

**EFFECT OF WORK LIFE BALANCE AND WORK
ENVIRONMENT ON EMPLOYEES JOB SATISFACTION IN THE
NURSING DEPARTMENT AT MITRA SEJATI GENERAL
HOSPITAL MEDAN**

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Abstract

This study aims to determine and analyze the effect of work-life balance and the work environment on employee job satisfaction in the nursing department of Mitra Sejati General Hospital Medan. This study uses an associative research method with a quantitative approach. The study population was 530 staff from Mitra Sejati General Hospital in Medan. Research sample consist of 85 nurses which obtained by purposive sampling. Direct distribution of a Likert-scaled questionnaire is used for data collection. The method of data analysis utilized an instrument test of validity, reliability, a classical assumption test, and a hypothesis test utilizing multiple linear regression analysis assisted by SPSS version 25. Based on the findings of the study, the work-life balance variable has a partial effect on job satisfaction, as indicated by t-statistic 4,447 > t-table 1,633. As indicated by the value of t-statistic 3,242 > t-table 1,633, the work environment variable has a partial effect on job satisfaction. Based on simultaneous testing, work-life balance and work environment has a simultaneous influence on job satisfaction variable with a value of F-statistic 7,277 > F-table 3,11, a R value of 0,588 and an Adjusted R Square value of 33%, while the remaining 67% is influenced by other factors not examined in this study.

Keywords: Job Satisfaction, Work Environment, Work-life Balance

1. INTRODUCTION

Every service company must be aware of the ongoing conversation caused by the many complaints coming from the community as service recipients. The number of complaints from the public has encouraged the company to further improve its services to the fullest. By improving service, the recipient of the service will feel satisfied which will then have a good impact on the company's image (Pangabea et al., 2022). Thus, the priority for service companies is to improve service continuously in order to be able to compete and adapt to the current developments.

Failure of a company can occur due to decreased performance and productivity of employees, this will hinder the smooth operation of a company. One way to increase productivity again is to have job satisfaction by the company's movers or referred to as the human resources of the company. The level of satisfaction of each individual must be different. This satisfaction illustrates how the individual feels in doing his work as seen by the positive attitude shown to those around him.

According to Sutrisno (2017) the definition of job satisfaction, namely, individual behavior toward work related to work environment situations, cooperation between co-workers, and matters related to physical and psychological factors. Job satisfaction can be used as an employee benchmark for both workers and companies. When employees

are happy with the work they are doing, then it will have an impact on their loyalty and obedience to the company, but when employees are dissatisfied, it will have the opposite effect employees feel anxious, worried, and lead to quitting from the company.

Based on these explanations, it is very clear that employee job satisfaction is the most important factor to encourage increased productivity and company performance, this also applies to Mitra Sejati General Hospital Medan. Mitra Sejati Hospital is a General Hospital under the auspices of PT Mitra Sejati Husada and was established on October 10, 2001. This hospital is located on Jl. General General AH Nasution, Pangkalan Masyhur, Medan Johor sub-district, Medan City, North Sumatra. Mita Sejati General Hospital Medan has received good accreditation and has met Hospital accreditation standards.

Success in providing maximum service involves several health workers and one of them is a nurse. Manurung (2017) says that a nurse is someone who has successfully completed nursing education and has the ability, skills and authority to use existing knowledge to carry out nursing activities and provide professional services to both healthy and sick people.

Several factors are predicted to affect the job satisfaction of General Hospital nurses. Mitra Sejati Medan, including work-life balance. According to Greenhaus, Collin & Shaw in Laksono & Wardoyo (2019) work-life balance is the extent to which a person is equally satisfied with his work and family responsibilities. The balance between work life is something that must be considered because it affects job satisfaction. Hasibuan (2015) states that The work-life balance program comprises resources for the health and well-being of employees, as well as the care of parents and children. Work-Life Balance is a balance notion that connects ambition or job to life. Not only paying attention how the company's goals are achieved but also should notice the worker's conveyance in carrying out their lives outside of the job.

According to the Indonesian Ministry of Finance, individuals with a good work-life balance will have a superior and more productive employee work ethic, and vice versa, if an individual does not have a good work-life balance, his performance will tend to decline and can damage other areas of his life due to the high demands of work in today's society.

In addition to work-life balance, the work environment is one of the aspects that might influence job satisfaction. There will be a sense of pleasure and security when working in a supportive work environment. According to Kasmir (2016) the work environment can be defined as the atmosphere or conditions in the workplace, including workspace and layout, facilities and infrastructure, and working relationships with colleagues. Good relationships with colleagues and superiors will increase employee morale and performance.

Seeing that human resources are the key to the success of a company, especially companies engaged in services such as hospitals, the hospital is expected to be fair for the dedication that has been given by the nurses. Every nurse or worker has the right to get job satisfaction to increase their work productivity, if productivity increases, the company's image will also be good in the eyes of society, especially in the eyes of patients. The decision to choose a hospital for patients is something that must be considered, both in terms of costs and services. Based on the results of a pre-survey of 25 nurses in Mitra Sejati General Hospital Medan, there are several interesting issues for further research, namely related to the low job satisfaction of nurses influenced by work-

life balance and working environmental conditions that have not gone well in Mitra Sejati General Hospital Medan.

2. LITERATURE REVIEW

2.1. Work-Life Balance

According to Greenhaus, et al. in Laksono & Wardoyo (2019) work-life balance refers to the extent to which a person is equally content with his position at work and in his family. An individual who works will be considered successful when he can balance two roles at once without feeling burdened with one of them. Laksono & Wardoyo (2019) state that work-life balance is defined as the amount of time spent doing work, with time spent on family and doing various things that you enjoy. Unregulated work plans throw home life out of control and can reduce productivity in the workplace as a result.

According to Kirchmayer in Dennira & Ekowati (2020:197) work-life balance is the accumulation of fulfilling experiences in all aspects of life. To do this, personal resources such as energy, time, and dedication must be dispersed effectively throughout all aspects of life. Meanwhile Kofodimos in Dennira & Ekowati (2020:197) mentions that work-life balance leads to a complete, healthy and productive life, including work, play and socializing.

Based on the various definitions of work-life balance or work-life balance from several experts above, it can be concluded that work-life balance or work-life balance is the individual's ability to balance life with work in order to create a harmonious and prosperous situation both in the work environment and outside of work. Individuals will feel satisfied when they are able to balance their work life and manage time as well as possible to avoid work stress.

2.2. Work Environment

According to Kasmir (2016) the term “work environment” can be defined as the situation or setting that surrounds the workplace, such as the layout, rooms, facilities, and infrastructure, as well as working relationships with colleagues. According to Sedarmayanti (2016: 23), the work environment means a place that includes a number of groups and facilities that support achieving company goals and the company's vision and mission.

According to Afandi (2018:66), the work environment is anything that surrounds the employee and influences his performance, such as temperature, humidity, ventilation, lighting, noise, the cleanliness of the work area, and the availability of work equipment. According to Mangkunegara (2017:105), the work environment consists of the physical characteristics of the workplace, the work psychology, and the work norms that might influence job satisfaction and boost work productivity.

On the basis of the preceding definitions, the work environment is a state or circumstance around the workplace that employees experience directly while doing their duties and that can affect corporate performance. Human life is essentially inseparable from the circumstances of the surrounding environment; hence, people will continue to attempt to adapt to the diverse surroundings around them, including the work environment.

2.3. Work Decision

According to Meithiana (2017) job satisfaction, namely a positive attitude related to healthy worker adaptation to working conditions and situations including problems such as wages, social conditions, physical conditions and psychological conditions. Robbins (2017) also provides an understanding of job satisfaction, namely positive feelings as a result of evaluating the characteristics of his work. Then, Handoko (2016) explains that job satisfaction is how employees feel or feel at work, whether the work is enjoyable or not.

Another definition is also explained by Wibowo (2019) that job satisfaction is a positive evaluation of work and work environment, and is the level of happiness experienced by workers. Sutrisno (2017:74) also provides a definition of job satisfaction, namely, individual behavior towards work including work environment situations, cooperation between co-workers, and matters related to physical and psychological factors. Meanwhile, according to Pella (2020) job satisfaction is the feeling of being happy or unhappy that employees feel when they look at their work.

Based on the understanding of the work environment according to some of these experts, it can be concluded that job satisfaction is a feeling of happiness, positive attitude and feedback obtained by workers for the results of the work carried out.

3. RESEARCH METHODS

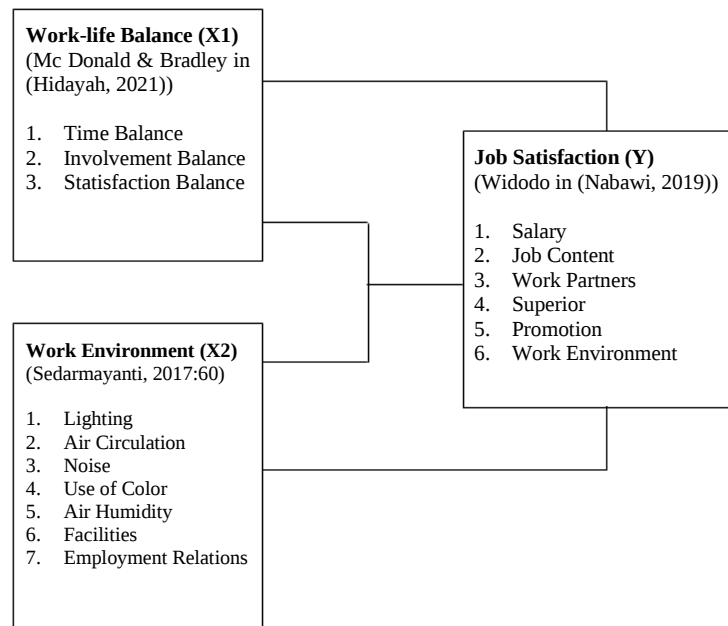
This research utilizes quantitative methodologies. The quantitative approach is a technique for describing, explaining, or summarizing diverse conditions, situations, occurrences, or research variables based on events that can be photographed, interviewed, seen, and communicated through documentary materials (Ramdhan, 2021). This type of research uses descriptive analysis, which is a method for analyzing existing data truthfully, then processing and analyzing it to find out the description of the problem (Febriyanti et al., 2020).

This study uses an associative research method with a quantitative approach. Suliyanto (2018:15) states that The aims of associative research is to examine the relationships or impacts between two or more factors. Job Satisfaction is the dependent variable in this study, with Work-life Balance (X1) and Work Environment (X2) serving as the independent factors (Y). Through this method, it is anticipated to be determined how work-life balance and work environment influence nurse job satisfaction at Mitra Sejati General Hospital in Medan.

This research was performed at Mitra Sejati General Hospital Medan, located on Jl. Jendral Besar A.H. Nasution, Pangkalan Masyhur, Medan Johor sub-district, Medan City, North Sumatra. Sugiyono (2017:116) states that the population consists of objects or subjects with features and attributes determined by researchers for the purpose of study and drawing conclusions. The population included as many as 530 staff from Mitra Sejati General Hospital in Medan.

This study uses a non-probability sampling technique. Sugiyono (2018) states that Non-probability sampling is a sampling method in which not every member of the population has an equal chance of being selected as a sample. Purposive sampling was utilized during the sample process.

This constellation diagram demonstrates the link between the independent and dependent variables.



Source: Processed by the Author (2022)

Figure 1. Theoretical Framework

4. RESULTS AND DISCUSSION

4.1. Research Results

Table 1. Partial Test Results (T Test)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	24,061	6,874		3,500	,001
	Work-Life balance	,568	,151	,050	4,447	,000
	Work Environment	,382	,118	,364	3,242	,002

Source: Data Processing Results (2022)

Based on the table above, the results show that the t-statistic value for each variable is:

- 1) The t-statistic results for the Work-life Balance variable are 4,447 and the t-table value is 1,663. It can be concluded that $t\text{-statistic} > t\text{-table}$ ($4,447 > 1,663$) with a significance value of $0,000 < 0,05$. Based on these results, it can be concluded that the Work-life balance variable has a positive and significant influence on employee Job Satisfaction in the Nursing Department of Mitra Sejati General Hospital Medan and it was concluded that H_{a1} was accepted.

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- 2) The t-statistic results for the Work Environment variable are 3,242 and the t-table value is 1,663, so $t\text{-statistic} > t\text{-table}$ ($3,242 > 1,663$) with a significance value of $0,002 < 0,05$. Based on these results, it can be concluded that the work environment has a positive and significant influence on job satisfaction in the nursing department of Mitra Sejati General Hospital Medan and it was concluded that the hypothesis Ha2 was accepted.

Table 2. Simultaneous Test Results (F Test)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	358.993	2	179.496	7.277	.001 ^b
	Residual	2022.584	82	24.666		
	Total	2381.576	84			

Source: Data Processing Results (2022)

The F-statistic value at a significance level of 0.001 is 7.277, while the F-table value at alpha 5% is 3.11. Therefore, the calculation results indicate that $F\text{-statistic} > F\text{-table}$ ($7,277 > 3,11$), and the significance level is $0.001 < 0.05$ demonstrates that the variables Work-life Balance and Work Environment have a positive and significant effect on the job satisfaction of the nursing department at the Mitra Sejati General Hospital in Medan, hence the third hypothesis is accepted.

Table 3. Coefficient of Determination Results (R² Test)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,588 ^a	,351	,330	4,96645

Source: Data Processing Results (2022)

Based on the table view above, it can be seen as follows:

- 1) A correlation coefficient (R) value of 0,588 is obtained, which means that there is a relationship between the variables Work-life Balance (X1) and the Work Environment (X2) on Job Satisfaction (Y) of 58,8% so that the relationship between these variables can be categorized as close.
- 2) The Adjusted R Square value of 0,330 or the determinant coefficient value shows that the Work-life Balance (X1) and Work Environment (X2) variables on Job Satisfaction (Y) are 33% while the remaining 67% is influenced by other variables not discussed in this study.

4.2. Discussion

4.2.1. Effect of Work-life Balance on Job Satisfaction

The findings of the t-statistic for the variable known as “Work-life Balance” are 4,447, and the value of the t-table is 1,663. It is possible to draw the conclusion that $t\text{-statistic} > t\text{-table}$ ($4,447 > 1,663$) with a significance value of $0,000 < 0,05$. On the basis of these findings, it is possible to draw the conclusion that the Work-life balance variable has a positive and significant influence on employee Job Satisfaction in the Nursing Department of the Mitra Sejati General Hospital in Medan, and it was also possible to draw the conclusion that H_{a1} was accepted.

This is in accordance with the results of research conducted by Ganapathi (2016); Muliawati & Frianto (2020); Suku & Susanty (2022) shows that work life balance affects job satisfaction. Having a work life balance at the company will make employees feel free to balance between work and other commitments such as family, hobbies, art, travel, education, and so on, apart from only focusing on work. Job satisfaction is very important because employees in a business are the most dominant factor in determining the success or failure of business activities (Kaswan, 2017; Larastrini & Adnyani, 2019; Syafrina, 2018).

4.2.2. Effect of the Work Environment on Job Satisfaction

The t-statistic results for the Work Environment variable are 3,242 and the t-table value is 1,663, so $t\text{-statistic} > t\text{-table}$ ($3,242 > 1,663$) with a significance value of $0,002 < 0,05$. Based on these results, it can be concluded that the work environment has a positive and significant influence on job satisfaction in the nursing department of Mitra Sejati General Hospital Medan and it was concluded that the hypothesis H_{a2} was accepted.

The results of the work environment research have an influence on job satisfaction in line with research from Runtu et al. (2022); Thomas et al. (2018). This result is supported by the theory of Robbins & Coulter (2010) that the Work Environment affects Job Satisfaction. According to Mangkunegara (2016) the work environment should have clear job descriptions, adequate authority, challenging work targets, communication patterns, harmonious work relations, a dynamic work climate, career prospects, and adequate work facilities. A demoralizing working environment can have a negative impact on employee morale, which, in turn, can have an adverse effect on employee productivity (Ahyari, 1986).

4.2.3. Effect of Work-life Balance and Work Environment on Job Satisfaction

According to theory of Sutrisno (2017:74), job satisfaction is an individual's behavior towards work related to work environment situations, cooperation between colleagues, and matters related to physical and psychological factors. According to Robbins & Coulter in Aliya & Saragih (2020:84) both work-life balance and work environment, each of which has an influence on job satisfaction.

According to the findings of previous research, which showed that the F-statistic $>$ the F-table ($7,277 > 3,11$), and a significance level of $0,001 < 0,05$ indicated that the variables Work-life Balance and Work Environment together or simultaneously have a positive and significant influence on the job satisfaction of employees working in the nursing department of Mitra Sejati General Hospital Medan, the conclusion that H_{a3} was accepted.

According to the calculations of the coefficient of determination, the relationship between the independent variables work-life balance (X1) and Work Environment (X2) and the dependent variable Job Satisfaction (Y) is positive and classed as extremely near. With an adjusted R-square value of 0.330, the independent factors, namely work-life balance (X1) and work environment (X2), can influence the dependent (tied) variable, namely job satisfaction (Y), by 33%, while the remaining 64,9% is explained by other variables not considered in this study. This research is in line with research conducted by Aliya & Saragih (2020); Indra & Rialmi (2022); Maslichah & Hidayat (2017); Rahma et al. (2021) in which the results of the research conducted by them yielded which is the same as this study, namely that there is a simultaneous relationship between work-life balance and the work environment on job satisfaction.

5. CONCLUSION

On the basis of research findings and discussion regarding the impact of Work-Life Balance and Work Environment on Employee Performance in the Nursing Department of Mitra Sejati General Hospital in Medan, Work-life Balance variable had a positive and significant influence on the Job Satisfaction of the employees in the Nursing Department of Mitra Sejati General Hospital Medan. Likewise, Work Environment variable had a positive and significant influence on the Job Satisfaction of the employees of the Nursing Department of the Mitra Sejati General Hospital Medan. Moreover, Work-Life Balance and Work Environment together or simultaneously have a positive and significant influence on Job Satisfaction of the employees of the Nursing Department of Mitra Sejati General Hospital Medan.

After conducting research, discussion and conclusions from the results that have been obtained, the suggestions that researchers can give are as follows:

- 1) Based on research on the work-life balance variable, it is known that the statistication balance indicator is still low or the balance of satisfaction in Mitra Sejati General Hospital Medan nurses. The author suggests to Mitra Sejati General Hospital Medan always gives awards to nurses who excel so that the nurses have high work enthusiasm so that it will encourage job satisfaction for nurses in Mitra Sejati General Hospital Medan. This satisfaction will make nurses feel comfortable with engagement in their work and in personal life.
- 2) Based on research on work environment variables, it is known that humidity indicators are still low in public Hospitals Mitra Sejati Medan. The author suggests to the Mitra Sejati General Hospital Medan always pays attention to air humidity in order to create a good working environment for employees and patients by adding indoor plants that function to absorb dirty air and excess moisture. Then another method that can be used is to add a purifier or device to control humidity around the nurse station, where this tool was previously only found in inpatient rooms for patients. This will create a healthy, comfortable and conducive work environment which will then increase the morale of the nurses and also have an impact on the job satisfaction of nurses in Mitra Sejati General Hospital Medan.
- 3) Based on research on job satisfaction variables, it is known that the indicators of superiors in Public Hospitals Mitra Sejati Medan are still low. The author suggests

to superiors or leadership of Mitra Sejati General Hospital Medan to pay more attention and provide positive direction and motivation for nurses by always taking the time to see the performance of nurses directly and provide good direction and motivation to nurses. This will have an impact on increasing the job satisfaction of nurses in Mitra Sejati General Hospital Medan.

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