

IMPROVING NURSE JOB SATISFACTION THROUGH SHARIA SERVICES: A LITERATURE REVIEW

Pangghah Widodo^{1*)}, Madya Sulisno² & Chriswardani Suryawati³

^{1,2}Department of Nursing, Faculty of Medicine, Diponegoro University, Indonesia

³Faculty of Public Health, Diponegoro University, Indonesia

Abstract

Facts regarding nurses' job dissatisfaction in health services are still widely found. Nurse job satisfaction in China is relatively low (average score of 2.48 ± 0.49 on the rating scale 1-5). Nurse job satisfaction in Semarang Indonesia is still low at 46.3%. Problems that arise due to the dissatisfaction of nurses' work are a decrease in the level of patient safety and problems in the field of resource management such as work abstentions, fatigue, and turnover. Sharia service is a form of spiritual service based on the Al Quran and Hades. The aim of this study was to determine efforts to increase nurse job satisfaction through the application of sharia services. The method used in this study is literature review through searching articles/ research journals on the Science Direct website, Pubmed, and the google scholar search engine (Nursing Journal and Health Journal) in 2009-2019 with the keywords: nurse job satisfaction, sharia services. Sharia nursing services can increase nurse job satisfaction because the spiritual needs of nurses are met which can increase self-sensitivity and increase effective self-coping in providing nursing services to patients and make nurses work meaningful so that job satisfaction can be felt. Sharia nursing services can be implemented as an effort to increase nurse job satisfaction.

Keywords: Literature Review; Nurse Job Satisfaction; Sharia Services.

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*) Corresponding author:

Email: hermangga1@yahoo.com

1. Introduction

Job satisfaction is an emotional attitude that is fun and loves the job. Work by the wishes and fun will make nurses feel comfortable at work, so that performance will be better. The satisfaction of nursing staff members about their work is very important (Bacha et al., 2015).

Nurses' job dissatisfaction has various negative impacts which can be a big problem for health institutions in their efforts to provide maximum services for patients. Job dissatisfaction can also cause negative impacts related to resource management (Lu, Zhao, & While, 2019; Nwafor, Immanuel, & Obinwosu, 2015).

Facts regarding nurse's job dissatisfaction in health services are still widely found, some of which is a new study by Li, et al. In China that nurses' job satisfaction in the emergency department is relatively low (average score 2.48 ± 0.49 on rating scale 1-5), and this is significantly related to very high turnover rates. (Li, Zhang, Xiao, Chen, & Lu, 2019) Study by Barahama, et al in Manado Indonesia stated that job satisfaction of nurses in the less satisfied category was 51.7%. (Barahama, Katuuk, & Oroh, 2019) Putri, et al in her study in Semarang Indonesia also mentioned

that the job satisfaction of nurses in the poor category was 46.3% (Nurfrida, Ayun, & Eka, 2018).

Nurse job satisfaction from various studies is known to be related to several factors such as salary or employee benefits, workload, promotion, work environment, supervision, relationships with coworkers, leadership, and spiritual-based nursing services (Li et al., 2019; Lu et al., 2019). Job satisfaction is also reportedly related to internal factors such as education level and work motivation (Bacha et al., 2015). The findings of these factors do not always prove to be consistent from one study to the next depending on various conditions such as the type of work and cultural characteristics of workers.

The application of Islamic teachings or sharia in health services is designed to provide services for Muslim patients in accord by Islamic principles based on the Al Quran and Hades. Muslim patients when receiving treatment in a hospital are faced with various problems such as privacy during treatment, interactions between patients and health workers of different sexes, and the status of treatment received. These problems cause the emergence of demands for the existence of sharia-based health services (Majdah & Khadijah, 2017).

2. Research Methods

The method used in this study is literature review through searching articles/ research journals on the Science Direct website, Pubmed, and the google scholar search engine (Nursing Journal and Health Journal) with the keywords nurse job satisfaction, sharia services. The use of literary sources is 2009-2019 which consists of books, journals/ research articles.

3. Results And Discussion

a. Nurse job satisfaction

Job satisfaction is a description of the extent to which employees have satisfaction (like) or dissatisfaction (dislike) related to their work and is considered a positive concept that describes work behavior (Athar, Ahmad, & Ijaz, 2016; Li et al., 2019). Nurse job satisfaction is influenced by many factors. Factors affecting nurse job satisfaction include salary, workload, promotion, supervision, coworkers, the work itself, work environment, work motivation, managerial / leadership roles, hospital policy and administration, and spiritual-based nursing services (Athar et al., 2016; Barahama et al., 2019; Lilik, Tarisia, & surani Vincencius, 2017; Nurfrida et al., 2018; Sandra & Sondari, 2017; Wolo & Trisnawati, 2015).

A nurse who gets satisfaction in working has several indicators, namely showing the high quality of work, working more productively, staying in the organization or workplace, and can provide satisfaction to customers/patients (Taylor, 2008).

Nurse job satisfaction is very important to fulfill because job satisfaction has an impact on employee performance, customer satisfaction, absenteeism, and job transfer. Job satisfaction has a direct positive effect on work results because satisfaction is a person's feelings or attitudes towards his work. Feelings or positive attitudes will be manifested in maximum work effort and earnest. A good work effort will result in productivity and good work performance by assuming the competencies that are met. Reverse dissatisfaction can result in burnout or fatigue to the job, and this can cause a decrease in performance (Lu et al., 2019; Nwafor et al., 2015; Saryanto & Amboningtyas, 2011).

Job satisfaction has a direct effect on performance. Good performance has a positive impact on customer satisfaction. The effect of employee job satisfaction on consumers is very evident especially in the field of work where the worker is required to interact directly (serving) with consumers. Consumer satisfaction in that context is indeed one of the main indicators of performance (Bacha et al., 2015; Simone, Planta, & Cicotto, 2018).

Employees who have satisfaction with their work show good participation, one of which is shown by the high level of attendance and involvement in work. Employees who have dissatisfaction, on the other hand, will show reluctant behavior at work,

including manifesting in minimal involvement and even absenteeism or absenteeism at work. Work dissatisfaction can also cause employees to feel fatigued from just physical fatigue due to workload (fatigue) to physical fatigue mental towards work (burnout). Fatigue can cause illness which contributes to high work absenteeism (Lu et al., 2019; Nwafor et al., 2015).

Studies that prove the effect of job satisfaction in inhibiting the desire to turnover intention or in other words the impact of dissatisfaction in increasing turnover intention has been done. Dissatisfied employees can intend to move to another place that they feel can provide what they want. Dissatisfaction can cause someone not only to change workplaces but to quit the profession to pursue other professions or no longer work at all (Chien & Yick, 2016; Li et al., 2019; Lu et al., 2019; Simone et al., 2018).

b. Sharia services

Sharia in Arabic "shariah" literally means a straight path (Al-Quran 45:18) or an endless supply of water. The term sharia is used to describe the lifestyle rules (deen) set for us by Allah. Sharia is characterized as a "complete way of life" (social, cultural, military, religious and political), governed from birth to death by Islamic law (Policy, 2010).

Sharia services in the field of nursing care nursing services that consist of minimum service standards of sharia hospitals in the form of reading bismillah on drug delivery and actions, hijab for patients, mandatory training for patient jurisprudence, Islamic education, ECG examination according to gender, wearing hijab for nursing mothers, the use of hijab in the operating room, scheduling of elective surgery is not hampered by prayer time and sharia compulsory quality indicators namely near-death patients accompanied by talqin, reminding prayer times, catheter fitting according to gender (MUKISI, 2017).

Minimum service standards and mandatory indicators of sharia services are basically in the framework of meeting spiritual needs. Spiritual needs are the basic needs needed by every human being. Nurses with high spirituality can treat patients more sensitive to patients' spiritual needs and have more effective coping with the stress faced in providing nursing care (Rohman, 2009).

The application of spirituality has a relationship with nurse job satisfaction where someone with high spirituality previously will enjoy and feel very satisfied with their work. Someone will feel satisfied with the work he does himself. This satisfaction makes one's work meaningful, while the purpose of facilitation from the application of spirituality is to have a meaningful sense of work (Mulyono, 2011).

The results of Arini, Mulyono, and Susilowati's research suggest that the side of

spirituality is related to emotional and intrinsic value of self, it can influence the success of nurses in achieving goals and feeling satisfied at work. In general, what has been done will be more meaningful than just getting a reward. Such conditions make it possible to encourage the willingness of nurses to provide spiritual care so that it is not only physical/biological care that is fulfilled by nurses (Arini, Susilowati, & Mulyono, 2013).

c. The Application of Abraham Maslow's Hierarchy of Needs Theory to Job Satisfaction

Maslow's hierarchical theory is the most widely discussed related to motivation and job satisfaction. Humans work to fulfill the five sets of needs described by Maslow. The needs of a person or society will change along with their growth and development. Jobs that can meet more Maslow's needs are jobs that will produce greater satisfaction for an employee. Employees need support from the company to provide a spiritually full work atmosphere through effective organization and communication among staff (Thiagaraj & Thangaswamy, 2017).

4. Conclusion

Nurse job satisfaction, in general, has a direct positive impact on the quality of nursing services. Nurses who have job satisfaction will produce good performance and support optimal service delivery, which causes patients to be satisfied. Job dissatisfaction can reduce the level of patient safety and satisfaction. Job dissatisfaction is associated with resource management, which can cause work absenteeism, burnout, turnover, and desire to leave the nursing profession (intention to quit). If work dissatisfaction is allowed to drag on, it can reduce the quality of nursing services which can have an impact on the decline in the public image of hospital services and a decrease in the number of patient visits. Therefore, nursing management has a role in making innovation in service with the policy of implementing sharia-based services in nursing in order to meet the spiritual needs of nurses so that nurses at work will have good self-sensitivity and coping more effectively in providing services to patients and making work which is done to be meaningful which can lead to a sense of satisfaction at work.

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Conflict of interest

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5. References

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