

THESIS

**THE EFFECT OF ORGANIZATIONAL SUPPORT,
ORGANIZATIONAL JUSTICE, AND WORKPLACE
SPIRITUALITY ON JOB SATISFACTION OF
YASYFIN HOSPITAL'S NURSES**



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1445/2024

**THE EFFECT OF ORGANIZATIONAL SUPPORT, ORGANIZATIONAL
JUSTICE, AND WORKPLACE SPIRITUALITY ON JOB SATISFACTION
OF YASYFIN HOSPITAL'S NURSES**

UNDERGRADUATE THESIS

Submitted in fulfillment of the requirement for the degree of Bachelor of
Management

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ABSTRAK

Peningkatan kualitas layanan kesehatan menjadi prioritas dalam menghadapi tantangan global, termasuk tingginya tingkat turnover perawat di rumah sakit swasta di Indonesia yang mencapai 20-35%. Turnover ini sering disebabkan oleh rendahnya kepuasan kerja perawat, yang berdampak pada produktivitas dan layanan pasien. Penelitian ini bertujuan untuk mengevaluasi sejauh mana dukungan organisasi, keadilan dalam organisasi, serta spiritualitas di lingkungan kerja memengaruhi tingkat kepuasan kerja perawat di Rumah Sakit Yasyfin Darussalam Gontor. Pendekatan penelitian menggunakan metode survei dengan pendekatan kuantitatif. Pengumpulan data dilakukan menggunakan kuesioner yang diberikan kepada seluruh perawat di rumah sakit, dengan total populasi sebanyak 56 orang. Data yang diperoleh dianalisis menggunakan metode statistik deskriptif, uji asumsi klasik, dan analisis regresi linier berganda. Hasil penelitian menunjukkan bahwa dukungan organisasi memiliki pengaruh signifikan dengan nilai koefisien sebesar 0,244 dan $p = 0,026$. Keadilan organisasi memberikan kontribusi dominan dengan nilai koefisien 0,895 dan $p = 0,000$. Sementara itu, spiritualitas di tempat kerja memiliki pengaruh positif dengan nilai koefisien sebesar 0,172 dan $p = 0,035$. Secara simultan, ketiga variabel ini menjelaskan 94,1% ($R^2 = 0,941$) variabilitas kepuasan kerja perawat. Kesimpulan dari penelitian ini menegaskan bahwa faktor-faktor dukungan organisasi, keadilan organisasi, dan spiritualitas di tempat kerja merupakan determinan penting dalam meningkatkan kepuasan kerja. Implikasi teoretisnya adalah penelitian ini memperkaya literatur manajemen sumber daya manusia dengan mengintegrasikan aspek-aspek yang relevan dalam konteks lingkungan kerja modern. Implikasi praktisnya, hasil ini memberikan dasar bagi kebijakan strategis yang mendukung kesejahteraan dan produktivitas karyawan untuk meningkatkan kualitas layanan kesehatan.

Kata kunci: Dukungan, Keadilan, Spiritualitas, Kepuasan, Perawat.

ABSTRACT

Improving the quality of health services is a priority in facing global challenges, including the high turnover rate of nurses in private hospitals in Indonesia which reaches 20-35%. This turnover is often caused by low job satisfaction among nurses, which has an impact on productivity and patient service. This study aims to analyze the influence of organizational support, organizational justice, and spirituality in the workplace on the job satisfaction of nurses at Yasyfin Darussalam Gontor Hospital. This study employs a survey method with a quantitative approach. Data were gathered using questionnaires distributed to all 56 nurses in the hospital population. The data were analyzed using descriptive statistics, classical assumption tests, and multiple linear regression analysis. The results showed that organizational support had a significant influence with a coefficient value of 0.244 and $p = 0.026$. Organizational fairness made a dominant contribution with a coefficient value of 0.895 and $p = 0.000$. Meanwhile, spirituality in the workplace had a positive influence with a coefficient value of 0.172 and $p = 0.035$. Simultaneously, these three variables explain 94.1% ($R^2 = 0.941$) of the variability of nurses' job satisfaction. The conclusion of this study confirms that factors of organizational support, organizational justice, and spirituality in the workplace are important determinants in increasing job satisfaction. The theoretical implication is that this study enriches the literature on human resource management by integrating relevant aspects in the context of the modern work environment. The practical implication is that these results provide the basis for strategic policies that support employee welfare and productivity to improve the quality of health services.

Keywords: Support, Justice, Spirituality, Satisfaction, Nurses.

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DECLARATION

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I hereby declare that this undergraduate thesis is the result of my investigations, except where otherwise stated. I also declare that it has not been previously or concurrently submitted as a whole for any other degrees at University of Darussalam Gontor or other institutions.

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APPROVAL OF SUPERVISOR

To Honorable,
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*Bismillahirrahmanirrahim,
Assalamu 'alaikum Wr, Wb*

I certify that I have supervised and read this thesis, written by:

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APPROVAL OF DEAN

The Faculty of Economics and Management University of Darussalam Gontor has received the thesis by:

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THESIS EXAMINATION COMMITTEE APPROVAL

The examination committee declared that the thesis written by:

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It has passed the thesis examination and it conforms to acceptable standards of scholarly presentation and is fully adequate, in scope and quality, as an undergraduate thesis for the degree of Bachelor in Department of Management, Faculty of Economics and Management, University of Darussalam Gontor.

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MOTTO

وَأَنْ لَّيْسَ لِلْإِنْسَانِ إِلَّا مَا سَعَىٰ

(An-Najm: 39)

“That humans only get what they have worked for”

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