

The Influence of Medical Services and Work Environment in the Context of Work Productivity through Job Satisfaction of Health Workers at Pekkabata Health Centre (Puskesmas)

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Abstract

This study aims to analyze how the impact of medical services and the working environment in terms of productivity at work, both direct and indirect, on health workers' employment satisfaction at the Pekkabata Puskesmas Polewali Mandar Regency. The approach to this research is quantitative and site in the Pekkabata Health Center, Polewali Mandar Regency. At the same time, the sample was a total population of 120 health workers. For statistical tests, path analysis is used. This study's results are: first, medical services and the working environment have a direct effect on job satisfaction and productivity at work. Second, the indirect impact of medical services and the working environment on productivity at work through job satisfaction is very influential in this case, where medical services and the environment strongly influence productivity at work.

Keywords: Medical Services, Work Environment, Job Satisfaction, and Work Productivity, Indonesia

1. Introduction

Various approaches are taken to improve health workers' efficiency at work, for example, by delivering sufficient medical care consistently and motivating them to build a healthy working climate. In this case, the working environment, so that health workers experience job satisfaction in carrying out their duties, affects increasing productivity despite delivering patient care. It would improve the effectiveness of human capital as a whole and have the right effect on behavioral improvement, mirrored in improved productivity (Notoatmodjo, 2003).

The provision of medical services is a means of corporate gratitude for its employees to improve work efficiency. Medical services are also an opportunity for health professionals to carry out their work in compliance with current expectations. The provision of medical services to health workers is an attempt to sustain the workforce to work more and better. Moreover, the working environment is also one of the variables that affect the productivity of jobs, which is very significant (Sawitri et al., 2019; Tamsah et al., 2020; Umar et al., 2019; Usman et al., 2020). The opinion of Sedarmayanti (2009) notes that a healthy working atmosphere and climate would enable workers to be happier to work and improve their sense of duty to work harder for improved efficiency, Based on this, a healthy

working climate can create a favorable working atmosphere because in a lot of areas where hospitals or health centers may not think for the working environment. It is quite synergistic with Minarsih's research (20110), which notes that in hospitals, government nurses who carry out inpatient rooms pay little attention to their work environment, poor attitude.

Health workers' discontent often occurs due to delays in payment of medical services due to long authentication issues due to BPJS verifiers. It is essential to the research findings conducted by Diliiana S.A. at Nene Malommo Hospital and Makassar City Hospital. Her research results indicate that the payment of medical services on time and the sum would further improve job satisfaction.

This research reveals how much impact medical facilities and the environment have on efficiency at work through health staff's happiness at the Pekkabata Puskesmas, Polewali Mandar Regency.

2. Literature review

Services are any acts or practices that can be provided from one entity to another, which are intangible and do not result in any ownership transfer (Kotler in Lupiyoadi 2014). The work environment is the whole work facility and facilities of workers who work, which can impact the execution of the work (Sutrisno, 2009). And according to Blum (in Anoraga, 2005), job satisfaction is a general mindset that is the product of a variety of particular characteristics of career factors, self-adjustment, and human out-of-work social ties. And the concept of competitiveness is a mental mentality that still assumes the quality of life today must be better than it was yesterday, and tomorrow must be better than today (Kusnendi, 2003). Medical care is the compensation that a company offers to its workers to improve their willingness to participate in healthcare offerings to patients. Thus, the influence of sound and continuous medical services is essential in increasing the well-being of its employees. It is related to the claim put forward by Simamora (2004) that pay is in the form of incentives awarded by corporations to improve the productivity of jobs and the happiness of workers.

This study is related to the research findings of Andi Bungawalie et al. (2018). They investigated how pay impacts raising work satisfaction, where the results of his research suggest that the daily compensation offered on a continuous and timely basis would further improve employee satisfaction at the Regency Regional Revenue Agency Bone. Hypothesis 1 can then be rendered as follows:

H1. The Impact of Medical Services in Work Satisfaction

If the company has a good and clean work environment, receives ample light, is free from noise and disturbances, it can inspire workers to do a good job and improve their job satisfaction. On the other hand, if the working environment is low, dusty, gloomy, stuffy, cold, and so on, it can induce exhaustion and decrease creativity. Therefore, the work climate has a significant effect on the happiness of employees, as described in Sutrisno (2009), where both work facilities and infrastructure surrounding employees who work may have an impact on the execution of work. It is also verified by Sedarmayanti (2006), which notes that all equipment and materials facing the surrounding atmosphere where a person lives, their working practices, and their job arrangements, both as individuals and as groups.

The state of the work environment is said to be good or acceptable if human activities can be carried out in an optimal, balanced, safe, and relaxed manner. The suitability of the working environment be a product of a more extended period and. Furthermore, a less pleasant working environment can take more effort and time and would not facilitate an effective work system (Sedarmayanti 2006). It is also essential to Hasnawati et al.'s (2019) research findings, which analyzed the work environment's effect on performance. The research results have shown that the more favorable the work environment will increase the performance of employees in the districts of Marioriwawo and Liliraja, section of Soppeng, and vice versa where there is no work environment, the performance of employees will increase. Hypothesis 2 can then be rendered as follows:

H2. Health Environments Against Work Satisfaction

In the case of employment, an individual is expected to deliver the full outcome of work. In other words, it must be requested that efficiency and productivity prioritize the maximum results and, at the same time, the method or how to attain them, that is, the full results obtained must be at a comparatively small sacrifice or at the expense of achieving them. In this situation, the support and job performance of employees is very decisive. Its work effectiveness would be useful if the medical care support earned by employees is sufficient and in line with standards, since direct benefit in the form of medical services received by employees is the responsibility of an individual who wants to value employees' productivity. It is verified by Simamora (2004), which claims that the bonus is a lump sum pay-out awarded unless it meets the success goals. Hypothesis 3 should then be rendered as follows:

H3. The Impact of Medical Care on Efficiency at Work

Increased efficiency at work is positively affected by a desirable workplace atmosphere in each organization. The work environment in question is a place of work, equipment and work aids, cleanliness, lighting, peace of mind, and working relationships with individuals in that place. It is highlighted by Sunyoto (2015) where the work environment is a very critical aspect for workers to carry out work activities. Paying attention to a healthy working atmosphere or providing working environments that will inspire workers to work would affect employees' success at work.

It is also related to the Lulu Novena Sitinjak (2018) research results, where there is a significant environmental impact in part. Physical work on employees' satisfaction and a significant impact on employees' pride in the non-physical work environment. There is a significant overlapping influence on employees' joy between the physical work environment and the non-physical work environment. Hypothesis 4 can then be substantial follows:

H4. Effects of the Work Environment on Work Efficiency

Job satisfaction impacts employees' morale because job satisfaction is an attitude that expresses the subjective emotions of workers that are friendly or indifferent about their jobs. The perspective can see employee satisfaction of employees to all they experience in their work environment. And this is supported by Robbins and Judge (2015), who states that a person is typically happier with his or her profession as a whole, with his or her work, and with his or her peers and bosses than with their salary and career prospects.

It is also related to Pramana et al.'s (2018) 's research findings, which explored the effect and motivation of work on productivity at work through job satisfaction and organizational engagement at PT. Sinar Magnit Malang, where the results were the higher the happiness of the work, the higher the efficiency of the company, while Hypothesis 5 can be rendered as follows:

H5. The Effect of Work Satisfaction on Labour Productivity

Increasing productivity at work must continuously grow continually, which is related to Komaruddin (1992) opinion that productivity requires a mind-set that always assumes that today's working methods must be greater than yesterday's working methods and that the outcomes that can be obtained tomorrow must be higher (Rinantanti & Bin Tahir, 2018). Most or more of the standard than the findings achieved today (Komaruddin, 1992).

And related to Pramana et al.'s (2018) 's research findings, which explored the effect and encouragement of work on efficiency at work by job satisfaction and organizational engagement at PT. Sinar Magnit Malang, where his studies' findings have shown that work morale will improve productivity if the employee's job satisfaction is high. Hypothesis 6 can then be rendered as follows:

H6. The Impact of Medical Care on Work Efficiency through Job Satisfaction

Labour productivity is a mental attitude that is always of the opinion that today's quality must be better than yesterday and that it must be better than it is today. Labour productivity can maximize the benefits of the facilities and infrastructure available by producing maximum output if possible Siagian (2002).

It is also relevant to Aditya Febrianto et al., (2016) Nuraini et al., (2019); (Umanailo, (2019) research findings, which examined the impact of incentives, communication, and work environments on job satisfaction and their effects on work productivity at CV. Duta Karya Semarang found that incentive variables, communication, work environment, job satisfaction, together or at the same time, have a significant impact on work produced. Supported by the results of the research carried out by Endang S et al. (2014), it examined work motivation and organizational

commitment to organizational citizenship behaviour, work satisfaction as an intervention variable. They were carried out at Mother Dalima Hospital, where the results showed that work motivation and organizational commitment hurt organizational citizenship behaviour. Hypothesis 7 can therefore be made as follows:

H7. The Effect of Work Environment on Work Productivity by Job Satisfaction

3. Method

This analysis uses a causality design or a cause and effect relationship on the test variables. The research population consisted of all health workers at the Pekkabata Public Health Centre, Polewali Mandar Regency, with a total population of 120, using a saturated sampling technique involving the whole population as a sample, namely 120. Data collection methods were carried out through observation, interviews, questionnaires, and documentation—an analysis of data using route analysis.

4. Results

Table 1. Sub-Structure Hypothesis Test I

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,568	1,182		5,555	,000
	Medical Services (X1)	,785	,106	,805	7,286	,000
	Work Environment (X2)	,648	,106	,654	5,394	,006

a. Dependent Variable: Job Satisfaction (Y1)

Source: Primary data after processing, 2020

The regression coefficient value is 0.805 with a significance level of 0.000, which means significant (sig <0.05) or the value of t count > t table (7.268 > 1.987)

Table 2. Sub Structure Hypothesis Test II

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,992	1,307		2,289	,024
	Inspirational leadership (x)	,618	,072	,630	7,642	,000

a. Dependent Variable: work creativity (Y2)

Source: Primary data after processing, 2020

The regression coefficient value is 0.630 with a significance level of 0.000 which means significant (sig <0.05) or the value of t_{count} > t_{table} (7,642 > 1,987)

Table 3. Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,797	1,342		2,083	,039
	Medical Services (X1)	,213	,131	,156	2,950	,000
	Work Environment (X2)	,170	,106	,072	1,420	,001
	Job Satisfaction (Y1)	,344	,193	,465	3,363	,000

a. Dependent Variable: Productivity (Y2)

Source: Primary data after processing, 2020

Table 4. Hypothesis Test Results

Path Coefficient	Standardized Coefficient	T _{count}	Conclusion
X1 against Y1	0.805	7,286	H1 accepted
X2 against Y1	0.654	5,394	H2 accepted
X1 against Y2	0.156	2,950	H3 is accepted
X2 against Y2	0.072	1,420	H4 accepted
Y1 against Y2	0.465	3,363	H5 accepted
X1 against Y1 through Y2	$0.805 \times 0.465 = 0.178$	2.019	H6 accepted
X2 against Y1 through Y2	$0.654 \times 0.465 = 0.145$	1,166	H7 accepted

Source: Primary data after processing, 2020

To see the amount of contribution given to each of the sub-structures in this study as follows:

Table 5. Model I Determination Coefficient Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,689 ^a	,674	,665	1,157

a. Predictors: (Constant), Work Environment (X2), Medical Services (X1)

Source: Primary data processed, 2020

The magnitude of the R Square number in the Sub Structural I model is 0.674, indicating that inspirational leadership affects soft competence by 67.4%. The remaining 32.6 % is influenced by other variables not included in the study.

Table 6. Model II Determination Coefficient Test

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,857 ^a	,734	,727	1,169

a. Predictors: (Constant), Job Satisfaction (Y1), Work Environment (X2), Medical Services (X1)

Source: Primary data processed, 2020

The magnitude of the R Square number in the Sub Structural II model is 0.734, indicating that inspirational leadership affects work creativity by 73.4 %. The remaining 26.6 % is influenced by other variables not included in the study.

Table 7. Determination Coefficient Test Model III

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,877 ^a	,769	,761	,875

a. Predictors: (Constant), work creativity (Y2), soft competence (Y1), Inspirational leadership (x)

Source: Primary data processed, 2020

Based on table 7, the magnitude of the R Square number in the Sub Structural III model is 0.769, indicating inspirational leadership, soft competence, and work creativity on work quality is 76.9%, and the remaining 23.1% is influenced by other variables not included in the study.

5. Discussion

5.1 The Impact of Medical Services in Work Satisfaction

Health services are benefits given to health staff by organizations whose job satisfaction should be improved to increase their performance to deliver services to people. Thus, the impact of sound and sustainable medical services is vital to enhancing the wellbeing of employees. It is true to the claim put forward by Simamora (2004) that compensation is in the form of a bonus awarded by the employer to improve work efficiency and employee morale. It is also relevant to Andi Bungawalie et al. (2018)'s research findings, which explore how compensation influences improved job satisfaction. His studies have concluded that he will aim to improve employee satisfaction at the Regional Revenue Department of Bone Regency with good pay both on a continuous and timely basis.

The existence of health workers in Puskesmas is very significant in delivering care to patients. It is also a service sector that can generate value and gain improved employee satisfaction by providing rewards in medical services. The amount of job satisfaction of medical staff depends heavily on the scale of medical facilities or services. It is one measure of the degree to which medical care providers effectively deliver medical services to health employees. Therefore, health services have a significant effect on job satisfaction, and the higher the number of medical services rendered, the happier the health professional would be at work.

Based on the descriptive study outcome, the most powerful predictor for the medical care component is the viability indicator. At the same time, the lowest impact is the result of the work. The health sector's satisfaction is heavily dependent on the appropriateness of the medical care it provides, which means that the more adequate medical services it receives, the more pleasure it may raise. It functions, of course, this also relies on how the work's outcomes are in line with what is predicted. It is related to Porter's Satisfaction Discrepancy Theory, which claims that an individual's job satisfaction is highly calculated or assessed by measuring the difference between what should be and what is felt. It suggests that a person would feel happy at work if there is no difference between what he desires and his real experience. They are getting, meeting the norm of meeting their needs. In this case, what is obtained is better than what is expected. People will be happier even if there is a difference or difference that can be made between them. Still, since the difference is not so far from what is obtained, it will be considered natural.

5.2 Impact of the Labour Market on Employee Satisfaction

If the company has a good and clean work environment, receives ample light, is free from noise and disturbances, it can inspire workers to do a good job and improve their job satisfaction. On the other hand, if the working environment is low, dusty, gloomy, stuffy, cold, and so on, it can induce exhaustion and decrease creativity. Therefore, the work climate has a significant effect on the happiness of employees, as described in Sutrisno (2009), where both work facilities and infrastructure surrounding employees who work may have an impact on the execution of work. It is also verified by Sedarmayanti (2006), which notes that all equipment and materials facing the surrounding atmosphere where a person lives, their working practices, and their job arrangements, both as individuals and as groups.

The state of the work environment is said to be good or acceptable if human activities can be carried out in an optimal, balanced, safe, and relaxed manner. The suitability of the work environment can be seen as a consequence in the long run. A less successful working environment can take more work and time and does not help accomplish an effective work system design (Sedarmayanti 2006).

This study is related to the research findings of Hasnawati et al. (2019), where the effects of the research have shown that the more favourable the work environment would improve employees' performance in the districts of Marioriwawo and Liliraja, Soppeng city, and vice versa, if not. Promoting the working climate, the efficiency of workers would also be low.

5.3 The Impact of Medical Care on Efficiency at Work

When employed, a person is expected to achieve the full outcome of work. In other words, someone must be asked to be productive. And productivity would stress the optimal products and, at the same time, the processes or how to accomplish them. The maximum results obtained must be at a minimal cost or risk to make this possible, so workers' encouragement and work performance are critical, and this work productivity is essential. It would be useful if the medical care assistance earned by staff is sufficient and in line with standards, since direct benefit in the form of medical services received by health professionals is the right of an individual to recognize the productivity of the

work that has been performed. It is verified by Simamora (2004), which states that the incentive is a payment operation carried out by an organization to provide its employee that has fulfilled its success goals.

And based on the descriptive study findings, the indicator that most affects the work satisfaction predictor is punctuality, while the lowest influence is the sufficient incentive. It is right from the results of the Diliansa, SA (2014) research, which explores specialist physicians' job satisfaction in the implementation of insurance. Public health at Nene Mallomo Hospital, Sidenreng Rappang Regency, and Makassar City Hospital, where the findings showed that specialist physicians' work satisfaction in the execution of National Job Security (JKN) had affected the level of satisfaction of Individual Doctors, increasing pleasure.

The hospital, in particular the pussies, however, where the determination of medical care for health staff must be straightforward and open and sit together to reach an understanding with its officials on the payment of medical services that is agreeable to both parties in terms of health workers. The implementation of an arrangement between both sides would guarantee that health staff continues to improve their effectiveness at work, which would impact patient satisfaction.

5.4 The Impact of Employee Success Competence

The Impact of Medical Care on Work Efficiency through Job Satisfaction

Employment satisfaction depends on a person thinks that there is something of worth (justice) in line with his perceptions of what has been done with his job (workload). That feeling of satisfaction with disappointment can only be known by contrasting what has been done previously collected and what has been done today. It is related to the findings of research conducted by Iran (2012), which notes that employment's critical factors, such as workloads, have a significant effect on job satisfaction. It illustrates that, with a heavy workload, health benefits received by health workers are automatically dramatically impacted, which significantly determines employee satisfaction by increasing work productivity.

Labour efficiency is an emotional mindset that is often believed that today's quality of life must be more excellent than yesterday and that it must be better than it is today. Labour efficiency can gain as much as possible from the facilities and infrastructure available by achieving maximal production (Siagian (2002)). This study is related to the findings of Aditya Febrianto et al. (2016), which explores the effect of rewards, communication, and work environments on job satisfaction and its impact on job efficiency at CV. Duta Karya Semarang found that reward factors, communication, work atmosphere, job satisfaction together or at the same time have a substantial impact on job satisfaction. Conduct in citizenship.

5.5 Impact of the Work Environment on Work Efficiency by Job Satisfaction

A healthy workplace climate has a vital role in improving morale at work since the work environment can inspire health workers. The working condition in question is adequate ventilation, good air circulation, provision of protective facilities, noise, etc. And work efficiency is required since it is the skill of a person to fulfil their duties in accomplishing the tasks entrusted to them as their duty. This analysis is related to the research results carried out by Aditya Febrianto et al. (2016) and found that reward variables, communication, work environment, job satisfaction together or simul have been established.

Labour efficiency is an emotional mindset that is often believed that today's quality of life must be more excellent than yesterday and that it must be better than it is today. Labour efficiency is the potential to gain as much as possible from the facilities and resources available by developing optimum performance as possible (Siagian (2002)). In a work-friendly atmosphere that can sustain health workers' work, efficiency is expected to work but must be accompanied by a high degree of employee satisfaction. Since job satisfaction is the mindset of a health professional to his job, and if the health worker thinks that the facets of his job fulfilment have not been met, disappointment would affect the completion of his work, which is his responsibility. And the work climate and workplace satisfaction will inspire health workers to finish their work, which can help improve productivity at work.

5.6 Impact of Medical Care on Work Efficiency by Job Satisfaction

Employment satisfaction depends on a person thinks that there is something of worth (justice) in line with his perceptions of what has been achieved with his job (workload). That feeling of satisfaction with disappointment can only be known by contrasting what has been done. Previously collected and what is today done. It is related to the

findings of Iran's (2012) results, which notes that the critical aspects of employment, such as workloads, have a substantial effect on job satisfaction. It illustrates that, with a heavy workload, the health benefits rendered by health workers are automatically dramatically impacted, which significantly determines workplace satisfaction by increasing employee efficiency.

Labour efficiency is an emotional mindset that still insists that today's quality of life must be better than yesterday and that it must be better than it is today. Labor efficiency is the potential to gain as much as possible from the facilities and resources available by developing optimum performance as possible (Siagian (2002). And this study applies to the findings of research by Aditya Febrianto et al. (2016), which explores the effect of rewards, communication, and work environments on job satisfaction and their impact on work productivity at CV. Duta Karya Semarang found that reward factors, communication, work climate, job satisfaction, or at the same time have a substantial impact on work productivity. The conduct of citizenship.

5.7 Impact of Work Climate on Work Efficiency by Job Satisfaction

A healthy workplace climate has a vital role in improving morale at work since the working environment can inspire health workers. The working condition in question is adequate ventilation, good air circulation, protective facilities, noise and so on. And efficiency at work is required since it is the willingness of a person to perform their job duties to fulfil the tasks entrusted to him or her as his or her duty. This analysis applies to the research findings, which are very relevant to the results of the research carried out by Aditya Febrianto et al. (2016). They analysed the effect of rewards, communication, and work environment on job satisfaction and their work efficiency consequences at CV Duta Karya Semarang. They found that reward variables, communication, work environment, job satisfaction together or simul have been identified.

Labour efficiency is an emotional mindset that still insists that today's quality of life must be better than yesterday and that it must be better than it is today. Labour efficiency can gain as much as possible from the facilities and infrastructure available by achieving maximal production (Siagian (2002). In a work environment that can accommodate health workers' work, efficiency is likely to work but must be accompanied by a high degree of employee satisfaction. Since job satisfaction is a health worker's approach to his job, and if the health worker thinks that the facets of his career fulfilment have not been met, disappointment would affect the completion of his job, which is his responsibility. And the work climate and workplace satisfaction will inspire health workers to finish their work, which will improve productivity at work.

6. Conclusion

- 6.1. Health facilities have a positive and vital impact on work satisfaction at Pukesmas Pekkabata Polewali Mandar Regency. In this scenario, the higher the level of medical services given to health workers, the higher the level of job satisfaction, and vice versa, the lower the level of medical services rendered to health workers, the lower the level of job satisfaction.
- 6.2. The work climate has a positive and essential impact on worker satisfaction at Pukesmas Pekkabata Polewali Mandar Regency. In this scenario, the more favorable the work climate, the more health workers' job satisfaction will be and vice versa. If the work environment is not profitable, job satisfaction will also be low.
- 6.3. Health facilities positively and significantly influence the productivity of work at Pukesmas Pekkabata Polewali Mandar Regency. In this scenario, the higher the medical services given to health workers, the higher their work productivity. Conversely, the lower the medical services provided to health workers, the lower the productivity of work.
- 6.4. The working climate has a healthy and vital bearing on Pukesmas Pekkabata Polewali Mandar Regency production. In this situation, the more favorable the work environment, the higher the productivity of health workers, and vice versa. If the work environment is not profitable, the lower the productivity of work.
- 6.5. Worker satisfaction has a profound and essential bearing on the productivity of jobs at Pukesmas Pekkabata Polewali Mandar Regency. In this scenario, the higher the job satisfaction of health workers, the higher the productivity of employees, and vice versa, the lower the job satisfaction, the lower the productivity of employees.
- 6.6. Medical services have a vital and essential impact on worker satisfaction at Pukesmas Pekkabata Polewali Mandar Regency. In this scenario, the higher the quality of patient care offered to health staff, the higher the level of workplace satisfaction, and the higher the efficiency of jobs.

- 6.7. The working atmosphere has a favorable and essential impact on labor efficiency by worker satisfaction at Pukesmas Pekkabata Polewali Mandar Regency. In this situation, the more desirable the workplace environment, the higher the degree of employee satisfaction and the higher the efficiency of jobs.

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