

# The relationship between Nurse Job Satisfaction with the Implementation of Sharia-Based Health Services at the Aceh Government Hospital

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## **Abstract:**

**Background:** The application of good sharia services by nurses cannot be separated from the good job satisfaction of nurses. Nurse job satisfaction has an impact on optimal nursing services provided by nurses to patients. The purpose of this study was to determine the relationship between nurse job satisfaction and the implementation of sharia-based health care services at the Aceh Government Hospital

**Materials and Methods:** Types of quantitative research; correlational design with cross sectional study. The population in this study amounted to 573 nurses and a sample of 253 nurses, determining the number of samples using the Isaac and Michael formula, sampling by proportional random sampling. The data collection tool used the Minnesota satisfaction questionnaire and the sharia-based health service implementation questionnaire developed by the author based on the theory from MUKISI. Data analysis used descriptive statistics and Chi Square test.

**Results:** The results showed that 50.6% of nurses at the Aceh Government Hospital were satisfied with their work and 53.4% applied sharia-based health services in the good category. The next result, there is a relationship between nurse job satisfaction and the application of sharia services at the Aceh Government Hospital ( $P$ -value = 0.000). Nurses who have a good level of satisfaction with their work will implement good sharia services as well.

**Key Word:** Nurse job satisfaction, sharia-based health services

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## I. Introduction

The Shari'a-based health care system has become the health care system of choice for present-day society, given that the dominant population in Indonesia is Muslim. The large number of Muslims in Indonesia requires the presence of a Sharia-compliant health care system to assist in the healing and maintenance of health. In addition to becoming a way to increase the faith of a Muslim undergoing treatment and health services. Hospitals must be given more responsibility, not only in health services, but also in efforts to maintain Islamic values in their implementation[1]. The implementation of Sharia Hospitals is guided by the standards and certification instruments of Sharia Hospital. Minimum service standards for sharia hospitals contain 8 things, including reading basmallah on drug administration and action, mandatory training for patient Fiqh (thaharah, prayer guidance for patients and taking), Islamic education (leaflets or clerical books), installation of EKG (electrocardiogram) according to gender, hijab for patients, wearing hijab in operating rooms, scheduling elective surgeries that don't conflict with prayer times, and wearing hijab for breastfeeding mothers. Shari'a hospitals also have 3 indicators of the obligatory quality of shari'a, including patients of the scrotal mouth accompanied by conversations, reminding the times of prayer, the installation of DC according to gender. Where, in implementing it, it involves all staff and health workers in hospitals, particularly nurses[2].

Optimal implementation of sharia-based health services provided by nurses cannot be separated from greater job satisfaction of nurses. Job satisfaction among nurses is an important part of a nurse's life because it will have an impact on patient safety, productivity, performance and service quality [3]. Job satisfaction of nurses is an important issue because, if they are satisfied with their work, it will increase the productivity of nurses' work in implementing Sharia-based health services in hospitals. An organization is reported to be more effective if its job satisfaction level is higher and if the job satisfaction level creates positive behavior [4].

The journal review obtained by Isnainy and Nugraha, with a cross-sectional design, showed that there was a positive influence between reward, job satisfaction and motivation on performance[5]. Argapati, et al., has shown a significant relationship between the work itself and the workplace on job satisfaction. Job satisfaction

among nurses can improve Sharia-based nursing services performed correctly. Along with Yanidrawati, highly satisfied nurses will perform well and also provide good services to patients[6].

The Aceh Government Hospital is the first hospital to be certified for Sharia law in Aceh. The Aceh Government Hospital was reported to have passed and complied with standards as a Shari'a hospital by the DSN-MUI. However, the job satisfaction of nurses at Aceh Government Hospital was not adequately measured. It is important to evaluate the job satisfaction of nurses in hospitals to understand the extent of it, nurses are satisfied with their work to improve their Shari'a performance and services. The subject has never been studied in Indonesia or Aceh. Therefore, it is very important to research the relationship between nurses' job satisfaction and the implementation of Sharia-based health services at the Government of Aceh Regional General Hospital.

## II. Material And Methods

This research is quantitative research with a cross sectional study design conducted at the Aceh Government Regional General Hospital. The objective of the study about the relationship between nurse job satisfaction and the application of Sharia-based health services at Aceh Government Hospital. The Sample of this study was 253 out of 573 nurses in the hospital ward at the Aceh Hospital. Determination of the number of samples using the Isaac and Michael formula, sampling using randomized proportional sampling.

## III. Result

Table 1 shows that the majority of nurses at Aceh Government Hospital are under 35 to 210 years old (83%). The gender of nurses accounts for the majority of females up to 192 (75.9%). the level of education of nurses' majority was Diploma in Nursing education as many as 142 (56.1 %). and working period of less than 10 years as many as 216 (85%).

**Table 1.** Demographic Characteristics (n=253)

Characteristics	n	%
Age (years)		
≤ 35 Years Old	210	83
>35 Years Old	43	17
Gender		
Male	61	24.1
female	192	75.9
Level of education		
Diploma	149	58.9
Bachelor	102	40.3
Master	2	0.8
Employment status		
Civil servant	149	73
Non civil servant	55	27
Years of service		
≤ 10 Years	216	85
>10 Years	37	15

**Table 2.** Job satisfaction Level

Job satisfaction Level	n	%
Satisfied	45	22.1
Un-satisfied	151	74

**Table 3.** Implementation Of Sharia-Based Health Care Services Among Nurses'

Burnout Rate	n	%
Good	135	53.4
Not Good	118	46.6

Table 2 shows the anxiety level of nurses showing that the majority of the anxiety levels of nurses who work in the Pinere ward of the Aceh General Hospital are at a mild to moderate level of anxiety as many as 151 respondents (74%). Table 3. Shows the majority of the depression levels of nurses who work in the Pinere ward at the Aceh Government Regional General Hospital are in the minor depression category as many as 111 respondents (54.4 %). Table 4 shows that the majority of the depression levels of nurses who work in the Pinere ward at the Aceh Government Regional General Hospital are in the Fatigue category as many as 196 respondents (96.1 %).

Table 2 shows that nurses at Aceh Government Hospital were up to 128 (50.6%) satisfied with the work they did. furthermore, table 3 shows that Aceh Government Hospital nurses in delivering Sharia-based health services in the good category up to 135 (53.4%). Hereafter, table 4 illustrates that the job satisfaction of

nurses at the Aceh Government Hospital shows a significant relationship with the implementation of sharia-based health services ( $p = 0.000$ ).

**Table 4.** The relationship between job satisfaction levels and implementation of sharia-based health care services among nurses' at the Aceh General Hospital

Job Satisfaction Levels	Burnout				Total		P-Value
	Good		Not Good		f	%	
	n	%	n	%			
Satisfied	90	68.3	38	59.7	128	100	0.000
Un-satisfied	45	66.7	80	58.3	125	100	
Total	135	53.4	118	46.6	253	100	

#### IV. Discussion

The results of the analysis showed that job satisfaction among Aceh Government Hospital nurses was in the satisfaction category (50.6%). As a result, the satisfaction level of Aceh Government Hospital nurses has yet to meet the minimum service standard of 90%. These results are in line with research conducted by Karmila that the satisfaction level of nurses in three hospitals in Banda Aceh has not yet reached the minimum service standard of 90% [7].

The hospital, as a public health institution, has human resources, the quality of which plays a crucial role in supporting these services. One of the human resources that plays a key role in delivering services in hospitals is the largest number of health care workers. Job satisfaction is one of many factors that can affect a nurse's performance. Indeed, the job satisfaction of nurses will have a major effect on the performance of nurses and will translate into the quality of service produced [8].

The satisfaction of nurses really needs to be studied, since the satisfaction of nurses with their work has a significant impact on the motivation and productivity at work of nurses as they get better. Nurses who are satisfied with the work they do will apply sharia-based services effectively. Job satisfaction among nurses is an important part of a nurse's life because it will affect patient safety, productivity, performance and service quality [3]. The needs of each nurse and make efforts to resolve issues appropriately so that each nurse can achieve a level of satisfaction with their workplace. Job satisfaction for nurses can increase job motivation and productivity, which can ensure good quality services in hospitals.

The results of the analysis of the description of the implementation of sharia-based health services at the government hospital in Aceh are in the good category (53.4%). Shari'a-based behavior is in the good category (61.2%) [9]. The results of the analysis of the questionnaire item on the statement on the application of sharia-based health services obtained the highest value on the statement items remembering prayer times (69.2%) and reading basmallah (62.1%). The indicator of respondents' answers, there is the highest score in the good category, namely reading Basmallah and daily prayers (82.1%) [9]. Reading basmallah in every action taken is an effort and tawakkal from hospital nurses, patients and families. This means that healing comes from Allah so that reading basmallah at the time of administration of medicines and medical measures taken is compulsory in hospitals [10].

One of the principles of Shari'a nursing services, namely to read basmallah, hamdalah, and prayer, caring for people is supposed to be the worship and pleasure of Allah [11]. Muslim nurses will start their actions by reciting verses of the Qur'an such as Al-Fatihah, Al-Baqarah, An-Nas, and Al-Falaq for healing purposes [9]. Nurses as a profession full of responsibility to patients have an obligation to accompany patients and make full efforts to heal patients while still striving to Allah with patients and families so that patients get better health. Nursing services performed according to Shariah principles are forms of nursing activities framed by Islamic and Shariah principles [12]. In this way, nurses should provide optimal health services to patients while applying the principles of Sharia law as an effort to worship God and their responsibilities to patients.

The results of the analysis show that there is a relationship between job satisfaction and the implementation of sharia-based health services ( $p$  value = 0.000). Nurses who are satisfied with their work will perform better and provide better services. This means that if employees can be satisfied, they will be better able to carry out their duties and responsibilities [13]. There is a positive relationship between nurses' job satisfaction and nurses' performance, nurses who have a high level of job satisfaction will perform their work better [6].

The researcher suggests that nurses who are satisfied in the workplace will also provide good health services to patients. Nurses who are satisfied at work at Aceh Government Hospital will be better able to provide Sharia services. The results of this analysis show that 68.3% of nurses who are satisfied with their work are implementing sharia-based services. This is consistent with the statement from Aron that nurses with a higher level of job satisfaction will be better able to deliver services to patients [14].

Nurses' job satisfaction really needs to be assessed and assessed as an indicator of the extent to which nurses' performance is of quality. nurses at the Aceh Government Hospital who are all Muslims have a good understanding of sharia-based health services, so that the implementation of sharia-based health services can be

carried out properly. Nurse job satisfaction can have an impact on the implementation of Sharia-based services. Nurses as the most professions in hospitals and have the longest contact with patients have an obligation to provide optimal health services for patients by continuing to strive and put their trust in Allah for the patient's recovery. Nurses who are satisfied with their work tend to be well motivated at work to also improve their performance. the job satisfaction of the staff will affect the work productivity of the staff, so that the achievement of goals can be more optimal[4]. The increase in nurse performance is due to good nurse job satisfaction and motivation, high nurse job satisfaction will increase the application of good health services, the nursing profession for Muslims is believed to be a profession that is worth worship, serving humans and humanity[12]. The humanist prioritization of the health interests of individuals, families, groups and communities over their own interests using a holistic approach.

## V. Conclusion

The finding from this study is that there is a relationship between nurse job satisfaction and the application of sharia-based services at the Aceh Government Hospital (P-value = 0.000).

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