

Original Article

***The Role of Stress and Job Satisfaction Among Frontline Nurses in the National Health Insurance Era: The Mediating Role of Self-Efficacy***

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**ABSTRACT**

*The study aimed to analyze the effect of role stress (role ambiguity and role conflict) on the self-efficacy and job satisfaction of nurses implementing the National Health Insurance (JKN) era at Panembahan Senopati Hospital, Bantul. The research design used was an analytic survey design using a cross-sectional study approach. The population of this study was all nurses at the Panembahan Senopati Hospital, Bantul, with a sample size of 105 executive nurses. Data analysis used Spearman correlation analysis to see the effect of the independent variables on the dependent variable with a significance limit ( $\alpha$ ) of 5%. The results indicated no effect of role ambiguity on nurses' self-efficacy in the JKN era at Panembahan Senopati Hospital, Bantul ( $p=0.236$ ). Further, there was an effect of role conflict on the self-efficacy of nurses in the JKN era at Panembahan Senopati Hospital, Bantul ( $p=0.000$ ). There is an effect of self-efficacy on the job satisfaction of nurses in the JKN era at Panembahan Senopati Hospital, Bantul ( $p=0.000$ ). It can be concluded that there is a complex relationship between role ambiguity, role conflict, self-efficacy, and nurse job satisfaction. Although not all relationships have a significant effect, this study provides an initial understanding of the factors that influence the self-efficacy and job satisfaction of nurses at Panembahan Senopati Hospital, Bantul, in the JKN era.*

**Keywords:** Role Ambiguity, Role Conflict, Self Efficacy, Job Satisfaction, Nurse, National Health Insurance.

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**INTRODUCTION**

In the hospital environment, nurses play a central role in providing quality health services to patients <sup>1</sup>. The implementation of the National Health Insurance (JKN) which was implemented in January 2014 had a change impact felt by nurses due to the limited information provided, both to the public and health service providers including nurses <sup>2</sup>, so that in this JKN area, the demands on nurses are increasingly complex and varied <sup>3</sup>, which places them in situations that require high adaptation skills <sup>4</sup>.

In order to deal with these demands and challenges, the psychological and motivational

factors of nurses play a very important role <sup>5</sup>. One aspect that is the focus of attention is self-efficacy, namely the individual's belief in their ability to carry out certain tasks. High self-efficacy is believed to encourage individuals to play an active role, be confident, and perform better. The level of self-efficacy can determine how much the nurse believes in her abilities so that this belief will determine the quality of performance <sup>6</sup>. On the other hand, nurses can also experience role conflict and ambiguity, namely situations where different demands or expectations collide, or the tasks assigned are unclear. This role conflict and role ambiguity can have a negative impact on the self-efficacy and quality of nurse work <sup>7</sup>. Therefore, an in-

depth understanding of how role conflict and role ambiguity interact with self-efficacy and their impact on job satisfaction is very important.

Dealing with the results of interviews with nurses at Panembahan Senopati Bantul Hospital, information was obtained "Our workload tends to be higher since the implementation of JKN because apart from having to carry out our duties and functions as nurses, we are required to provide socialization to patients and their families regarding BPJS provisions or policies. On the other hand, nurses also have to face more complaints directed at us if the services provided are not covered by BPJS" (MR, S). As explained in this information, it is known that nurses feel that there is a lack of clarity about their role since the JKN era. Nurses are required to do work outside their duties and functions while this work can cause role conflict.

The aim of the study was to analyze the effect of role stress (role ambiguity and role conflict) on the self-efficacy and job satisfaction of nurses implementing the JKN era at Panembahan Senopati Hospital, Bantul.

## METHOD

The research design was an analytic survey design, using a cross sectional study approach. This research used a Quantitative Research with a correlation study (connecting two or more variables in a group), namely analyzing the effect of role stress on self-efficacy and the effect of self-efficacy on nurse job satisfaction and a comparative study with (comparing two or more groups on certain variables) , namely by comparing the variable role stress (role ambiguity, role conflict), self-efficacy and job satisfaction variables in the hospital.

The population of this study were all nurses at the Panembahan Senopati Hospital, Bantul. Sampling in this study using simple random sampling technique, namely simple random sampling. This technique consists of two ways, namely by drawing (lottery technique) and using a table of numbers or random numbers (random number). The technique used in this study is a lottery technique. The sample size for the Panembahan Senopati Hospital, Bantul, was 105 Executive Nurses.

Role ambiguity and role conflict variables are measured using instruments developed by Rizzo et al., (1970) <sup>8</sup>. The self-efficacy variable uses a modified instrument from Riggs et al., (1994)<sup>9</sup>. For job satisfaction variables using instruments by developing indicators from Irani et al., (2002)<sup>10</sup>. Statement from the role ambiguity and role conflict instruments from Rizzo et al., (1970) <sup>8</sup> and self-efficacy from Riggs et al., (1994)<sup>9</sup>. contains two stimulus characteristics, namely favorable and unfavorable. Favorable characteristics are in accordance with behavioral indicators or those that indicate the height of the attribute being measured, which is normatively considered good, desirable, or preferred. Positive responses to favorable and unfavorable stimuli are given different weights. Positive responses to favorable stimuli on the role ambiguity, role conflict and self-efficacy instruments are given high weight, and vice versa. The variable assessment criteria is based on a Likert scale with the following answer choices: 4 = Strongly Agree; 3 = Agree; 2 = Disagree; 1 = Strongly Disagree.

The data obtained were to be analyzed using SPSS. Data analysis used Spearman correlation analysis to see the effect of the independent variables on the dependent variable with a significance limit ( $\alpha$ ) used was 5%.

## RESULTS

**Table 1. Distribution of Respondent Characteristics at Panembahan Senopati Hospital, Bantul**

Characteristics	n	%
Gender		
Male	29	27.6
Female	76	72.4
Age Group		
Teenager (17-25)	14	13.3
Adult (26-45)	91	86.7
Education		
SPK	5	4.8
D3 in Nursing	54	51.4
S1 in Nursing	16	15.2
Nurse	30	28.6
Year of Service		
< 1 year	2	1.9
≥ 1 year	25	23.8
≥ 5 years	78	74.3

Table 1 shows that 27.6% of the respondents were male and 72.4% female, then

the age group of the respondents was mostly in the adult category, respectively 86.7% and 59.8%. The education level of the respondents is D3 nursing by 51.4%. The distribution of the frequency of respondents based on years of service, most of the respondents at Panembahan Senopati Hospital, Bantul, had a working period of  $\geq 5$  years, namely 74.3%.

Based on table 2 it is known that the results of statistical tests at the Panembahan Senopati Bantul Hospital showed a significant value of 0.236 ( $P > 0.05$ , which means that there was no effect of role ambiguity on the self-efficacy of nurses in the JKN era at Panembahan Senopati Hospital, Bantul in 2020. The test results for the effect of role conflict on self efficacy, it was concluded that there was an effect of role conflict on the self-efficacy of nurses in the JKN era, both at Panembahan Senopati Hospital, Bantul ( $p=0.000$ ) with an r value of -0.383 which indicates that both variables have a negative influence, which means the higher the respondent's role conflict then self-efficacy is getting lower, and vice versa. Then, there is an effect of self-efficacy on job satisfaction of nurses in the JKN era at Panembahan Senopati Hospital, Bantul in 2020 with a p value = 0.000 and an r value of 0.409 indicating that both variables have a positive effect, which means the higher self-efficacy respondents, job satisfaction is also higher, and vice versa.

**Table 2. Hypothesis Testing**

Hypothesis	Sig.	r Value	Description
Role ambiguity $\rightarrow$ self-efficacy of Nurse	.236	.117	The research hypothesis is rejected
Role conflict $\rightarrow$ self-efficacy of Nurse	.000	.383	The research hypothesis is accepted
Self efficacy $\rightarrow$ work satisfaction of Nurse	.000	.409	The research hypothesis is accepted

## DISCUSSION

### Role Ambiguity with Nurse Self-Efficacy

Role ambiguity is a condition in which the duties, responsibilities and expectations of an individual are unclear or ambiguous. Self-efficacy refers to an individual's belief in his ability to perform certain tasks. In the context of nurses at Panembahan Senopati Hospital, Bantul, statistical test results show that there is

no significant effect between role ambiguity and nurse self-efficacy in the JKN era. This can be interpreted that the level of role ambiguity experienced by nurses does not significantly affect their level of self-efficacy in carrying out their duties. Under these conditions, nurses may be able to overcome ambiguity while still maintaining their confidence in doing their jobs.

According to Kadir et al. (2017), it was found that there was an effect of role conflict and role ambiguity on job satisfaction, self-efficacy, and adaptability of nurses<sup>11</sup>. This study also identified differences in the level of role ambiguity in the inpatient unit, critical room, and emergency room. Then, referring to the results of research conducted by Dasgupta in 2012 showing that in order to promote better patient care, health care managers can try to reduce stressors such as role burden, role conflict, and role ambiguity, while also increasing the level of self-efficacy of nurses.<sup>12</sup> The quality of service in hospitals can be improved through evaluating the behavior of nurses towards the quality of service felt by patients. In addition, this study shows that increased discipline and commitment between doctors and nurses is needed to improve the quality of service in hospitals.

Originally, this research provides important value because nursing management in hospitals can use the results of this study as a basis for translating patient needs into specific plans to produce products and services that are in line with patient needs and the expected quality of service<sup>11</sup>.

### Role Conflict with Nurse Self-Efficacy

Role conflict is a situation in which individuals face conflicting demands or expectations from the various roles they have. Self-efficacy, as previously explained, is an individual's belief in his abilities. In the context of nurses at Panembahan Senopati Hospital, Bantul, the results of statistical tests show that there is a significant influence between role conflict and nurse self-efficacy in the JKN era. Based on hospital empirical, the condition of Panembahan Senopati Bantul General Hospital as a government hospital has a larger number of human resources including nurses so as to minimize the occurrence of role conflicts.

Role conflict has a negative effect on nurse self-efficacy. That is, the higher the level of role conflict experienced by nurses, the lower their confidence in carrying out their duties. If

there is a conflict between the demands or expectations of the various roles nurses have, this can undermine their confidence in their ability to carry out these tasks.

Research by Handiyani H, Kusumawati AS, Karmila R, Wagiono A, Silowati T, Lusiyana A, et al (2019) shows that the average nurse, both young and older, has positive feelings about their ability to complete tasks and can find a solution to solve the problem. Nurse self-efficacy is formed through a lifelong social learning process so that nurses can have a variety of experiences, both success and failure experiences. Self-efficacy depends on how individuals deal with the successes and failures they experience while working. The experience of success will increase self-efficacy, otherwise failure will reduce self-efficacy, but if the experience of failure is always faced by individuals by constantly trying to improve performance, self-efficacy will also increase<sup>13</sup>.

Research by Djony Harijanto (2013) suggests that role conflict in the management of human resources and workforce in an organization has several factors related to both internal and external factors. Internal factors include nurse performance conditions, organizational conditions, and managerial systems used by superiors or supervisors in the organization. External factors involve evaluations from other parties on the performance of nurses and recognition/awards from organizations based on the assessment of the surrounding community. These two factors are important things that are useful for expressing the condition of role conflict in an organization<sup>14</sup>.

### **Self-Efficacy with Nurse Job Satisfaction**

Self-efficacy, as a belief in individual abilities, can affect the level of job satisfaction. In the context of nurses at Panembahan Senopati Hospital, Bantul, statistical test results show that there is a significant effect between self-efficacy and job satisfaction of nurses in the JKN era. There are several factors that can affect job satisfaction put forward by experts, but researchers use a theory consisting of aspects of pay (salary), promotion (promotion), co-workers (co-workers), work it self (the job itself) and supervision (supervise)<sup>15</sup>.

The low level of patient satisfaction indicates the low quality of health services<sup>16</sup>. This certainly indicates that since the implementation of the JKN system the number

of patients has increased while the quality of service has decreased. The quality of health services in hospitals can be influenced by service provider factors, including provider satisfaction<sup>17</sup>. One important source of customer satisfaction is employee job satisfaction and an important component of patient satisfaction is job satisfaction of a nurse<sup>18</sup>. The level of nurse self-efficacy has a positive influence on the level of job satisfaction of nurses. The higher the self-confidence of nurses in carrying out their duties, the higher the level of job satisfaction they feel. This means that nurses who have high confidence in their abilities tend to be more satisfied with their jobs and feel able to overcome the challenges they face.

Research by Matthew Reid in 2013 shows that the correlation between job satisfaction and self-efficacy is proven to be statistically significant and clearly affects productivity and quality of work. Then, for nurses who have just entered work in the hospital, the presence of a caring mentor and self-efficacy is a predictor of job satisfaction and good performance and the preceptor must care, which contributes to increasing the self-efficacy of new nurses<sup>19</sup>. Managers should consider the benefits of increased staff training, support and better working conditions<sup>20</sup>.

The results of other studies show that self-efficacy has a positive and significant effect on organizational commitment and nurse performance<sup>21</sup>. In addition, work stress has a negative impact on organizational commitment and does not affect nurse performance<sup>22</sup>. The results of the study also found that organizational commitment has a negative impact on nurse performance<sup>22</sup>.

The results of the study show that job satisfaction has a correlation with professional self-concept and self-efficacy, professional self-concept is a factor that influences job satisfaction. Therefore, the strategy to improve the professional self-concept and the program of self-efficacy improvement must be developed to increase the work satisfaction<sup>23</sup>.

### **CONCLUSION**

The research results showed that there was a complex correlation between the role ambiguity, role conflict, self-efficacy, and work satisfaction of nurse. Even though not all correlation has a significant influence, this

research gave an initial understanding about the factors influencing self-efficacy and work satisfaction of nurse at Public Regional Hospital of Panembahan Senopati Bantul JKN era. Its implication is important for the hospital management and the nurse practitioner to consider these factors in the effort to improve the work quality and the nurse satisfaction.

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### CONFLICTS OF INTEREST

The authors declare no conflict of interest.

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