

Effects of Credentials, Competence, Career Levels and Professionalism on the Satisfaction among Nurses in Psychiatric Hospital, Surakarta Central Java, Indonesia

Suminanto, Istiatin, Sudarwati

Masters Program of Management, Universitas Islam Batik Surakarta, Indonesia

ABSTRACT

Background: Job satisfaction among nurses may be influenced by competency, education, income level, or the work environment, such as the type of facility, management, professional or career development, and access to resources. The purpose of this study was to analyze the effect of credentials, competence, career levels, and professionalism on the satisfaction among nurses in mental hospital.

Subjects and Method: This was an analytic observational study with a cross sectional design. The study was conducted in Surakarta, Central Java, from September to October 2022. A sample of 215 nurses from 22 Surakarta Mental Hospital was selected for this study. The dependent variable was satisfaction of nurses. The independent variables were credential, competence, career levels, and professionalism. The data were collected by questionnaire and analyzed by a multivariate linear regression.

Results: Education master or doctor ($b = 0.05$; 95% CI= 0.03 to 0.15; $p = 0.02$), income ($b = 1.47$; 95% CI= 0.10 to 0.78; $p = 0.04$), competence ($b = 1.20$; 95% CI= 0.07 to 0.32; $p = 0.002$), career levels ($b = 1.08$; 95% CI= 0.05 to 0.35; $p = 0.007$), professionalism ($b = 0.22$; 95% CI= 0.06 to 0.10; $p = 0.005$) increased satisfaction and it was statistically significant. Credentials ($b = 1.11$; 95% CI= 0.006 to 0.67; $p = 0.08$), increased satisfaction, but it was statistically non-significant.

Conclusion: Job satisfaction among nurses increases with high career levels, good competence, good professionalism, good credential, education \geq Diploma III, and high income.

Keywords: career levels, competence, credential, job satisfaction, professionalism, nurse.

Correspondence:

Suminanto. Masters Program of Management, Universitas Islam Batik Surakarta, Indonesia. Jl. Agus Salim 10, Sondakan, Laweyan, Surakarta, Central Java 57147. Email: mr.nannto@gmail.com. Mobile: +62 812-2606-925.

Cite this as:

Suminanto, Tistiatin, Sudarwati (2023). Effects of Credentials, Competence, Career levels and Professionalism on the Satisfaction among Nurses in Psychiatric Hospital, Surakarta Central Java, Indonesia. Health Policy Manage. 08(01): 23-29. <https://doi.org/10.26911/thejhp.2023.08.01.03>.



Journal of Health Policy and Management is licensed under a Creative Commons Attribution-Non Commercial-Share Alike 4.0 International License.

BACKGROUND

Hospitals are considered as the most hazardous centers for providing services in the health system (Ghahremani et al., 2018) and healthcare workers, as the caregivers of patients, are exposed to various occupational hazard include exposure to biological, chemicals, physical, safety, and ergonomic and psychosocial agents (Aluko et al., 2016; Mossburg et al., 2019). Nurses are more at

risk than other working groups due to more communication with patients, long and rotating work shifts, and the resulting exhaustion (Gallant-Roman, 2008) so that the outbreak of occupational hazards has been reported four times more than the other occupations in them (Suzuki et al., 2004).

Job satisfaction, as a positive emotional factor, is one of the most important psychological factors related to employees

and can motivate them (Dai & Akey-Torku, 2020; M. S.-M. Lee et al., 2009).

Lu et al. (2012) defined job satisfaction as not only how an individual feels about their job but also the nature of the job and the individuals' expectation of what their job should provide. To this end, job satisfaction is comprised of various components, including; job conditions, communication, the nature of the work, organisational policies and procedures, remuneration and condition, promotion/ advancement opportunity, recognition/ appreciation, security and supervision / relationships Lu et al., (2012). The factors varied between studies and included adequate staffing and equipment, job security and compensation, opportunity for professional development, supervisor support, autonomy, quality of workplace relationships, and the feeling that one's job makes a difference (Kitajima et al., 2020).

Numerous studies have verified various factors and outcomes related to job satisfaction among nurses over the last few decades (Jang & Oh, 2019; Lu et al., 2019). Professional autonomy, one of the factors affecting job satisfaction (Dilig-Ruiz et al., 2018), is also considered essential to developing nursing professionalism, providing for independent nursing, and improving nursing quality (Labrague et al., 2019; Lee & Oh, 2020).

Job satisfaction has been cited as an important factor contributing to the turnover of nurses and as an antecedent to nursing retention (Al-Rub et al., 2016; Delobelle et al., 2011; Laschinger et al., 2016). Therefore, understanding factors that impact on job satisfaction is important to inform recruitment and retention strategies.

SUBJECTS AND METHOD

1. Study Design

The design of the study used in this study was an observational analytic study with a

cross-sectional approach. The study was conducted in Surakarta Mental Hospital, Central Java, Indonesia. This study was conducted September-October 2022.

2. Population and Sample

The study population was nurses in Surakarta Mental Hospital, Central Java, Indonesia. A sample of 215 nurses was selected by simple random sampling

3. Study Variables

The dependent variable was the satisfaction. The independent variables were credentials, competence, career levels, and professionalism.

4. Operational Definition of Variables

Satisfaction is an affective or emotional response to various aspects of one's job.

Credentials is the component of the profession that regulates its members based on the standards of the nursing profession to determine the minimum requirements for professional development.

Career levels is sequential levels describe a person's career level.

Competence is the ability to carry out or do a job that is based on skills and knowledge and is supported by a work attitude as a nurse.

Professionalism is positive values that come from religion, culture, customs adopted by the profession to carry out the process.

5. Study Instruments

The data were collected by self-made questionnaire. The measurement scale was continuous and transformed into dichotomous.

6. Data Analysis

Univariate analysis was explained in the sample characteristics described in n, mean, SD, min and max, categorical data described in n and percent (%). Bivariate analysis used chi square test to determine correlation between the satisfaction of nurses and the independent variables. Multivariate analysis

used linear regression analysis used the Stata 13 program.

RESULTS

1. Sample Characteristics

Sample characteristics of continuous data were described in table 1. Sample characteristics of categorical data were described in table 2.

2. Bivariate Analysis

The results of the bivariate analysis showed education (OR= 2.01; p= 0.021), income (OR= 1.34; p= 0.038), credential (OR= 8.22; p= 0.0001), competence (OR= 7.01; p= 0.001), career levels (OR= 1.49; p= 0.052), and professionalism (OR= 9.47; p= 0.001), had an effect on improving the satisfaction of nurses and was statistically significant (Table 3).

Table 1. Sample characteristics of continuous data

| Variables | n | Mean | SD | Min. | Max. |
|----------------|-----|------|------|------|------|
| Education | 215 | 0.54 | 0.58 | 0 | 4 |
| Income | 215 | 0.71 | 0.53 | 0 | 2 |
| Credentials | 215 | 0.33 | 0.47 | 0 | 1 |
| Career levels | 215 | 1.08 | 0.89 | 0 | 1 |
| Competence | 215 | 0.11 | 0.33 | 0 | 1 |
| Profesionalism | 215 | 0.33 | 0.47 | 0 | 1 |

Table 2. Sample characteristics of categorical data

| Variables | Frequency | Percentage (%) |
|-----------------------|-----------|----------------|
| Education | | |
| Diploma | 210 | 97.68 |
| Masters and Doctor | 5 | 2.32 |
| Income | | |
| <5,000,000 | 70 | 32.86 |
| >5,000,000 | 233 | 67.14 |
| Credentials | | |
| Good | 144 | 66.98 |
| Poor | 71 | 33.02 |
| Career levels | | |
| Level 1 | 71 | 33.02 |
| >Level 1 | 144 | 66.98 |
| Competence | | |
| Good | 192 | 89.30 |
| Poor | 23 | 10.70 |
| Profesionalism | | |
| Good | 143 | 66.51 |
| Poor | 72 | 33.49 |
| Satisfaction | | |
| High | 178 | 82.79 |
| Low | 37 | 17.21 |

3. Multivariate Analysis

The method used was multivariate linear regression with the help of Stata 13. The results of the multivariate analysis in table 4 show that education diploma (b= 0.05; 95% CI= 0.03 to 0.15; p= 0.02), income (b= 1.47; 95% CI= 0.10 to 0.78; p= 0.04), competence

(b= 1.20; 95% CI= 0.07 to 0.32; p= 0.002), career levels (b= 1.08; 95% CI= 0.05 to 0.35; p= 0.007), professionalism (b= 0.22; 95% CI= 0.06 to 0.10; p= 0.005) increased satisfaction and it was statistically significant. Credentials increased satisfaction (b= 1.11;

95% CI= 0.006 to 0.67; p= 0.08), but it was statistically non-significant.

Table 3. The results of bivariate analysis: Effects of credentials, competence, career levels and professionalism on the satisfaction among nurses

| Independent Variables | Satisfaction | | | | | | OR | p |
|-----------------------|--------------|-------|-----|-------|-------|-------|------|-------|
| | High | | Low | | Total | | | |
| | n | % | n | % | n | % | | |
| Education | | | | | | | | |
| Ref Diploma | 175 | 81.39 | 35 | 16.27 | 210 | 97.66 | 1 | 0.021 |
| Master and Doctor | 4 | 1.86 | 1 | 0.46 | 5 | 2.32 | 2.01 | |
| Income | | | | | | | | |
| Ref <5,000,000 | 59 | 24.44 | 11 | 5.11 | 70 | 32.55 | 1 | 0.038 |
| >5,000,000 | 117 | 54.41 | 28 | 13.02 | 143 | 66.5 | 1.34 | |
| Credentials | | | | | | | | |
| Ref Poor | 10 | 4.65 | 27 | 12.55 | 37 | 17.20 | 1 | 0.001 |
| Good | 134 | 62.32 | 44 | 20.46 | 178 | 82.79 | 8.22 | |
| Career levels | | | | | | | | |
| Ref Level 1 | 63 | 29.30 | 8 | 3.72 | 76 | 35.34 | 1 | 0.052 |
| > Level 1 | 115 | 53.48 | 29 | 13.47 | 144 | 66.96 | 1.49 | |
| Competence | | | | | | | | |
| Ref Poor | 9 | 4.18 | 13 | 6.04 | 22 | 10.23 | 1 | 0.001 |
| Good | 168 | 78.13 | 25 | 11.62 | 192 | 89.30 | 7.01 | |
| Profesionalism | | | | | | | | |
| Ref Poor | 9 | 4.18 | 28 | 13.02 | 37 | 17.20 | 1 | 0.001 |
| Good | 134 | 62.32 | 44 | 20.46 | 178 | 82.79 | 9.47 | |

Table 4. The result of multivariate analysis: Effects of credentials, competence, career levels and professionalism on the satisfaction among nurses

| Independent Variable | Category | Coefficient Regression (b) | CI 95% | | p |
|----------------------|-------------------|----------------------------|-------------|-------------|-------|
| | | | Lower Limit | Upper Limit | |
| Education | Diploma | Ref. | | | |
| | Master and Doctor | 0.05 | 0.03 | 0.15 | 0.020 |
| Income | <Rp 5,000,000 | Ref. | | | |
| | >Rp 5,000,000 | 1.47 | 0.10 | 0.78 | 0.040 |
| Credentials | Poor | Ref. | | | |
| | Good | 1.11 | 0.06 | 0.67 | 0.080 |
| Career levels | Level 1 | Ref. | | | |
| | > Level 1 | 1.08 | 0.05 | 0.35 | 0.007 |
| Competence | Poor | Ref. | | | |
| | Good | 1.20 | 0.07 | 0.32 | 0.002 |
| Profesionalism | Poor | Ref. | | | |
| | Good | 0.022 | 0.06 | 0.10 | 0.005 |

DISCUSSION

1. The effect of education on nurses’s jos satisfaction.

There was a positive effect on the level of education master or doctor on the satisfaction of nurses and was significant. Educa-

tion master or doctor increases the satisfaction of nurses with a logodd of 0.05 units than diploma level.

Study by Tenaw et al., (2021) also found that having a higher degree enhanced the job satisfaction.

2. The effect of income on nurses's job satisfaction.

There was a positive effect on the income on the satisfaction of nurses and was significant. Income more than 5,000,000,00 increases the satisfaction of nurses with a logodds of 1.47 units than less 5,000,000,00.

Study by Kare et al., (2021) also found that increased odds of satisfaction were observed among workers who got a better salary/payment.

3. The effect of credential on nurse job satisfaction.

There was a positive effect on the level of credential on the satisfaction of nurses but was not significant. Good credential of nurses performance increases the satisfaction of nurses with a logodds of 1.11 units than poor credential.

It was supported by Nurina et al., (2016) that stated Credentials is needed by nurse not only as an effort to improve the quality of care, it's also can improve the satisfaction among health providers.

Study by Kare et al., (2021) also suggested that strategies to stimulate and strengthen job satisfaction level can be mitigated by recognition of management and supportive supervision. Therefore, the evaluation of nurse profession through credentials program is encouraged.

4. The effect of career levels on nurse job satisfaction

There was a positive effect on career levels on the satisfaction of nurses but was not significant. Being more than PK1 increases the satisfaction of nurses with a logodds of 1.08 units than Pk1.

It was supported by Ayalew & Workineh (2019) that found modifiable factors such as advancement, recognition and work security positively affect job satisfaction of nurses.

Study by Kare et al., (2021) also suggested that strategies to stimulate and

strengthen job satisfaction level can be mitigated by career developments.

Negussie (2016) also stated that job advancement ($r=0.69$, $P<0.01$) were statically significant and strongly correlated with nurses' job satisfaction.

5. The effect of competence on nurse job satisfaction

There was a positive effect on the level of competence on the satisfaction of nurses but was not significant. Good competence of nurse's performance's increases the satisfaction of nurses with a logodds of 1.120 units than poor competence.

Study by Zakeri et al., (2021) reported that A significant positive relationship was observed between compassion satisfaction and clinical competence. This is consistent with a study by Kim et al., (2015) that showed nurses with higher compassion satisfaction had a high level of clinical competence in their work and that they were less prone to compassion fatigue and burnout.

6. The effect of profesionalism on nurse job satisfaction

There was a positive effect on the level of profesionalis on the satisfaction of nurses but was not significant. Good profesionalism of nurse's performance's increases the satisfaction of nurses with a logodds of 0.22 units than poor profesionalism.

Aloisio et al., (2019) stated higher scores on empowerment (meaning), work engagement (vigor), and work engagement (dedication) were associated with higher job satisfaction. Furthermore, the feeling that a job is worthwhile have been correlated with increased job satisfaction (Robbins, 2004).

AUTHOR CONTRIBUTION

Suminanto was the main researcher. He implemented the study, collected the data, formulated articles of the study and processed data. He also formulate of a framework

of the study, formulate of methods of the study and discussion of the results.

CONFLICT OF INTEREST

There is no conflict of interest in this study.

FUNDING AND SPONSORSHIP

This study is self-funded.

ACKNOWLEDGEMENT

The researchers would like to thank the Mental Hospital in Surakarta, Indonesia for allowing this study to be carried out. Thank you to all respondents who had been willing and cooperative to become subjects of the study.

REFERENCE

- AbuAlRub R, El-Jardal, F, Jamal D, Abu Al-Rub N (2016). Exploring the relationship between work environment, job satisfaction, and intent to stay of Jordanian nurses in underserved areas. *Applied Nursing Research: ANR*, 31, 19–23. Doi: 10.1016/j.apnr.2015.11.014
- Aloisio LD, Gifford WA, McGilton KS, Lalonde M, Estabrooks CA, Squires J E. (2019). Factors Associated With Nurses' Job Satisfaction In Residential Long-term Care: The Importance of Organizational Context. *Journal of the American Medical Directors Association*, 20(12), 1611–1616.e4. Doi: 10.1016/j.jamda.2019.06.020
- Aluko OO, Adebayo AE, Adebisi TF, Ewegbem M, Abidoye, AT, Popoola BF (2016). Knowledge, attitudes and perceptions of occupational hazards and safety practices in Nigerian healthcare workers. *BMC Research Notes*, 9, 71. Doi: 10.1186/s13104-016-1880-2
- Ayalew E, Workineh Y (2019). Job satisfaction and associated factors among nurses in Bahir Dar city administrative, North West Ethiopia, 2017. *BMC Research Notes*, 12(1), 319. Doi: 10.1186/s13104-019-4363-4
- Dai B, Akey-Torku B (2020). The Influence of Managerial Psychology on Job Satisfaction among Healthcare Employees in Ghana. *Healthcare (Basel, Switzerland)*, 8(3). Doi: 10.3390/healthcare8030262
- Delobelle P, Rawlinson JL, Ntuli S, Malatsi I, Decock R, Depoorter AM (2011). Job satisfaction and turnover intent of primary healthcare nurses in rural South Africa: a questionnaire survey. *J. Adv. Nurs.*, 67(2), 371–383. Doi: 10.1111/j.1365-2648.2010.05496.x
- Dilig-Ruiz A, MacDonald I, Demery VM, Vandyk A, Graham ID, Squires JE (2018). Job satisfaction among critical care nurses: A systematic review. *International J. Nurs. Stud.*, 88, 123–134. Doi: 10.1016/j.ijnurstu.2018.08.014
- Gallant-Roman MA (2008). Strategies and tools to reduce workplace violence. *AAOHN*, 56(11), 449–454. Doi: 10.3928/08910162-20081101-04
- Ghahremani E, Parandeh A, Vafadar Z, Ebadi A (2018). Survey of the occupational hazards and related factors in health care workers in military hospitals during 2016-2017. *Mil. Med.*, 20(1), 56–64.
- Jang Y, Oh Y (2019). Impact of ethical factors on job satisfaction among Korean nurses. *Nurs. Ethics*, 26(4), 1186–1198. Doi: 10.1177/0969733017742959
- Kare AP, Gujo AB, Yote NY (2021). Job Satisfaction Level and Associated Factors Among Rural Health Extension Workers of Sidama Region, Southern Ethiopia. *Health serv. res. man*, 8, Doi: 10.1177/23333928211051832
- Kim K, Han Y, Kwak Y, Kim J (2015). Professional Quality of Life and Clinical Competencies among Korean Nurses. *Asian Nursing Research*, 9(3), 200–

206. Doi: 10.1016/j.anr.2015.03.002
- Kitajima M, Miyata C, Tamura K, Kinoshita A, Arai H (2020). Factors associated with the job satisfaction of certified nurses and nurse specialists in cancer care in Japan: Analysis based on the Basic Plan to Promote Cancer Control Programs. *PloS One*, 15(5), e0232336. Doi: 10.1371/journal.pone.0232336
- Labrague LJ, McEnroe-Petitte DM, Tsaras K (2019). Predictors and outcomes of nurse professional autonomy: A cross-sectional study. *Int. J. Nurs. Pract.*, 25(1), e12711. Doi: 10.1111/ijn.12711
- Lee MSM, Lee MB, Liao SC, Chiang FT (2009). Relationship between mental health and job satisfaction among employees in a medical center department of laboratory medicine. *J. Formos. Med. Assoc.* =108(2), 146–154. Doi: 10.1016/S0929-6646(09)60045-0
- Lee Y, Oh Y (2020). Levels, antecedents, and consequences of critical thinking among clinical nurses: a quantitative literature review. *J. Educ. evaluation health Prof.*, 17, 26. Do: 10.3352/jeehp.-2020.17.26
- Lu H, Barriball KL, Zhang X, While AE (2012). Job satisfaction among hospital nurses revisited: a systematic review. *Int J Nurs Stud.* 49(8), 1017–1038. Doi: 10.1016/j.ijnurstu.2011.11.009
- Lu H, Zhao Y, While A (2019). Job satisfaction among hospital nurses: A literature review. *Int J Nurs Stud.* 94: 21–31. Doi: 10.1016/j.ijnurstu.2019.01.011
- Mossburg S, Agore A, Nkimheng M, Commodore-Mensah Y (2019). Occupational Hazards among Health-care Workers in Africa: A Systematic Review. *Annals of Global Health*, 85(1). Doi: 10.5334/aogh.2434
- Negussie N (2016). Job satisfaction of nurses in Jimma University Specialized Teaching Hospital, Ethiopia. *The J. Eryp.*, 91(1), 15–19. Doi: 10.1097/01-EPX.0000480719.14589.89
- Robbins SP (2004). Management of organizational behavior. Parsian A, Arabi SM. Institution of Commercial Studies and Research.
- Spence LHK, Zhu J, Read E (2016). New nurses perceptions of professional practice behaviours, quality of care, job satisfaction and career retention. *J. Nurs. Manag.* 24(5), 656–665. Doi: 10.1111/jonm.12370
- Suzuki K, Ohida T, Kaneita Y, Yokoyama E, Miyake T, Harano S, Yagi Y, et al. (2004). Mental health status, shift work, and occupational accidents among hospital nurses in Japan. *J. Occup. Health*, 46(6), 448–454. Doi: 10.1539/joh.46.448
- Zakeri MA, Bazmandegan G, Ganjeh H, Zakeri M, Mollaahmadi S, Anbariyan A, Kamiab Z (2021). Is nurses' clinical competence associated with their compassion satisfaction, burnout and secondary traumatic stress? A cross-sectional study. *Nursing Open*, 8(1), 354–363. Doi: 10.1002/nop2.636