

Original Research Article

Factors Affecting Work Satisfaction of the Village Midwives at Sidenreng Rappang Regency, South Sulawesi Province, Indonesia

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ABSTRACT

Introduction: Work satisfaction is something that could improve the capability and competence of an employee especially the village midwives. The village midwives admitted had an important position in maternal and child community health services, in order to avoid dissatisfaction; they should have high motivation, more diligent and perseverance to do their job. The study aimed to examine relationship between factors affecting work satisfaction of the village midwives in Sidenreng Rappang Regency, Indonesia in 2015.

Materials and methods: This study was analytical-observational with cross sectional design, whereas the work, promotion, supervision, incentive, work condition, co-worker become Independent variable and work satisfaction as dependent variable. This study recruited all the midwives about 152 midwives, who work in the community health services in the villages. The data analysis was conducted using the Chi-square test and the Logistic Regression analysis.

Results: The research showed that out of 152 midwives, 92.1% satisfy as village midwives, and only 7.9% dissatisfy as village midwives. The research indicated that the factors correlated with the work satisfaction were the work ($p=0.003$), the promotion ($p=0.019$), the supervision ($p=0.050$), the work condition ($p=0.012$), and the co-worker ($p=0.016$). In addition, it was also found that there was no significant correlation between the incentive and work satisfaction of the village midwives ($p=0.126$). On the other hand, the most significant correlation with the work satisfaction was the work itself ($p=0,000$), Exp (B) 57.5 was greater than any other factors.

Conclusion: This study suggested that supporting facilities and good infrastructures of health service, monitoring and evaluation of the midwives job, then followed by equal incentive and supporting policy will produce work satisfaction.

Keywords: work satisfaction, village midwives.

INTRODUCTION

Work-satisfaction of the employee was the main resources for the organization or related agencies. The organization could improve the capability and the competence of an employee

especially the village midwives. [1] According to Binkesmas, 2009 [2] one of the tasks of a midwife was to reduce the maternal mortality ratio and infant mortality rate. It also became one of the important goals of the Millennium

Development Goals (MDGs) agreed since 2000 by heads of state and representatives from 189 countries of the UN.

Share motivation to the employees became the thing that a manager should be mastery so that the employees would be encouraged to perform the job diligently and with a high quality. The employees would have the perseverance to work and to solve the problem they would face. The midwifery services, especially the village midwives, had an important position in maternal and child health services. However, the midwives felt that they had high workload which was not comparable with their salary. There was also a problem of lack infrastructure. This could lead to job dissatisfaction. ^[3]

The role of village midwives as birth attendants in the equality of health services, particularly maternal and child care was really important. The data showed that the number of birth attendants conducted by midwives in Indonesia continued to increase from 2011 to 2013 i.e. from 58.2%, to 61.7%, and up to 68.6%, while in Sidenreng Rappang from 50.1%, to 58.5%, and up to 65% of birth attendants conducted by midwives. ^[4]

The low coverage of midwifery services could lead to high rate of maternal and infant mortality. Data released by SDKI showed that the Maternal Mortality Rate (MMR) had increased significantly from 228 in 2007, to 359 per 100,000 live births in 2012 in Indonesia. Whereas in Sidenreng Rappang regency, the number of maternal mortality was 19, 12, and 10 cases from 2011 to 2013. While the infant mortality rate was 28, 36, and 21 cases from 2011 to 2013.

According to Robbins and Judge, ^[5] dissatisfaction would lead to the act of withdrawal (turnover), aspiration, loyalty, neglect of duty or aggressive behavior (sabotage, intentional errors, disputes between employees and employers, as well as strikes), causing a decreased of productivity. Kartika and Kalihutu ^[6]

Stated that satisfaction and job dissatisfaction would motivate someone to enjoy his/her job and it would grow the self-awareness of employees to do their job satisfactorily. Job satisfaction was a happy emotional state or positive emotion, which was derived from the assessment of a person's job or work experience. Job satisfaction was the result of employee perception on how their job would contribute to something that considered to be important. ^[7]

Individual with a high needs for achievement would always try to do best performance, and strive to succeed in the workplace. Individual with the need to have power would always strive to be an influential person. Individual with the need of relationship would always strive to establish good relationship and intimate. If this requirement was not fulfilled in the life of individual, after making a maximum effort would lead to a feeling of dissatisfaction and otherwise would emerge the feeling of satisfaction with his/her work. ^[5] Bitner and Marry ^[8] who studied the response, attitude and behavior of health workers toward the contact service, quality of service, and performance of health workers, indicated that the health workers who satisfied with their job would have the behavior to help the patient. Heln ^[9] stated that there was a tendency that satisfied health workers would have an extra-role of better performance than to dissatisfied health workers. While Schneider, Benyamin ^[10] in their research proved that satisfied employees was the main reason for the employees to provide a good service, and the stress experienced by the employees would lead to dissatisfaction that eventually cause the inability to provide good service.

This study aimed to examine relationship between factors affecting work satisfaction of the village midwives in Sidenreng Rappang Regency, Indonesia 2015.

MATERIALS AND METHODS

This research was conducted at the District Health Office Sidenreng Rappang regency. Technically would be carried out at Village Health Post (Poskesdes). Sidenreng Rappang was a regency with an area of 1883, 25km² with 46.72% land, 53.28% mountains. The uneven development and low infrastructure caused the gap between urban and rural population.

This type of research was analytical-observational study with cross sectional design. The cross sectional design was a design which examined the dynamics of the correlation or association between independent variables (employment, promotion, supervision, incentives, co-workers, and working conditions) with the dependent variable (job satisfaction) at the same time (point time approach).^[11]

Population and Sample: The population was all village midwives in Sidenreng Rappang. The sampling was taken by saturated sampling i.e a part of non-probability sampling that all members of the population were taken as the sample (152 respondents)^[12,13]

Data collection: The primary data obtained through interview using questionnaires with village midwives in Sidenreng Rappang. Secondary data collected through District Health Office Report 2014, especially on the number of midwives, obstetric care coverage, the percentage of midwives that left their job, neglect of duty, and complaints during working in the field, as well as other reports.

Data analysis: Data were analyzed using SPSS. Data analysis technique used was univariate analysis to get a general overview of variables, bivariate analysis to see the relationship of two variables: the independent variables (employment, supervision, promotions, incentives, working condition, and co-workers) with the dependent variable (job satisfaction).

Logistic regression analysis was conducted to determine the most dominant variables related to job satisfaction of midwives.^[14]

RESULTS

Characteristic of the Respondents:

Table 1 showed the age distribution of the respondents. It showed that most of the respondents were in the age group of 26-30 years i.e., 64 people (42.1%) and the least was in the age up to 40 years i.e., 11 people (7.2%). Then, the distribution of work-duration of the village midwives. The highest was 4-6 years i.e., 60 people (39.5%). Then, the employment status of the respondents. Most of the respondents were non-permanent employees (PTT) i.e., 113 people (74.3%), and a civil servant (PNS) was only 39 people (25.7%).

Table 1: Characteristic of respondents

Characteristic of Respondents	n	Percent (%)
Age Group (years)		
21 – 25	26	17.1
26 – 30	64	42.1
31 – 35	25	16.4
36 – 40	26	17.1
> 40	11	7.2
Length of Working (years)		
1 – 3	43	28.3
4 – 6	60	39.5
7 – 9	21	13.8
10 – 12	6	3.9
13 – 15	4	2.6
16 – 18	9	5.9
≥ 19	9	5.9
Employment Status		
Government employee	39	25.7
Non- Government employee	113	74.3
Marital Status		
Married	96	63.2
Single	48	31.6
Widow	8	5.3
Education Level		
D3	84	55.3
D4	49	32.2
S1	19	12.5
Total	152	100

Source: Primary Data, 2015

Furthermore, the distribution of education. Most of the respondents were graduated from three-years-diploma of midwifery academy i.e., 84 people (55.3%) and the least was Bachelor degree i.e., 19 people (12.5%). Then, the distribution of the marital status of midwives. Most of the midwives were

married i.e., 96 people (63.2%) and the least was widow i.e., 8 people (5.3%).

Factors Associated With Job Satisfaction of the Respondents: Table 2 showed the result of the statistic test using chi-square test, There was a relationship between employment with job satisfaction ($p = 0.003 \leq 0.05$). There was a relationship between promotion with job satisfaction ($p = 0.019 \leq 0.05$). There was a relationship between supervision with job satisfaction ($p = 0.050 \leq 0.05$). There was a relationship between work-condition with job satisfaction ($p = 0.012 \leq 0.05$). There was a relationship between co-worker with job satisfaction ($p = 0.016 \leq$

0.05). In addition, this study also found that there was no relationship between incentives and job satisfaction ($p = 0.126 > 0.05$).

Factors Associated With The Most Dominant Variable of Job Satisfaction of the Respondents: Table 3 showed the result of logistic regression using backward method of wald. The final model of logistic regression equation in the last stage showed that work- condition had a relationship with job satisfaction ($p = 0.015 \leq 0.05$ and Exp (B) = 6.970). Furthermore, work factors had a relationship with job satisfaction ($p = 0.000 \leq 0.05$ and Exp (B) = 57.5)

Table 2: Factors Associated With Job Satisfaction of the Respondents

Variables	Job satisfaction				Total		p
	Satisfied		Not Satisfied		n	%	
	n	%	n	%			
Employment							p = 0,003
Appropriate	138	93.9	9	6.1	147	100	
Not Appropriate	2	40.0	3	60.0	5	100	
Promotion							p = 0.019
Often	129	94.2	8	5.8	137	100	
Rarely	11	73.3	4	26.7	15	100	
Supervision							p = 0.050
Good	137	93.2	10	6.8	147	100	
Bad	3	60.0	2	40.0	5	100	
Incentive							p = 0.126
Enough	91	94.8	5	5.2	96	100	
Less	49	87.5	7	12.5	56	100	
Working Conditions							P = 0.012
Good	117	95.1	6	4.9	123	100	
Bad	23	79.3	6	20.7	29	100	
Co-Worker							P = 0.016
Good	139	93.3	10	6.7	149	100	
Bad	1	33.3	2	66.7	3	100	
Total	140	92.1	12	7.9	152	100	

Source: Primary Data, 2015

Table 3: Factors Associated With the Most Dominant Variable of Job Satisfaction of the Respondents

Factors	B	Wald	Sig.	Exp(B)	95.0% C.I. for EXP(B)		
					Lower	Upper	
Step 4	Employment	4.052	13.968	.000	57.500	6.868	481.383
	Working Conditions	1.942	5.913	.015	6.970	1.457	33.330
	Co-Worker	2.398	3.202	.074	11.000	.796	152.040
Constant	-13.136	13.903	.000	.000			
Overall Percentage	93,4%						

Source: Primary Data, 2015

DISCUSSION

Job satisfaction was basically an individual assessment on how their job would contribute to meet their needs. The result showed that, in this particular case, there was a relationship between work with job satisfaction ($p = 0.003$). This was

because the midwives had no burden in doing their job.

In addition, they were happy with their job because they could help others in providing health services to help pregnant women and baby-birth. But the midwives felt that they didn't get a good feedback

from the government, especially the problem of salary. Whereas, there was a good feedback from the community. The result of this study was supported by [15] who stated that the work stress would happen because their job was not suitable with their interest, and increasing the workload would become the main factors of job dissatisfaction. Job satisfaction was closely connected with the opportunities to develop their potential and to get a position in their office so that they could meet their needs. This study showed that in this particular case there was a relationship between promotion with job satisfaction ($p = 0.019$). This was because the midwives were given an opportunity to develop their career especially to continue their study. The local government had given an opportunity to develop their potency. However, this study found that it was difficult for the midwives to continue their study due to lack of access to information and long-administrative process. According to [7] stated that the chance to get the promotion was the opportunity to develop their competence that affect to job satisfaction. The same result was found by Cue and Gianakis [16] stated that career development had a direct relevance to the effectiveness of the organization and to the satisfaction of members of the organization.

Job satisfaction of the employee depended on the ability of the supervision to understand the need of their subordinates in financial aspect to the social aspect. This study showed that the main factor so that there was a relationship between supervision with job satisfaction ($p = 0.050$) because there was a good supervision and a good relationship between the supervisor and the midwives. But it was also found that the policy of their superior sometimes it made difficult for the midwives to complete their task. In the case of the village midwives, District Health Office had tried to simplify the task of a midwife, and to add another midwife

in every village. According to Katharine, Miller [17] stated that supervision with good communication to subordinate, as well as providing an opportunity to participate in decision-making would decrease the number of employees to leave the company.

Job satisfaction according to some experts depended on how much compensation was given to the employees as a reward of their services. However, a recent study found that a large compensation could not retain employees. This study found that there was no relationship between incentive with job satisfaction ($p = 0.126$). This was because the midwife was more concerned in helping people that could give them a sense of calmness rather than the salary / incentive. The study also found that midwives felt that there was unfairness in the distribution of incentives especially the calculation between the high workload with their incentive. The result was consistent with Robbins and Judge [5] in their study. The study stated that respondents on average satisfied with all variables studied i.e., their job, supervision and co-worker. But they were not satisfied with the payment and promotion. In another study, it was found that individuals who earned an average of \$ 80,000 were not happier with their job than those who earned less than \$ 80,000.

Job satisfaction was determined by suitable work-condition especially in improving job performance, but the work-condition would have a negative impact if other factors did not support the feeling of satisfied with the job. This study showed that there was a significant relationship between work-condition with job satisfaction ($p = 0.012$). This was because the midwives felt no obstacles in doing their personal activity because there was no matter with the workload because another village midwife could help them to do midwifery tasks. They also felt happy with the location of their workplace since

most of the village midwives were stationed in their birth-place in the village. In addition, it was found that the midwives were strongly disagree with the condition of their work-equipment. Sahyuni [18] stated that job satisfaction was not only related to reward and job-promotion. Work-condition could play a role in improving job satisfaction, especially in relation to working hours that did not conflict with personal activities.

Co-worker played significant role in improving job satisfaction, as a social-need for their relationships with other people need to be achieved in increasing the feeling satisfied. This study showed that there was a relationship between co-worker with job satisfaction ($p = 0.016$). The researcher assumed that the policy to put two midwives in the village had a positive effect on the interaction between colleagues. In addition, co-worker who had a good competence played a role in improving job satisfaction for the midwives.

Another finding indicated that the village midwives stated that there was in harmony with the organization of the profession, but this did not lead to job dissatisfaction. Nugroho [19] stated that the cooperative co-workers were the simplest source of job satisfaction in the individual employee. The result of the study found that the most dominant factors related to job satisfaction were work and work-condition. However, the work of the respondent became the most dominant variable associated with job satisfaction midwife. $P = 0.000$ by $\text{Exp (B)} = 57.500$ (95% CI: 6.88 to 481.383). The result indicated that village midwives who felt that their work was suitable with their expectation would be satisfied 57.5 times compared with the midwives who felt that their work was not suitable with their expectation. This was because the perception of their work suitable with their expectation became the major component in the individual assessment of job

satisfaction. [20] In addition Fidi [21] also said that job satisfaction was formed from an assessment of their job or their experiences that produced happy emotional state or positive emotion.

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