

# Perception Analysis and Remuneration on Job Satisfaction of Health Officers at Nonggunong Public Health Center, Sumenep Regency

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## ABSTRACT

Health services at the puskesmas to patients include medical services, medical rehabilitation and care services. These services are carried out through emergency units, outpatient units and inpatient units. Patient services at the puskesmas cannot be separated from the role of nurses. The purpose of this study is to analyze the effect of perception and remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency. The design of this research is an observational quantitative research with a cross sectional approach with the focus of the research being directed at analyzing the effect of perception and remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency. The total population of 135 respondents and a sample of 101 respondents were taken using the Accidental Sampling technique. From the results of the study it was found that almost half of the respondents have a good category perception as many as 46 respondents (46%). Almost half of the respondents have sufficient remuneration category as many as 46 respondents (46%). Almost half of the respondents have a high category of job satisfaction as many as 52 respondents (52%). Based on the results of Multiple Linear Regression analysis shows that with a p-value of  $0.000 < 0.05$  then H1 is accepted so it can be concluded that simultaneously there is the effect of perception and remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency with an effect of 80.1%. It is hoped that health workers will be able to work better and be able to dedicate their energy and thoughts to improve the quality of health.

**Keywords:** job, perception, remuneration, satisfaction

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## INTRODUCTION

Health services at the puskesmas to patients include medical services, medical rehabilitation and care services. These services are carried out through emergency units, outpatient units and inpatient units. Patient services at the puskesmas cannot be separated from the role of nurses. Nurses have an important role as implementing medical actions, supervising or controlling the condition and development of patients who are being treated. Nurses are people who care for and care for other

people who have health problems (Rifiani et al, 2013). Nurses in addition to having intellectual, interpersonal, and technical abilities, must also have autonomy and are willing to take risks, be responsible, and be accountable for all their actions.

Nurses at work must be professional. With this work, nurses are expected to get job satisfaction. Job satisfaction reflects the degree to which a person likes his job. Formally defined, job satisfaction is an affective or emotional response to various aspects of one's work (Kreitner, 2014). According to Juliansyah (2013), job satisfaction factors include; pay satisfaction, promotion satisfaction, supervision satisfaction, coworker satisfaction, and satisfaction with the work itself.

Based on a preliminary study conducted by researchers on January 11, 2021 to 10 health workers at the Nonggunong Public Health Center, Sumenep Regency, it was found that a number of 7 respondents (70%) had low job satisfaction where this was due to a lack of appreciation from superiors, causing the perception of health workers about his job is not good. While a number of 3 respondents (30%) have high job satisfaction where the health worker feels what he gets at work is quite appropriate and he really appreciates his work as a health worker.

According to Gilmer in Sopiah (2013), suggests aspects of work, salary, company management, supervision, intrinsic factors of work, working conditions, social aspects of work, communication, and co-workers. Gibson (1995), mentions aspects that affect job satisfaction, namely; wages, jobs, promotions, supervisors, and coworkers. Meanwhile, according to Robbins (1996) cited by Badeni (2013), the factors that influence job satisfaction are the work itself, salary, co-workers, superiors, promotions, work environment. The nurse's job satisfaction factor is very important to be considered by the puskesmas.

According to Gilmer in Sopiah (2013), suggests aspects of work, salary, company management, supervision, work intrinsic factors, working conditions, social aspects of work, communication, and co-workers. Gibson (1995), mentions aspects that affect job satisfaction, namely; wages, jobs, promotions, supervisors, and coworkers. According to Wexley and Yulk (1992), the work aspects that influence employee job satisfaction are; wages, work, supervision, co-workers, work materials, job security, and promotions. Meanwhile, according to Stephen P. Robbins (1996) quoted by Badeni (2013).

Giving fair and decent salaries to employees can increase job satisfaction. A decent salary leads to the satisfaction of all needs, including food, clothing, and housing, as well as for their families or dependents. Research conducted by Ayamowo (2013) says that the factors of work equipment and the difference or accuracy of salary payments are the most important factors that can increase nurse job satisfaction.

Research Farhadjafari et al (2014) said that the level of staff satisfaction at Tehran's Teching Hospital was in the low category including the salary or benefits factor and policy management. While research Noor et al (2010) argues that rewards or salaries have a significant influence on job satisfaction.

Harmonious human relationships mean a social system in which people trust each other, respect each other. This is important to note so that it affects good communication between employees, can improve employee performance, employees feel comfortable working, and are less likely to stop working. Research conducted by Jahrami et al (2011) suggests that working conditions, supervision, co-workers, and communication have a higher level of satisfaction compared to salaries, promotions, rewards, and benefits which show a low level of satisfaction. Meanwhile, Khamlub (2013) argues that the main factors related to job satisfaction are conflict resolution at work, relationships with coworkers, and organizational structure.

Based on the above conditions, the authors are interested in researching the analysis of perceptions and remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency.

## **MATERIALS AND METHODS**

In this study, the researcher used an observational quantitative design with a cross sectional approach, which is a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data all at once (point time approach), that is, each subject The study was observed only once and measurements were made on the status of the character or variable of the subject at the time of examination. This does not mean that all research subjects are

observed at the same time (Soekidjo, 2012). This research will analyze the effect of perception and remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency. The total population of 135 respondents and a sample of 101 respondents were taken by the Accidental Sampling technique. Data analysis using Linear Regression test. This research has been through an ethical test with the number SK: 2302/KEPK/III/2021.

## RESULTS

Table 1 Results of Linear Regression Analysis analysis of perceptions and remuneration on job satisfaction of health workers at the Nonggunong Health Center, Sumenep Regency which was carried out on 1-30 July 2021 with a total of 101 respondents

No	Variable	Sig	B	$R^2$	Sig
1	(Constant)	0.006	2,271	0.801	0.000
2	Perception	0.003	1,820		
3	Remuneration	0.000	1,620		

### 1. Partial

Influence Perception of Job Satisfaction

Based on the results of Linear Regression analysis shows that the p-value is  $0.003 < 0.05$  then  $H_1$  is accepted so it is concluded that partially there is the effect of perception on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency

Effect of Remuneration Against Job Satisfaction

Based on the results of Linear Regression analysis shows that the p-value  $0.000 < 0.05$  then  $H_0$  is rejected and  $H_1$  is accepted so it is concluded that partially there is the effect of remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency

### 2. Simultaneous

Based on the results of Multiple Linear Regression analysis shows that with a p-value of  $0.000 < 0.05$  then  $H_1$  is accepted so it can be concluded that simultaneously there is the effect of perception and remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency with an effect of 80.1%.

## DISCUSSION

### Perceptions of health workers at the nonggunong public health center, sumenep regency

The results showed that almost half of the respondents had a good category perception as many as 46 respondents (46%). In addition, a number of 37 respondents (36%) have a perception of the category enough. While a number of 18 respondents (18%) have a perception of the category less.

According to Herri Zan Pieter (2010) perception relates to phenomena where the relationship between stimulus and experience is more complex than the phenomena that exist in sensation. The phenomenon of perception depends on higher-level processes.

In terms of terminology as stated by Purwodarminta (2011), the notion of perception is a direct response from an absorption or process of someone knowing some things through sensing. Whereas in the big psychology dictionary, perception is defined as a process of observing a person's environment by using his senses so that he becomes aware of everything that is in his environment.

According to Ali and Asrori (2014) the notion of perception is "the process of individuals in interpreting, organizing and giving meaning to stimuli that come from the environment in which the individual is located which is the result of the learning process and experience." In terms of perception, there are two important elements, namely interpretation and organization. Interpretation is an effort to understand the individual to the information obtained. While organization is the process of managing certain information so that it has meaning.

Perception is a process that is learned through interaction with the surrounding environment. A person's perception arises from childhood through interaction with other humans. In line with this, Rakhmat (2012) defines the notion of perception as: "experience of objects, events or relationships obtained by inferring information and interpreting messages". This similarity of opinion can be seen

from the meaning of inferring information and interpreting messages that are related to the process of giving meaning.

Eysenck in Asrori (2014) states that perception actually requires a learning process and experience. The results of the learning process and a person's interaction will provide experience for him to be able to compare the circumstances at hand.

According to researchers, perception is the process of receiving, differentiating, and giving meaning to the stimulus received by the senses, so that it can draw conclusions and interpret certain objects that it observes. Many things make individual perceptions different from each other and will affect individuals in perceiving an object, a stimulus, even though the object is really the same. The perception of a person or group can be much different from the perception of another person or group even if the situation is the same. Differences in perception can be traced to the existence of individual differences, differences in personality, differences in attitudes or differences in motivation. Basically the process of forming this perception occurs within a person, but perception is also influenced by experience, learning process, and knowledge.

### **Remuneration of health officers at the nonggunong public health center, sumenep regency**

The results showed that almost half of the respondents had sufficient remuneration as many as 46 respondents (46%). In addition, 39 respondents (38%) had good remuneration categories. Meanwhile, 16 respondents (16%) have less remuneration category.

Remuneration has the meaning of "something" that employees receive in return for the contributions they have made to the organization where they work. Remuneration has a broader meaning than salary, because it includes all forms of remuneration, whether in the form of money or indirectly, and which are routine or non-routine. Direct remuneration consists of salary/wages, position allowances, special allowances, bonuses that are linked or not linked to work performance and organizational performance, intensive as an achievement award, and various types of assistance provided regularly. Indirect compensation consists of facilities, health, pension funds, salary during the disaster relief leave and so on (Surya, 2014).

According to the Decree of the Minister of Health of the Republic of Indonesia Number 625 of 2010, the definition of Remuneration is the expenditure of costs by the Hospital BLU, as compensation for services to employees, the benefits of which are received by employees in the form and type of reward and protection components. So incentives are only a small part of the broad remuneration system.

Remuneration is employee benefits that can be in the form of salary, honorarium, fixed allowances, incentives, bonuses for achievements, severance pay, or pensions. While the definition of remuneration according to the Big Indonesian Dictionary is "Purchase of gifts, (services or others), rewards. For Civil Servants, remuneration means work benefits other than salary associated with a performance appraisal system. The remuneration in the Ministry of Finance is a reorganization of the provision of employee benefits in the form of allowances known as the Special Allowance for State Financial Development (TPKKN) based on the level of responsibility and risk of the position/job being carried out (Efendi, 2014).

The purpose of the remuneration system in general is to attract, retain and motivate quality human resources, for that human resource management needs to consider the supply and demand of human resources. If there is an excess supply of labor, the level of compensation given is relatively low. On the other hand, if there is excess demand, the rate of return is relatively high.

Achieving the goal of motivating human resources depends on the basis of the reward system. For the remuneration system based on performance and competence, the motivations for each are performance improvement and human resource skills/expertise. Meanwhile, the remuneration system based on time and seniority and the severity of the work is more about rewarding than motivating.

Employees receive remuneration in the form of salaries, wages, or other forms to meet economic needs. The provision of remuneration is related to the requirements that must be met by the employee in the position he occupies, so as to create a balance between output and input. The bolder an institution provides high remuneration can be used as a benchmark that the more successful the institution is in building the work performance of its employees, because the provision of high remuneration is only possible if the institution has a high enough income and is willing to provide

high remuneration in the hope that the institution will be more advanced. the. Providing better remuneration will encourage employees to work more productively.

### **Job satisfaction of health officers at the nonggunong health center, sumenep regency**

The results showed that almost half of the respondents had a high category of job satisfaction as many as 52 respondents (52%). In addition, a number of 32 respondents (31%) had a moderate category of job satisfaction. While a number of 17 respondents (17%) had a low category of job satisfaction.

According to Robbins and Judge (2015) job satisfaction is a general attitude towards a person's work that shows the difference between the number of awards workers receive and the amount they believe they should receive. Job satisfaction is an affective or emotional response to various aspects or aspects of one's work so that job satisfaction is not a single concept. A person can be relatively satisfied with one aspect of the job and dissatisfied with one or more other aspects.

Job Satisfaction is the (positive) attitude of the workforce towards their work, which arises based on an assessment of the work situation. The assessment can be carried out on one of the jobs, the assessment is carried out as a sense of appreciation in achieving one of the important values in the work. Satisfied employees like their work situation more than they dislike it. Feelings related to job satisfaction and dissatisfaction tend to reflect the assessment of the workforce about current and past work experiences rather than expectations for the future. So it can be concluded that there are two important elements in job satisfaction, namely job values and basic needs (Robbins & Judge, 2015).

Greenberg and Baron (2003 in Yuniasanti & Setiawan, 2015) describe job satisfaction as a positive or negative attitude that individuals have towards their work. In addition, Gibson (1999 in Yuniasanti & Setiawan, 2015), states job satisfaction as an attitude that workers have about their work. It is the result of their perception of work.

Job satisfaction is the way workers feel about their work. This is a general attitude towards work which is based on the evaluation of different aspects of the job, (Handayani, 2010). Meanwhile, according to Jennifer and Gareth (1987 in Handayani, 2010) suggests job satisfaction is a collection of feelings and beliefs held by individuals about their organization as a whole. Luthans (1998 in Vanecia, 2013) Job satisfaction is a feeling of pleasure or displeasure felt by employees towards their work such as the work atmosphere which includes organizational climate, relationships between superiors and subordinates, relationships with fellow employees, leadership styles that exist within the company.

According to the researcher, everyone who works expects to get satisfaction from his place of work. Basically job satisfaction is an individual thing because each individual will have a different level of satisfaction according to the values that apply to each individual. The more aspects of the job that match the individual's wishes, the higher the level of perceived satisfaction. Job satisfaction is obtained if the reality that is carried out in the work is in accordance with what will be obtained from the work itself or the direct results thereof, such as the nature of the work, achievements in work, promotion opportunities and opportunities for self-development and recognition.

### **The effect of job perception on job satisfaction of health officers at the nonggunong public health center, sumenep regency**

Based on the results of Linear Regression analysis shows that the p-value is  $0.003 < 0.05$  then  $H_1$  is accepted so it is concluded that partially there is the effect of perception on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency.

Perception does not just happen, but through a process. Walgito (2010) states that the formation of perception through a process, in which the flow of the perception process can be stated as follows: starting from the object that causes the stimulus and the stimulus is about the senses or receptors. This process is called the natural (physical) process. Then the stimuli received by the sense organs are continued by the sensory nerves to the brain. This process is called a physiological process. Furthermore, a process occurs in the brain, so that the individual can realize what he received with the receptor, as a stimulus he received. The process that occurs in the brain / center of consciousness is called the psychological process.

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satisfaction is an affective or emotional response to various aspects of one's work (Kreitner, 2014). According to Juliansyah (2013), job satisfaction factors include; pay satisfaction, promotion satisfaction, supervision satisfaction, coworker satisfaction, and satisfaction with the work itself.

Harmonious human relationships mean a social system in which people trust each other, respect each other. This is important to note so that it affects good communication between employees, can improve employee performance, employees feel comfortable working, and are less likely to stop working. Research conducted by Jahrami et al (2011) suggests that working conditions, supervision, co-workers, and communication have a higher level of satisfaction compared to salaries, promotions, rewards, and benefits which show a low level of satisfaction. Meanwhile, Khamlub (2013) argues that the main factors related to job satisfaction are conflict resolution at work, relationships with coworkers, and organizational structure.

Perception is part of the whole process that produces a response or response which after the stimulus is applied to humans. The subprocesses are recognition, feeling, and reasoning. Perception and cognition are required in all psychological activities. Feeling and reason are not necessary parts of every stimulus-response situation, although most of the individual's conscious and independent responses to a stimulus are thought to be influenced by reason or emotion or both.

### **The effect of remuneration on job satisfaction of health workers at the nonggunong public health center, sumenep regency**

Based on the results of Linear Regression analysis shows that the p-value  $0.000 < 0.05$  then  $H_0$  is rejected and  $H_1$  is accepted so it is concluded that partially there is the effect of remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency.

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### **CONCLUSION**

1. Almost half of respondents have a good category perception as many as 46 respondents (46%).
2. Almost half of the respondents have sufficient remuneration category as many as 46 respondents (46%).
3. Almost half of the respondents have a high category of job satisfaction as many as 52 respondents (52%).
4. There is the effect of perception on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency.

5. There is the effect of remuneration on job satisfaction of health workers at the Nonggunong Public Health Center, Sumenep Regency.

## SUGGESTION

1. For Respondents  
It is hoped that health workers will be able to work better and be able to dedicate their energy and thoughts to improve the quality of health.
2. For Educational Institutions  
It is hoped that educational institutions can use the results of this study as learning input in the analysis of perceptions and remuneration on job satisfaction of health workers at the Nonggunong Health Center, Sumenep Regency and can be developed again for further research to be more useful for readers and for researchers.
3. For Further Researchers  
It is hoped that further research needs to be deepened and added more specific research on factor affecting remuneration for health workers at the Nonggunong Public Health Center, Sumenep Regency.

## ACKNOWLEDGMENT

I solemnly declare that to the best of my knowledge, in this thesis there is no scientific work that has been submitted by another person to obtain an academic degree at a university, and there is no work or opinion that has been written or ordered by anyone. others, except those quoted in this manuscript and mentioned in the citation sources and bibliography.

## CONFLICT OF INTEREST

In this study, there is no interest whatsoever regarding myself or with other institutions other than the Indonesian Strada Institute of Health Sciences, Kediri City.

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