73	38%	51	26%	194	100%		

Table 3
Correlation of Job Safety Distribution with Job Satisfaction Employee
Health Center at North Konawe

Job safety	Job satisfaction						Total		X ² _{count}	C
	Less		Enough		Good		n	%		
	n	%	n	%	n	%				
Enough	28	56%	15	15%	7	14%	50	100%	12.317	0.252
Good	42	29%	58	40%	44	31%	144	100%		
Total	70	36%	73	38%	51	26%	194	100%		

DISSCUSION

Correlation of Supervision with Job Satisfaction Health Care Center in Konawe

Supervision is a process of activities carried out by the leadership of systematically comparing, ascertain and ensure that the aims and objectives and activities of an organization carried out in conformity with the standards, plans, instructions and provisions established organization, and take remedial action and the necessary precautions in order to use resources most effectively and efficiently (8).

The results showed that of the 46 respondents who answered the supervision or lack of supervision there are 28 respondents (61%) are less job satisfaction. The results obtained showed lack of consistency in applying the rules of leadership, a lack of traction leader in providing warnings and the lack of control by the leadership that led to a lack of employee satisfaction. This illustrates that the supervision is one of the factors that can affect an employee job satisfaction (9).

Of the 46 respondents who answered the supervision or supervision less well there were 10 respondents (22%) is enough, this is because although the supervision carried out by the leadership of the respondents are less but still get direction from the leadership of the head health care when respondents have had problems at work. And 8 (17%) say it works better satisfaction this is because the respondent was given the

opportunity to provide valuable input to the development and advancement of health center given although enter not get a direct response from the leadership.

Of the 79 respondents to the supervision or supervision enough, there were 15 respondents (19%) who expressed satisfaction at the work less, and this is despite the leadership of health centers have given an adequate opportunity to submit ideas for development agencies, especially health centers, and also provide guidance sufficient the employee to do the job but because of the lack of traction on the lead in applying the applicable rules then this is what causes the respondents with less job satisfaction. While 69 respondents saying good oversight and supervision there were 27 respondents (39%) who declare less job satisfaction. This is because of factors led to less consistent in applying the rules of supervision success also heavily influenced by a person's leadership ability to monitor a process of completion of a job by using a good attitude. This needs to be supported with good educational background as well, so as to improve employee job satisfaction and impact on the improvement of employee performance and achievement of organizational goals. If the oversight conducted by the leadership is well done, the end result could benefit the organization, where the organization can achieve maximum results. While the benefits for employees are employees can work and serve well (10). Thus the employee will always have a good attitude and strive to work better (11).

Problems encountered in the control or supervision that is less inconsistency in the lead in applying the rules, a lack of supervision of the leadership of subordinates, and a lack of traction leadership and dismissive attitude towards his subordinate leaders for input. To the head of the health center, as leader in the agency should supervise and

undertake efforts to generate and encourage the work of an employee satisfaction by taking into account the aspirations articulated by employees.

The results suggest a link between control or supervision by employee satisfaction Konawe health centers in the North. This study is in line with research conducted on employees in CV Putra Jaya Tama stating that the oversight function of leadership is very important in improving employee satisfaction (12).

Correlation of Opportunity to Advancement with Job Satisfaction Health Care Center in Konawe

Opportunity to advance dnature it is the presence or absence of an employee the opportunity to gain experience and capacity for work , It could be someone who has worked hard, and have the knowledge and knowledge in the field which he struggled, but sometimes lost in competing with others. If it is felt to have these problems, then at least begin to be more introspective and learn anything that is not controlled including so-called with interpersonal skills (13).

These results indicate that of the 29 respondents who answered an opportunity for less developed there are 14 respondents (48%) less work satisfaction. This is because employees are not given a promotion or appreciation for the achievements of the work done, resulting in employees being less active and feel the lack of recognition given by the leadership of the work that has been done (14).

Of the 29 respondents who answered an opportunity for less developed there are 12 respondents (41%) sufficiently and 3 respondents (10%) either was due to the wisdom of the rank and positions open to wide and also other factors such as the position (position) and rank (class) (15). Position (position) Humans generally assume

that a person who works on a higher job will feel more satisfied than employees who work in lower-level jobs. In some studies indicate that it is not always true, but rather a change in the level of the jobs are affecting job satisfaction (15). Rank (group) on employment based differences in the level (class), so that the work gives a certain position on people who do. If there is a wage increase, then more or less would be considered a promotion, and pride in the new position it will change their behavior and feelings (16).

While 51 respondents stated that the opportunity to progress well, there are 9 respondents (18%) who expressed satisfaction less labor is due to the lack of opportunity given by the head of training in terms of increasing the availability of personal or individual in the field of scientific, one example of direct appointment of employees will that will follow the training course held in the monotony of the same person.

The results obtained show the relationship between the opportunity to move forward with employee satisfaction Health Center in North Konawe. Problems found at the opportunity to move forward, namely the lack of promotion or appreciation of the leadership of the employees on job performance has been achieved, less inequality in opportunities for training, this is what caused the dissatisfaction of employee health center in North Konawe, for it is expected that the leadership of justice in terms of providing opportunities to employees in terms of career advancement or promoted and also provide equal opportunities in terms of training. Which is expected to increase employee satisfaction (17).

Correlation of Job Safety Distribution with Job Satisfaction Employee Health Center at North Konawe

Job security is defined as a condition that causes a sense of security in working for an employee, where job security is itself a thing that support the creation of job satisfaction (18). The results showed that of the 50 respondents who answered job security is quite contained 28 respondents (56%) whose job satisfaction is less, it is because they lack the personal protective equipment which is a tool that is needed to avoid the risk of nosocomial infection, for example namely the availability of a mask that minimal amount, causing an employee must use the same mask during the workday. This has resulted in the respondents with less job satisfaction (19).

There were 15 respondents (15%) with ample job satisfaction due to the availability of personal protective equipment, although the number is limited but respondents feel secure themselves to avoid infection, stay awake. This is what causes the respondent with sufficient levels of job satisfaction and there are seven respondents (14%) with both job satisfaction, this situation caused the respondents had felt herself in working security was assured that with the availability of personal protective equipment at the health center where the respondent worked.

Meanwhile, of the 114 respondents with job security either there are 42 respondents (29%) who expressed satisfaction at the work less, this is because although in doing his work has provided the personal protective equipment but there are still some health centers have not completed health center by means of disposal of medical waste so still raised concerns about the incidence of nosocomial infections caused by medical waste flowing through the sewers.

There is a shortage of personal protective equipment which is a tool that is needed to avoid the risk of nosocomial infection is a problem that is found on the safety aspects of the work, so expect the leadership of PHC can be more responsive and faster in terms of the provision of personal protective equipment in the event of a vacancy in stock, as this is needed by employees to support the execution of his work in the ministry. It supported the statement by Putra Kurnia DY et al (2018), entitled relationships supervision, co-workers, wages, job security, working conditions, promotion and the type of work and job satisfaction, which states there is a relationship between job security and job satisfaction of employees (20).

CONCLUSIONS

The conclusions in this study that there is a correlation with the control or supervision of employee satisfaction Health Center in North Konawe and there is a chance to advance relations with employee satisfaction Health Center in North Konawe. There is job security relationship with job satisfaction Health Center in North Konawe. Expected for the health center in this case led health center, as leader of the organization in order to further increase job satisfaction for Employees Health Center so that services provided to the public can also be improved by increasing effective communication and establish a good relationship with employee health center, but it is expected that the leadership of PHC for more consistency in applying the rules and also more active in the improvement of more adequate facilities to support the work being done.

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