





**Original Article**

**Health Workers' Job Satisfaction in the Era of National Health Insurance: Services and Working Conditions**

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ARTICLE INFO	ABSTRACT
<p>Article History:            Submit : Oct 8, 2022            Revised : Nov 6, 2022            Accepted : Dec 18, 2022</p> <p>Keywords:            Health Workers. Job Satisfaction,            National Health Insurance,            Services, Working Conditions</p>	<p><b>Background:</b> A person's perception of their level of justice (equity) at work is reflected in their level of job satisfaction. The nature of the work, salary, supervision, and relationships among coworkers are all factors that affect how satisfied one is with one's job. The number of patients treated by the Puskesmas in the National Health Insurance (JKN) is rising, with 586,893 persons (94.55%) in Jambi City enrolled as JKN participants at the Puskesmas. This study aimed to ascertain the relationship between services and working circumstances and the job satisfaction of healthcare professionals at the Jambi City Health Center in 2021 during the National Health Insurance (JKN) era.</p> <p><b>Methods:</b> A cross-sectional design method was used in this investigation. The study's population comprised six hundred fifty-three healthcare professionals, and 92 respondents were nurses. Services and working circumstances are the study's independent variables, while job conditions are its dependent variable. Questionnaires are measurement devices. Univariate and bivariate data analyses were performed (using the chi-square test = 0.05).</p> <p><b>Results:</b> Determine the association between the independent and dependent variables using bivariate Chi-Square analysis. The findings indicated that the relationship between job satisfaction and services had a p-value of 0.037, where 0.05. The correlation between favourable working conditions and job satisfaction is 0.023, with 0.05 as the reference value.</p> <p><b>Conclusion:</b> In conclusion, there is a correlation between the services provided and the job happiness of healthcare professionals at the Jambi City Health Center and between working circumstances and job satisfaction.</p>

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-  *"Cite this as* : Noerjoedianto, D., Meisafitri, D., & Hubaybah. Health Workers' Job Satisfaction in the Era of National Health Insurance: Services and Working Conditions. Journal of Applied Nursing and Health, 4(2). <https://doi.org/10.55018/janh.v4i2.70>

**Introduction**

The importance of health services demands that the government build services so that people have access to their health needs. The government developed health services in early

2014. The government gradually led to Universal Health Coverage (UHC) through the launch of the National Health Insurance (JKN) program organized by the Health Social Security Administering Body (BPJS). The advantages are individual health services as a



whole, in the form of health improvement services (promotive), disease prevention (preventive), treatment (curative), and recovery (rehabilitative), including drugs and medical consumables according to need. (Republik Indonesia, 2004)

The coverage of JKN participation is based on data per the total population of Indonesia. In July 2021, the number of Indonesians participating in JKN was recorded at 225.48 million, of which 83.10% of Indonesia's population had become JKN participants. This figure misses the government's target of promising one hundred per cent achievement in 2017. The development of the number of JKN participants in Indonesia is very low compared to Thailand, which has succeeded in increasing its population coverage for national health insurance from 70% to 100% in 2002. The delay in membership gets worse when the problem of the health insurance financing deficit problem gets bigger (Herawati et al., 2020). Indonesia's UHC service coverage index in 2020 is worth 59, which is still relatively low compared to other countries such as Thailand, which is worth 83, and Malaysia, which is worth 76. And Myanmar, which is worth 61. (UHC2030, 2021)

In the era of National Health Insurance (JKN), Puskesmas is one of the health institutions that play an important role in advancing health development. The Puskesmas is also the spearhead of services to achieve community health status, which is implementing the Health Service program in the Regency/City. Currently, Puskesmas are required to improve the skills and talents of their human resources in order to carry out professional and quality health services. (Setiawan, 2017)

Health worker satisfaction is closely related to professional health workers' satisfaction in health facilities. Job satisfaction is an emotional condition in the form of pleasant or unpleasant things in a person seeing his work. In other words, job satisfaction is a picture of a person's feelings towards his job. A person

with high job satisfaction leads positive (good) behaviour toward his job. On the other hand, a person with low job satisfaction has negative (bad) feelings toward his job. (Kawiana, 2020)

In Jambi Province in 2019, the number of personnel serving in the health sector decreased from 2018, which was 18,682 people to 18,015 people, 14,578 health workers, and 3,437 health support personnel. Medical personnel also decreased from 1,663 people in 2018 to 1,136 medical personnel in 2019, consisting of 7,011 nurses and 4,067 midwives. The other 3,500 people are across pharmaceutical, physical therapy, medical, and technical staff (BPS Provinsi Jambi, 2020). Meanwhile, the number of patients treated by the Puskesmas in the JKN era increased. Every time the number of JKN participants changes and even continues to increase. In Jambi Province, JKN participation reached 2,753,639 people, or 77.5%. Meanwhile, on September 30, 2021, Jambi City recorded the highest number of JKN participants in Jambi Province. Of all Jambi City Health Centers, 586,893 people, or 94.55% of the entire population of Jambi City, have been registered as JKN participants. The number of visits until September 2021 reached 1,703,915 people, while the number of referrals reached 126,689. (BPJS Jambi, 2021)

According to Robbins (1996), the factors that encourage job satisfaction are mentally challenging work, appropriate compensation, supportive coworkers, good working conditions, and personal compatibility with work (Awaluddin, 2018). In principle, a person works with the hope of getting paid commensurate with the quality of his work. If it is comparable, then performance will increase. With the increase in the number of JKN patients being treated and tend to increase, the high workload with limited facilities will impact job dissatisfaction.

Health centres that provide services for JKN participants receive capitation payments from BPJS following the specified capitation norms. BPJS will pay for the FKTP in Jambi

City based on the total number of participants registered or registered with the FKTP, regardless of the number and category of health services provided. The JKN capitation funds in FKTP will be fully used for services and to support the operational costs of health services. The capitation is set at 75% for JKN services at FKTP for health and non-health workers and 25% for operational costs of all total JKN capitation funds. (Walikota Jambi, 2016)

The level of satisfaction of health workers about the magnitude of services is one of the markers of the success of BPJS services to health facilities. Thus, services affect job satisfaction. The higher the profit received, the more satisfied the person is at work (Arifin et al., 2018). According to Setiawan's research (2017) there is a positive relationship between the size of JKN services and the job satisfaction of Puskesmas employees, which means that the higher the JKN services received by employees, the higher job satisfaction (Setiawan, 2017)

In addition to compensation for the number of services, working conditions also affect employee satisfaction. Despite the importance of this influence, many companies are still a little concerned about their employees' work environment, causing inappropriate work (Lupita et al., 2019). The work area or working conditions are all facilities and infrastructure near an employee who carries out his work that can affect workers' performance. The work environment is an aspect that is directly related to work, so it needs to be considered.

According to Krisnaldy (2019), the work environment partially impacts employee job satisfaction (Krisnaldy et al., 2019). In line with what was studied by Lupita et al. (2019), the influence of the work environment at the Join, Kotabaru, and North Cikampek Health Centers significantly affects job satisfaction. Based on the description above, the researcher is interested in researching the relationship between services and working conditions in the JKN era in Jambi City in 2021.

## Methods

This research is quantitative with a cross-sectional approach. The dependent variable, namely the satisfaction of health workers. The independent variable: Services and Working Conditions. The population in this study were all health workers in the Jambi City Health Center, with a total of 653 people. This research was conducted at Puskesmas in Jambi City, Putri Ayu Health Center, Simpang IV Sipin, Pakuan Baru, Talang Bakung, Rawasari, Simpang Kawat, Paal V, and Paal X. The reason for choosing the location is Based on BPJS data in 2021. The Puskesmas has The highest number of JKN participants in Jambi City. The number of samples is 92 respondents for data analysis using statistical software applications. This research has ethical clearance.

## Results

Characteristics of respondents in this study include age, gender, last education, years of service, and employment status. The distribution of respondents' identities can be seen in the following table:

Table 1. Frequency Distribution Based on Characteristics of Respondents

No	Characteristics of Respondent	Frequency [f]	Percentage [%]
Age (years)			
1	20-29	1	1.1
	30-39	23	25.0
	40-49	47	51.1
	50-59	21	22.8
Gender			
2	Male	3	3.3
	Female	89	96.7
Last Education			
3	SMA/SMK	1	1.1
	DIII	71	77.2
	DIV	3	3.3
	Sarjana	17	18.5

Working Time (Years)			
4	2-12	38	41.3
	13-23	38	41.3
	24-34	13	14.1
	35-45	3	3.3
Employment Status			
5	PNS	90	97.8
	Contract Worker	2	2.4
Total		92	100

The table above shows that the majority of respondents are aged 40-49 years as many as 47 respondents (51.1%), with the majority of respondents being female, as many as 89 (96.7%), with the most education being DIII as many as 71 respondents (77.2%), the most years of service were at 2-12 years and 13-23 years, each with 38 respondents (41.3%), and the highest employment status was PNS servants with 90 respondents (97.8%).

Table 2. Distribution of Respondents' Variable Characteristics

No	Characteristics of Respondent	Frequency [f]	Percentage [%]
Job Satisfaction			
1	Dissatisfied	54	58.7
	Satisfied	38	41.3
Services			
2	Bad	62	67.4
	Good	30	32.6
Working Conditions			
3	Bad	54	58.7
	Good	38	41.3
Total		92	100

The table above explains that for job satisfaction among nursing staff in this study, as many as 54 respondents (58.7%) were dissatisfied. Service variables of as many as 62 respondents (67.4%) are not good, and variable working conditions of as many as 54 respondents (58.7%) are not good.

Table 3. Cross Tabulation of the Relationship between Services and Job Satisfaction of Health Workers at the Jambi City Health Center in 2021

Services	Job Satisfaction				Total	
	Dissatisfied	Satisfied				
	N	%	n	%	n	%
Bad	41	66.1	21	33.9	62	100
Good	13	43.3	17	56.7	30	100
Total	54	58.7	38	41.3	92	100
<i>P-Value</i>			0.037			
PR (95% CI)			2.553 (1.045-6.238)			

Based on table 3. above, it is explained that of the 62 respondents "Bad" in services, there are 41 respondents (66.1%) felt dissatisfied at work. Meanwhile, of the 30 respondents who were "Good" in the service, there were 13 respondents who were dissatisfied at work.

The results of the statistical test with chi-square obtained the value of = 0.037, which is smaller than = 0.05 ( $p < 0.05$ ), so that  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a relationship between service delivery and job satisfaction of health workers at the Jambi City Health Center. Calculation of risk estimate obtained PR 2.553 ( $OR > 1$ ) with 95% CI = 2.553 (1.045-6.238), indicating that respondents with good services are more likely to be satisfied with their work 2.553 times than respondents with poor services.

Table 4. Cross-tabulation of the Relationship between Working Conditions and Job Satisfaction of Health Workers at the Jambi City Health Center in 2021

Working Conditions	Job Satisfaction				Total	
	Dissatisfied	Satisfied				
	N	%	n	%	n	%
Bad	37	68.5	17	31.5	54	100
Good	17	44.7	21	55.3	38	100
Total	76	84.4	14	15.6	90	100
<i>P-Value</i>			0.023			
PR (95% CI)			2.689 (1.138-6.350)			



Based on the table above, it is explained that from 54 respondents' "Not Good" in working conditions, 37 respondents (68.5%) feel dissatisfied at work. While 38 respondents were "Good" in working conditions, 17 (44.7%) felt dissatisfied at work.

The results of statistical tests with chi-square value obtained = 0.023, which is smaller than = 0.05 ( $p < 0.05$ ) so that  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a relationship between working conditions and job satisfaction of health workers at the Jambi City Health Center. Calculation of risk estimate obtained PR 2.689 ( $OR > 1$ ) with 95% CI = 2.689 (1.138-6.350), indicating that respondents with good working conditions are more likely to be satisfied with their work 2.689 times than respondents with poor working conditions.

## Discussion

### 1. Job Satisfaction of Health Workers at the Jambi City Health Center

Job satisfaction in this study includes satisfaction with compensation (JKN services), satisfaction with coworkers, satisfaction with the work itself, and satisfaction with the suitability of personality with work. The results showed that most of the health workers at the Jambi City Health Center were dissatisfied with their work, with a proportion of 58.7%.

Employees who get job satisfaction will carry out their work better. Employees who do not get job satisfaction will never reach psychological maturity, which will cause frustration. Employees like this will often daydream, have low morale, get bored and tired quickly, be emotionally unstable, often absent, and do activities that have nothing to do with the work to be done. (Silaban, 2018)

This is in line with research conducted by Gunawan & Kusniawati (2019) for nursing employees at the Cipaku Subdistrict Health Center, Ciamis Regency, where 56% of

employees answered that they were not satisfied and 44% of employees said they were satisfied. The reason the employees are dissatisfied with their work is that they, in addition to carrying out tasks according to their fields, also do other tasks, which are not their work, so the work results are not satisfactory. (Gunawan & Kusniawati, 2019)

### 2. Services for Health Workers at the Jambi City Health Center

The services in this study include satisfaction with the distribution of services in the JKN era. The results showed that most of the health workers at the Jambi City Health Center were dissatisfied with JKN services, with a proportion of 67.4%. This study's results align with research by Afrida et al. (2018) conducted at the Aceh Besar Health Center. Respondents who are not satisfied with the JKN service distribution system are higher at 55.56% of respondents compared to respondents who are satisfied at 44.44%. (Yanti et al., 2018)

The amount of services obtained by health workers is based on the calculation of the percentage of attendance multiplied by the type of workforce plus years of service, dual administrative tasks, and program responsibilities held per total number of points. The utilization of capitation funds that can be used for health services is at least 60% of the capitation fund receipts. Health services are paid for the services of health and non-health workers (civil servants, contract, non-permanent) who provide services at the FKTP. (Winanda & Nindrea, 2017).

### 3. Working Conditions of Health Workers at the Jambi City Health Center

The working conditions in this study include noise, cleanliness, facilities, security, attention, and support from leaders, and smooth communication in the work environment. The results showed that most of the health workers at the Jambi City Health

Center were in poor working conditions, with a proportion of 58.7%.

The working conditions referred to in this study relate to the physical and non-physical work environment. The physical work environment includes all physical conditions around the workplace that can directly or indirectly affect employees. At the same time, the non-physical work environment is the condition of the employee's work environment in which there is a good relationship between subordinates and superiors. (Azdanal et al., 2021)

Research conducted by Rizqi (2019) suggests that the work environment has a positive influence of 0.773, meaning that the work environment contributes in the same direction as 0.773, so if the work environment increases or increases positively, performance will also increase. Vice versa, if the environment decreases, job satisfaction will also decrease. (Rizqi, 2019).

#### 4. Relationship of Services to Job Satisfaction

The results of the bivariate analysis carried out in the study obtained the value of  $\beta = 0.037$ , which is smaller than  $\alpha = 0.05$  ( $p < 0.05$ ), so there is a relationship between services and job satisfaction. In line with research conducted by Aziz & Thahja (2017), there is a relationship between the number of services provided by the Social Security Administration and the level of job satisfaction in providing health services at the Mojowarno Health Center, Jombang Regency. So services affect job satisfaction; the greater the services received, the more satisfied a person is at work. It will affect further performance in the hope that it will be further improved. (Aziz & Tjahja, 2015)

Given the importance of distributing compensation for employees, it is only natural that the Puskesmas create a system in such a way that the compensation given to its employees meets various requirements, namely: compensation must be able to meet minimum needs, compensation must be able to

increase, compensation must be able to generate enthusiasm and enthusiasm for work, compensation must be fair, compensation should not be static, the composition of the compensation provided. (Handayono & Utomo, 2019)

Following the principles of equity theory, someone will feel satisfied or dissatisfied depending on whether the job feels there is justice (equity) or not for a work situation. This dissatisfaction or satisfaction from a person is obtained by comparing himself with others in his organization or similar individuals in other organizations. (Winanda & Nindrea, 2017)

In addition to being fair, timeliness in providing compensation to employees must also be considered because timeliness in giving salaries can provide an example of discipline in time and work. In practice, there are still delays in the disbursement of services. This is due to the delay in assessing indicators by Puskesmas officers, who will be sent to BPJS every month. Apart from that, when viewed from the perspective of health workers, they complain that they are not satisfied with receiving services because they are not balanced with a fairly high workload. (Winanda & Nindrea, 2017)

According to Winanda, it is necessary to calculate the workload of health workers to see whether the capitation services provided and the tasks at the Puskesmas are in line with the workload provided so that by knowing the amount of workload, there is acceptance of services not only based on educational background, years of service, attendance. And performance, but also based on workload calculations. This is necessary so that the compensation received by health workers is felt to be fair and equitable based on the existing workload. (Winanda & Nindrea, 2017)

With the arrangement for the distribution of service funds at the Puskesmas based on the principle of justice, mutual understanding, and tolerance, at least problems in receiving services that are felt to be insufficient can be

objectively accounted for by taking into account the workload as well.

### 5. The Relationship of Working Conditions to Job Satisfaction

The results of the bivariate analysis carried out in the study obtained the value of  $r = 0.023$ , which is smaller than  $r = 0.05$  ( $p < 0.05$ ), so there is a relationship between working conditions and job satisfaction.

The results of this study are in line with those carried out by Mita & Maulana (2020) at the Baubau City Hospital, showing that there is a significant relationship between working conditions and job satisfaction with a very weak correlation strength and the direction of the positive relationship means that the better the working conditions in a room, the better the satisfaction. Nurse work. However, research results state that job stress harms job satisfaction. This means that even though someone experiences work stress at work, this does not cause job satisfaction to not be achieved. (Mita & Maulana, 2020)

Working conditions, both physical and non-physical, can affect the performance of employees in carrying out their duties, and this can affect the company in achieving its goals. To create such a situation, support from various parties is needed because a comfortable and healthy work environment is a non-financial component that contributes to job satisfaction for employees in doing their jobs. (Lupita et al., 2019)

In this study, 54 respondents (58.7%) stated that the working conditions were not good. Meanwhile, according to As'ad (in Handayono, 2019), a sense of security in the work atmosphere can encourage employees to be more dedicated to completing the tasks given by the leadership, both in a safe atmosphere before work, at work, and after work. This kind of safe working conditions, as well as being supported by colleagues who can be invited to cooperate in various activities, is the desire of every employee in every agency or organization. (Handayono & Utomo, 2019)

In line with research by Yuanita (2019), the relationship between working conditions and job satisfaction of implementing nurses shows a strong and positive correlation, meaning that the higher the satisfaction of implementing nurses with working conditions, the higher the job satisfaction of implementing nurses. Safe, comfortable, clean working conditions, neat arrangement of workspaces, and good and adequate work facilities can positively impact the performance of implementing nurses. (Yuanita, 2019)

In such a situation, it is expected that employees can work optimally and are happy with their work so that their performance increases which are marked by higher quality service output.

### Authors Contributions.

The author carries out tasks from data collection, data analysis, making discussions to making manuscripts.

### Conflicts of Interest.

There is no conflict of interest

### Acknowledgement

Thank you to the respondents and to those who have helped in this research.

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