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## Relation Overview Between MPKPP Application and Job Satisfaction Over PGI Cikini Hospital Jakarta 2007

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MPKPP is the initial step towards MPKP, this model is able to provide entry-level professional nursing care. MPKP is a method to provide nursing care in the team leader / primary nurse who is responsible for the total care of several patients goes to home. PGI Cikini Hospital used MPKPP method to improve a nursing quality to care they clients. Here, a nurses have ability to think critically high and understand the importance of a good as a nurse-patient relationship. In addition, the collaboration of health teams in the professional manner is taking action according to authority and professional responsibility in order to achieve maximum goals. Thus, in this research we conducted on implementing nurses who will carrying out functional duties and lack of cooperation between teams to provide nursing care technique. This study aims to obtain an overview of relationship between MPKPP application and job satisfaction in implementing nurses using the Chi-Square method. In this study, we use 130 respondents who were nurses implementing. The results shows only 53.8% ( $p = 0,000$ ) of respondents stated that the application of MPKPP was applied, while only 53.1% ( $p = 0,000$ ) stated that job satisfaction at PGI CIKINI Hospital. From the bivariate analysis obtained 4 variables such as MPKPP Implementation, Workforce, Role and Function of Nurses, Nursing Documentation which showed a significant relationship with Employee Nurse Satisfaction ( $p = 0,000$ ). The MPKPP application can be increase the work satisfaction of implementing nurses in near future.

**Keywords:** *Application of MPKPP; Job satisfaction; Managing Nurse.*

### 1. INTRODUCTION

The development of science and technology it's very influential over health sector where the demands and community as recipients of health services are increasing [1]. The various efforts have been made to improve a nursing quality care in hospitals which is by applying the Professional Nursing Practice Model (MPKP). MPKP is a method to provide nursing care in one nurse called the team leader / primary nurse who is responsible for the total care of several patients from the time patients enter until they go home [2]. The MPKP development was proven to have a positive impact on provision of nursing care also a positive perception of job satisfaction of nurses. This model always strives for nursing care and a

services that can be meet the needs of patients through the various approaches. Inpatient rooms is applied in this model to provide nursing care based on professional values that focus each nursing effort on high quality service. Teamwork, collaboration, and consultation are carried out consistently to improve professional relations [3]. Nursing services in hospitals are a major part of the services provided to clients, therefore a quality of health services it's largely determined by a quality of nursing services which is influenced by the effectiveness of nurses in providing care to clients. The effectiveness of nurses' can be seen from job satisfaction that is realized in a person's work [4]. A Job satisfaction raises motivation which can affect work performance. In this case the

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relationship between MPKPP methods with nurse job satisfaction is very related because with this method nurses can carry out their duties and responsibilities, especially implementing nurses who have a very important role in carrying out nursing care to patients. It can be concluded that the effort to achieve maximum / optimal nurse performance is determined by several things, namely nurse satisfaction, nurse ability, nurse motivation, collaboration between nurses, management methods, improvement of service quality and leadership style. In the process of nursing professional vision in the field of care at PGI CIKINI Hospital is applying the Beginner Professional Nursing Practice Model (MPKPP) on 1 June 2000 which has been carried out in one room as a trial and up to 2004 this method has been applied throughout the inpatient room. Currently the most appropriate MPKPP is implemented at PGI CIKINI Hospital, because the number of nurses with 408 nurses with education up to October 2006 is S2 Hospital Management 0.24%, S1 Kep / S1 Kes Mas 2.20% / 1.22%, D3 Kep / D3 Keb 67.64% / 2.20%, Midwife 0.98%, SPK / SPR 24.50%. Here, a nurses is dominated by D3 graduates and SPK / SPR, whereas to implement MPKPP it requires S1Kep / Nurse education that is able to provide professional nursing care at the first level to the process of improving the quality of nursing care by acting as a nursing care manager who can work closely with implementing nurses in provide nursing care, and can eliminate the public perception that says that if the education is higher then the nurse will be further away from the client. In addition, the education factor that must be improved the application of MPKPP to improve the quality of nursing care services so that nurses have the ability to think critically and understand the importance of a good nurse-patient relationship in nursing be able to work closely with other health teams in a professionally tailored manner dengan authority and responsibilities of the profession so that the goals are achieved to the maximum.

## 2. METHODOLOGY

In order to achieve the result, we used the Chi-Square test with a quantitative approach, non-experimental type using cross sectional method. The number of samples was 130 respondent nurses in the inpatient room. The study was conducted from December 2007 to January 2008.

## 3. RESULT AND DISCUSSION

In order to obtain the result, we analyze Independen Variable over Frequency Distribution of MPKPP Implementation: Human Resources at PGI CIKINI Hospital (see Table 1).

Table 1. Human Resources at PGI CIKINI Hospital

No.	Human Resource	n	(%)
1.	Adequate	66	50.8
2.	Inadequate	64	49.2
<b>Total</b>		<b>130</b>	<b>100</b>

From the analysis we found that only (50.8%) of respondents stated that the Human resources at the PGI CIKINI Hospital was adequate. Table 2 shows a Frequency Distribution of MPKPP Implementation: Roles & Functions of Implementing Nurses at PGI CIKINI Hospital

Table 2. Roles & Functions of Implementing Nurses at PGI CIKINI Hospital

No.	Roles & Functions of Implementing Nurses	n	(%)
1.	Good	70	53.8
2.	Less	60	46.2
<b>Total</b>		<b>130</b>	<b>100</b>

Furthermore, the analysis shows only (63.1%) of respondents stated that nursing documentation at the PGI CIKINI Hospital was good in Table 3.

Table 3. Nursing Documentation at PGI CIKINI Hospital

No.	Nursing Documentation	n	(%)
1.	Good	82	63.1
2.	Less	48	36.9
<b>Total</b>		<b>130</b>	<b>100</b>

In addition, based on respondents analysis it was found only (53.8%) of stated that the application of MPKPP in PGI CIKINI Hospital was good (see Table 4).

Table 4. Application of MPKPP at PGI CIKINI Hospital

No.	Application of MPKPP	n	(%)
1.	Good	70	5.8
2.	Less	60	46.2
<b>Total</b>		<b>130</b>	<b>100</b>

In order to obtain dependen Variable over Frequency Distribution of MPKPP, we calculate Work Motivation variable to assess work quality (see Table 5).

Table 5. Work Motivation at PGI CIKINI Hospital

No.	Work Motivation	n	(%)
1.	Good	75	57.7
2.	Less	55	42.3
<b>Total</b>		<b>130</b>	<b>100</b>

From the results of the analysis it was found that only (53.8%) of respondents stated that work discipline at the PGI CIKINI Hospital was good (see table 6).

Table 6. Work Discipline at PGI CIKINI Hospital

No.	Work Discipline	n	(%)
1.	Good	70	53.8
2.	Less	60	46.2
<b>Total</b>		<b>130</b>	<b>100</b>

In order to obtain Job Satisfaction of Implementing Nurses, we statisfied and non statisfied factors over total presentation with p-value and Implementation of Duties & Responsibilities (see table 7 and table 8).

Table 7. Job Satisfaction of Implementing Nurses in PGI

No	Role and Function of Nurse	Job Satisfaction of Implementing Nurses				Total		p Value
		Satisfied		Not satisfied		n	%	
		n	%	n	%			
1	Good	51	72.9	19	27.1	70	100	0
2	Less	18	30	42	70	60	100	
<b>Total</b>		<b>69</b>	<b>53.1</b>	<b>61</b>	<b>46.9</b>	<b>130</b>	<b>100</b>	

Table 8. Implementation of Duties & Responsibilities in PGI

No.	Implementation of Duties & Responsibilities	n	(%)
1.	Good	123	94.6
2.	Less	7	5.4
<b>Total</b>		<b>130</b>	<b>100</b>

From the results of the analysis it was found that only (94.6%) of respondents stated that the implementation of duties & responsibilities at PGI CIKINI Hospital was good (see table 9).

Table 9. Teamwork at PGI CIKINI Hospital

No.	Teamwork	n	(%)
1.	Good	88	67.7
2.	Less	42	32.3
<b>Total</b>		<b>130</b>	<b>100</b>

The analysis it was found that only (67.7%) of respondents stated that teamwork at PGI CIKINI Hospital was good (see table 10).

Table 10. Frequency Distribution of MPKPP Implementation: Job satisfaction at PGI CIKINI Hospital

No.	Job satisfaction	n	(%)
1.	Satisfied	69	53.1
2.	Not Satisfied	61	46.9
<b>Total</b>		<b>130</b>	<b>100</b>

From the analysis it was found that only (53.1%) of respondents stated that job satisfaction at the PGI CIKINI Hospital was satisfied. Furthermore, the comparison between MPKPP Implementation such as Human Resources with nurse job satisfaction implementation It was found that the 49 out of 66 respondents who stated that employment & job satisfaction were adequate while implementing nurses who stated that employment was inadequate in 20 respondents from 64 respondents who expressed job satisfaction. Here, the comparison between MPKPP Implementation: Role and Function of Nurses and Job Satisfaction of Implementing Nurses. Here, we found that 51 out of 70 respondents who stated the role & function of nurses in job satisfaction either while among the implementing nurses who stated roles & functions were less than 18 respondents out of 60 respondents who stated job satisfaction (see table 11).

Table 11. Human resources satisfied

No	Human Resources	Job Satisfaction of Implementing Nurses				Total		p Value
		Satisfied		Not satisfied		n	%	
		n	%	N	%			
1	Adequat	49	74.2	17	25.8	66	100	0
2	Inadequate	20	31.3	44	68.8	64	100	
<b>Total</b>		<b>69</b>	<b>53.1</b>	<b>61</b>	<b>46.9</b>	<b>130</b>	<b>100</b>	

A comparison between MPKPP Implementation: Nursing Documentation with Work Satisfaction of Implementing Nurses It was found that there were 57 out of 82 respondents who stated that nursing documentation and job satisfaction were good while among the implementing nurses who stated nursing documentation there were less than 12 respondents out of 48 respondents who stated job satisfaction (see table 12).

Table 12. Nursing documentation satisfied

No	Nursing Documentation	Job Satisfaction of Implementing Nurses				Total		p Value
		Satisfied		Not satisfied		n	%	
		N	%	n	%			
1	Good	57	69.5	25	30.5	82	100	0
2	Less	12	25	36	75	48	100	
<b>Total</b>		<b>69</b>	<b>53.1</b>	<b>61</b>	<b>46.9</b>	<b>130</b>	<b>100</b>	

Here, the comparison between Application MPKPP and Job Satisfaction of the Implementing Nurses. It was found that 52 out of 70 respondents who applied MPKPP stated job satisfaction as implementing nurses while among the implementing nurses who did not apply MPKPP there were 17 respondents out of 60 respondents who stated job satisfaction (see table 13).

Table 13. Application MPKPP satisfied

No	Application MPKPP	Job Satisfaction of Implementing Nurses				Total		p Value
		Satisfied		Not satisfied		N	%	
		n	%	n	%			
1	Applied	52	74.3	18	25.7	70	100	0
2	Not applied	17	28.3	43	71.7	60	100	
<b>Total</b>		<b>69</b>	<b>53.1</b>	<b>61</b>	<b>46.9</b>	<b>130</b>	<b>100</b>	

Based on univariate data relations assessment between MPKPP application: workforce with the satisfaction of implementing nurses obtained only 66 respondents (50.8%) who stated that the workforce at PGI CIKINI Hospital was adequate while the statistical test results obtained  $p = 0,000$  ( $p < 0.05$ ) which means that there is a meaningful relationship between manpower and job satisfaction of the executive nurse. The establishing personnel based on a number of patients and patient level of dependence, a nurses can be oriented to increase professionally in order to achieve patient satisfaction. The number of nurses in the hospital, which is needed in the morning, afternoon, evening depends on the level of patient dependence.

According to the study, a workforce is adequate and sufficient a room, the work motivation of implementing nurses in performing nursing care will be increased over job satisfaction in implementing nurses. The organize nurses in the patient room according to education level of work and experience. In addition, age level will be distribute well-coordinated of personnel according over level of patient dependence.

Based on relation between the application of MPKPP: the role & function of nurses with the work satisfaction in implementing nurses are obtained only 70 respondents (53.8%) stated the role & function of nurses in PGI CIKINI Hospital is good while the statistical test results obtained  $p = 0,000$  ( $p < 0.05$ ). This condition shows that the relation is meaningful between role & function of nurses also job satisfaction of nurses. The role and function of nurses in each nurse from the head nurse, team leaders and implementing nurses can improve the quality of nursing care services to clients and cause satisfaction to nurses.

The nurses roles & functions can be carried out by good coordinated with clients also can be of high quality & effective services for treatment, support, protection, information & advocacy can be achieved. According to this study, the role & function of nurses is needed in conducting nursing care to clients and organizational structure in nursing room so that the services can run as well. Here, a nurse of PGI CIKINI Hospital in carrying out (role & function as a nurse) is still not optimal due to the assignments that have not run according to the organizational structure. Based on univariate analysis of the relation between the application of MPKPP: nursing documentation with the work satisfaction of implementing nurses obtained only 82 respondents (63.1%) who stated nursing documentation at the PGI CIKINI Hospital was good while the statistical test results obtained  $p = 0,000$  ( $p < 0.05$ ) which means that there is a meaningful relationship between nursing documentation with the nurse job satisfaction. A nursing documentation is an important element in the nursing service system, because through good documentation, information about the state of the client's health can be known on an ongoing basis and also becomes evidence of accountability & accountability for nursing care and a means to monitor nursing care. The documentation functions as a communication tool is more complex than nursing services during improving the quality of nursing, nurses are not only required to improve the quality of service, but also to be able to do documentation properly. Effective documentation skills enable nurses to communicate to other health workers & explained what is done by nurses.

According to this study, nursing documentation can also assist nurses in making nursing plans and implement them well so that the evaluation results of these patients can be followed up immediately. In PGI CIKINI Hospital, documentation has been well undertaken because each nurse has a high motivation to carry out their

responsibilities in handling patients under management. Based on univariate analysis of relation between MPKPP implementation and work satisfaction in implementing nurses only 70 respondents (53.8%) stated that the MPKPP at PGI CIKINI Hospital was applied, while in the work satisfaction of implementing nurses 69 respondents only (53.1) stated job satisfaction at PGI CIKINI Hospital. Statistical test results obtained  $p$  value = 0.000 ( $p < 0.05$ ) it means that there is a significant relationship between the application of MPKPP with job satisfaction of nurses implementing. A nurses in the MPKPP room have positive perceptions about nurse job satisfaction because this model always strives for nursing services & care that the client needs through various approaches based on professional values that focused in every nursing effort on high quality service. This statement can be supported by impact of the development of MPKP, it turns out that nurse satisfaction with work is higher in the MPKP room compared to nurse satisfaction in a condition normal room.

Thus, in this study the application of MPKPP greatly influences nurses job satisfaction in carrying out their duties & responsibilities towards the implementation of nursing because if this continues to be improved by the attitude of nurses who want to continue learning, nurses can provide nursing care in accordance with the development of science & technology that can provide satisfaction to patients. The results of univariate analysis showed that quite a lot (46.2%) of respondents stated that the application of MPKPP in the inpatient room of PGI CIKINI Hospital was not done, this could be due to the insufficient number of nurses in a room that resulted in the nurses implementing in carrying out & providing unfocused nursing care to the patient but focused on his work. There is also the demands of work & situations that are less supportive, so the roles & functions of nurses are not optimal so that the application of this model does not work well & professionally. The satisfaction work of implementing nurses also requires attention from the management of PGI CIKINI Hospital because quite a lot of them (46.9%) expressed dissatisfaction due to lack of motivation in carrying out tasks because workload every nurses was borne, the experience of nurses was lacking (there were still many new workers), orientation period about nursing practice that is not enough in the field, lack of education, monotonous assignments in providing nursing care & inadequate amount of staffing so that nursing services are not optimal.

#### 4. CONCLUSION

The analysis of MPKPP has been successfully. The results showed that 53.8% of respondents who stated applying MPKPP and 53.1% expressed job satisfaction at PGI CIKINI Hospital. There is a relationship between the application of MPKPP and job satisfaction of implementing nurses obtained in 4 variables such as Application of MPKPP, Personnel, also Roles & Functions of nurses, Nursing Documentation which is

showed in significant relationship related job satisfaction in implementing nurses.

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