The Relationship Between Job Satisfaction and Nurse Performance in Nursing Documentation at Dr. Wahidin Sudiro Husodo Regional Hospital, Mojokerto City

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Article Info

Abstract

Baground:
Nurse performance has become a trending issue today due to the growing public demand for high-quality services. One aspect of nurse performance that can be assessed is documentation of nursing care.
Aim:
The purpose of this research was to determine the relationship between job satisfaction and nurse performance in nursing documentation at Wahidin Sudirohusodo Regional Hospital, Mojokerto.
Method:
This research method uses a correlation analytic design with a cross-sectional approach. The population in this research is all inpatient nurses at Dr. Wahidin Sudirohusodo General Hospital, Mojokerto City, totaling 87 people. This research instrument is the Minnesota Satisfaction Questionnaire (MSQ) and a nurse performance checklist.
Result:
The results of the research show that almost all respondents are satisfied with their jobs, namely 66 people (93%), and almost all respondents have good performance in nursing care documentation, namely 68 people (95.8%). The results of the Spearman Rho test can be said that p-value = 0.000 with a correlation coefficient of 0.763 so that H1 is accepted.
Conclusion:
Nurses who are satisfied with their jobs have good performance because job satisfaction plays an important role in increasing motivation, commitment, and responsibility towards the tasks they are assigned.

INTRODUCTION

The current global healthcare climate is increasingly competitive, requiring qualified human resources to provide healthcare services to the public *(Bryan & Vitello-Cicciu, 2022)*. Nurses, as frontline healthcare providers, must perform well. Nurse performance has become a trending issue due to the high public demand for high-quality services. One aspect of nurse performance that can be assessed is the documentation of nursing care. Nursing documentation is a crucial asset in supporting the implementation of nursing care *(Afnina & Sartika, 2020)*. Poor documentation reflects the nurse's performance in providing nursing care.

The results of research by Morsy and Ebraheem *(2020)* in Egypt showed that almost half (49.8%) of nurses had low performance levels. Another study was also conducted by Afnina and Sartika *(2020)* at Dr. Mahmud Zubair Idi Regional Hospital, which showed that 44.4% of nurses had poor performance. This is supported by research by Habibi et al. *(2021)* at Sitanala Regional Hospital, which showed that there were still 36.7% of nurses who had poor performance. This study was also supported by Sabebegen and Nainggolan *(2022)* at Sundari Regional Hospital, Medan, which showed that 54.5% of nurses had poor performance. The results of research from several researchers indicate that nurses who should provide good nursing care to patients, but in reality, nurses still have poor performance in carrying out nursing care..

The results of a preliminary study at Dr. Wahidin Sudirohusodo Regional General Hospital, Mojokerto City, on February 14, 2025, on 5 nurses showed that 3 people (60%) had moderate satisfaction, 1 person (20%) had high satisfaction, and 1 person (20%) had low satisfaction with their work. Researchers also observed the performance of nurses in documenting nursing care, the results showed that 3 (60%) assessments were incomplete, 3 (60%) diagnoses were incomplete, 4 (80%) interventions were incomplete and 4 (80%) implementations were incomplete, while the evaluation was incomplete (100%).

Nurse performance is influenced by managerial, intrinsic, and extrinsic factors, management style, career commitment, and coworker presence, work stress and burnout, nurse job satisfaction, environmental factors, administrator performance, role conflict and ambiguity, and relationships between coworkers, physicians, cooperation, and job satisfaction *(Maridi et al., 2023)*. Job satisfaction can be a major factor in improving nurse performance. Job satisfaction is considered a positive emotional state experienced by nurses related to work, performance-related factors, and nurse performance outcomes *(Cho & Kim, 2022)*. Nurses must first be satisfied with their work to be able to perform optimally *(Bryan & Vitello-Cicciu, 2022)*.

Job dissatisfaction results in decreased nurse performance, a lack of social interaction between nurses and their superiors, a lack of social interaction between nurses, poor work time management, less conducive work environment, and a lack of promotion and supervision in working conditions *(Li et al., 2024)*. The impact of nurse dissatisfaction significantly affects work performance, including a poor organizational climate and poor performance *(Arniawan et al., 2023)*. Low nurse performance will impact patient satisfaction. Nurses with low performance will be lazy at work, resulting in suboptimal work results *(Dewi et al., 2021)*.
Efforts that can be made to improve and develop nurse performance include increasing nurse job satisfaction, including implementing organizational culture, organizational commitment, implementing nurse welfare programs, work professionalism, clinical supervision, implementing sharia behavior in nursing services, scheduling management, leadership, democratic leadership, transformational leadership, transformational leadership style, organizational climate, implementing team methods, implementing the professional nursing

practice model (MPKP), and structural empowerment (Arniawan et al., 2023). Nurse performance can also be improved by attending seminars and training to improve knowledge and skills in nursing care, establishing good relationships with colleagues and superiors to ensure comfort in the work environment, being good at managing work management, arriving on time and preparing all tools to be used, completing all nursing documents according to procedures (Tulasi et al., 2021). Based on the above background, researchers are interested in examining the relationship between job satisfaction and nurse performance.

METHOD

Research design is a blueprint that determines the next steps. This design is developed after determining the topic (title) of the research to be conducted. The research design explains the what, why, and how of the problem being studied using the methodological principles discussed previously. This research design uses a correlational analytic method with a cross-sectional approach. Cross-sectional research is a type of research that emphasizes the measurement/observation of independent and dependent variables only once. In this type, the independent and dependent variables are assessed simultaneously at a single point in time, so there is no follow-up (Nursalam, 2021).

A population is the totality of selected variables related to the problem being studied (Nursalam, 2021). The population in this study was all 87 inpatient nurses at Dr. Wahidin Sudirohusodo Regional Hospital in Mojokerto City.

Sampling technique is the process of selecting samples used in research, ensuring that the sample can represent the existing population. This study used probability sampling, meaning that each subject in the population does not have an equal chance of being selected (Kamaruddin et al., 2023). Proportional random sampling is a technique used to obtain a representative sample, with subjects selected from each stratum or region being balanced or proportional to the number of subjects from each region or stratum (Hidayat, 2021).

A sample is a portion of a population selected through specific sampling to represent the population (Nursalam, 2021). The sample used in this study was some of the inpatient nurses at Dr. Wahidin Sudirohusodo Regional Hospital in Mojokerto City.

The sample size is calculated using the Slovin formula. The Slovin formula is commonly used in survey research, where sample sizes are typically very large, requiring a formula to obtain a small sample size that is representative of the entire population. The Slovin formula can be seen using the following notation (Nalendra et al., 2021):

$$n = \frac{N}{1 + N.d^2}$$

$$n = \frac{87}{1 + (87 x 0{,}05^2)}$$

$$n = 71{,}4$$

Description:
n = Number of Samples
N = Population size
d = Percentage of tolerable and desired error (0.05)
Therefore, the sample size used was 71 people. The formula below is used to determine the number of samples in each room.:

$$n = \frac{x}{N} x N1$$

Description:
X: Population stratum size

n: Size of each stratum
N1: Total sample size
N: Total population size
Based on the formula above, the following results are obtained::

Table 1 Research Sample Size

No	Room	Number of Nurses	Sample
1.	Kertawijaya	14	$n = \frac{14}{87} \ x \ 71 = 11 \ respondents$
2.	Hayam Wuruk	16	$n = \frac{16}{87} \ x \ 71 = 13 \ respondents$
3.	Jayanegara	10	$n = \frac{14}{87} \ x \ 71 = 8 \ respondents$
4.	Raden Wijaya	19	$n = \frac{19}{87} \ x \ 71 = 16 \ respondents$
5.	Tribuana	10	$n = \frac{14}{87} \ x \ 71 = 8 \ respondents$
6.	Kencono Wungu	18	$n = \frac{18}{87} \ x \ 71 = 15 \ respondents$
	Total	87	71 respondents

RESULTS AND DISCUSSION

Results :

Table 1 Frequency Distribution of Respondents Based on Characteristics at Dr. Wahidin Sudirohusodo Regional Hospital, Mojokerto City in April 2025

Characteristics	Frequency	Persentase (%)
Age		
26-35 years old	27	38,0
36-45 years old	33	46,5
> 45 years old	11	15,5
Total	71	100
Gender		
Man	12	16,9
Women	59	83,1
Total	71	100
Education		
D3 Keperawatan	8	11,3
S1 Keperawatan/Ners	61	85,9
S2 Keperawatan	2	2,8
Total	71	100
length of work		
< 1 years	0	0
1-3 years	0	0
3-5 years	7	9,9
> 5 years	64	90,1
Total	71	100

Source: Primary Data 2025

The results of the study showed that almost half of the respondents were aged 36-45 years, namely 33 people (46.5%), almost all respondents were women, namely 59 people (83.1%), almost all respondents had a Bachelor's degree in Nursing, namely 61 people (83.1%), almost all respondents had worked for > 5 years, namely 64 people (90.1%).

1. Job satisfaction

Table 2   Frequency Distribution of Respondents Based on Job Satisfaction at Dr. Wahidin Sudirohusodo Regional Hospital, Mojokerto City in April 2025

Job satisfaction	Frequency	Persentase (%)
Satisfie	66	93,0
Enough	5	7,0
Not enough	0	0
Total	71	100,0

Source: Primary Data 2025

The results of the study showed that almost all respondents were satisfied with their jobs, namely 66 people (93%).

2. Nurse Performance

Table 3   Frequency Distribution of Respondents Based on Performance at Dr. Wahidin Sudirohusodo Regional Hospital, Mojokerto City in April 2025

Performance	Frekuensi	%
Good	68	95,8
Enough	3	4,2
not enough	0	0
Total	71	100

Source: Primary Data 2025

Table 3 shows that almost all respondents had good performance in documenting nursing care, namely 68 people (95.8%).

Table 4 Cross Tabulation Between Job Satisfaction and Nurse Performance in Nursing Documentation at Dr. Wahidin Sudirohusodo Regional Hospital, Mojokerto City in April 2025

Job satisfaction	Performance						Total	
	Good		Enough		not enough			
	F	%	F	%	F	%	F	%
Satisfied	66	93,0	0	0	0	0	66	93,0
quite satisfied	2	2,8	3	4,2	0	0	5	7,0
less satisfied	0	0	0	0	0	0	0	0
Total	68	95,8	3	4,2	0	0	71	100
Uji Spearman Rho	pvalue=0,000			koefisien korelasi=0,763				

Source: primery data 2025

Table 4 shows that 93% of respondents who are satisfied with their jobs have good performance in nursing documentation, and 4.2% of respondents who are quite satisfied with their jobs have adequate performance in nursing documentation.

The results of the Spearman Rho test can be said that p-value = 0.000 with a correlation coefficient of 0.763 so that H1 is accepted, meaning that there is a strong relationship between job satisfaction and nurse performance in nursing documentation, the direction of the relationship is positive where the higher the job satisfaction, the better the nurse performance at Dr. Wahidin Sudirohusodo Regional General Hospital, Mojokerto City.

Discussion :

This study shows that the majority of nurses at Dr. Wahidin Sudirohusodo Regional General Hospital in Mojokerto City are satisfied with their jobs. The most dominant indicator influencing job satisfaction is Activity, where documentation is perceived to increase productivity and motivation, while not increasing the workload. Other aspects such as Compensation and Supervision also contribute positively because nurses feel that the rewards are commensurate with the documentation burden and there is structured socialization from hospital management. This is in line with the findings of Maridi et al. (2023) who stated that most nurses are satisfied with their jobs. Job satisfaction is influenced by various factors such as motivation, work environment, management role (Nursalam, 2020), work situation, personality, values, social influence (Yulia, 2020), fulfillment of needs, fairness, genetic components (Putra, 2021), as well as psychological, physical, and financial factors (Mulyana et al., 2021).

Nurses view documentation as part of improving their competence and legal protection (ability utilization), motivating them to develop (advancement), and providing satisfaction even when done independently (co-workers). They also demonstrate a high sense of responsibility and confidence in carrying out their duties (social service), and appreciate supervision from hospital management.

Age, education, and length of service also play a role. Nurses aged 36–45 years tend to be more satisfied due to their more mature experience and better adaptability (Hamdiah, 2021; Elysa & Ariyanti, 2022). A high level of education (the majority have a bachelor's degree in nursing) also contributes to satisfaction because they have higher professional expectations and a desire for self-development (Lestari et al., 2024; Rizany et al., 2022; Lastari et al., 2023). A length of service of more than 5 years also contributes to satisfaction because it provides experience and emotional stability in the work environment (Rahayu, 2022; Robbins & Judge, 2021).

Nurses' performance in documenting nursing care was also considered good. The most prominent indicator was nursing assessment, with the highest average score (4.92), conducted systematically according to guidelines (Mubarak, 2020). Nursing diagnosis was also quite good (score 4.82), with nurses able to formulate diagnoses based on gaps in health status and life function (Kamitsuru & Heather, 2018). Intervention received the lowest score (4.87) because not all nurses involved clients and families in the action plan (Setiadi, 2016). Implementation (4.86) and evaluation (4.86) were carried out well, although there were shortcomings in active client participation and the scope of evaluation of client aspects

(Mubarak, 2020). Nursing documentation was also good (4.86), although some still copied formats from seniors rather than official guidelines (Mubarak, 2020).

Adulthood provides mental readiness for nursing services (Muthiah et al., 2022), and higher education increases professional responsibility and service quality (Dewi et al., 2021; Chamariyah et al., 2023; Amir & Ningsih, 2021). Working experience of >5 years has a positive effect on task understanding and work quality (Handayani et al., 2022; Hasanah & Maharani, 2022).

The Spearman Rho test results indicate a strong positive relationship between job satisfaction and nurse performance, where higher job satisfaction leads to better performance. Job satisfaction is a key factor in increasing motivation, commitment, and responsibility towards tasks (Cho & Kim, 2022; Bryan & Vitello-Cicciu, 2022). A review by Locke (2022) showed that the correlation between satisfaction and performance is greater than previously thought, with satisfied employees being more productive and work units with high levels of satisfaction tending to be more profitable.

Satisfied nurses demonstrate enthusiasm in assessment, intervention, and documentation, and feel valued and protected. They also collaborate well, demonstrating high focus and precision in their work. Conversely, nurses with moderate job satisfaction still demonstrate standard performance but lack initiative. This can be caused by a mismatch between expectations and reality, such as limited facilities, suboptimal rewards, or a suboptimal work system.

However, there are also nurses with moderate job satisfaction who still demonstrate good performance, driven by intrinsic motivation, personal values, and ethical commitment to the profession. These factors indicate that job satisfaction is not the sole driver of performance, but that professional values and responsibilities also play a significant role.

CONCLUSION

Job satisfaction among nurses at Dr. Wahidin Sudirohusodo Regional General Hospital in Mojokerto City is generally high, and this is in line with the nurses' performance, which is also considered good. There is a positive relationship between job satisfaction and nurse performance in nursing documentation, where the higher the level of job satisfaction, the better the nurses' performance in carrying out nursing documentation..

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AUTHOR CONTRIBUTION STATEMENT

1) *[AA]: Fully responsible for designing, collecting data, analyzing and compiling the content as a whole.*

2) *[WE]: The first supervisor provides conceptual direction, methodological supervision, and correction in writing and analyzing data.*
3) *[DB]: the second supervisor who also provides input in the development of the theoretical framework and the discussion of results.*

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