

THE EFFECT OF PHYSICAL WORK ENVIRONMENT AND PSYCHOLOGICAL WORK ENVIRONMENT ON NURSES' JOB SATISFACTION (SURVEY AT MENTAL HOSPITAL OF WEST JAVA PROVINCE)

Pebri Riansyah Claudio Lodra Malhotra¹, Sri Suwarsi², Agus Hadian Rahim³

¹Master of Management Study Program, Hospital Management Concentration, Bandung Islamic University, Indonesia

²Master of Management Study Program, Hospital Management Concentration, Bandung Islamic University, Indonesia

³Master of Management Study Program, Hospital Management Concentration, Bandung Islamic University, Indonesia

ABSTRACT

Job satisfaction is an emotional response to various aspects of the work performed by nurses. There are several things that can affect job satisfaction, namely the physical work environment and the psychological work environment. This study aims to analyze the effect of physical work environment and psychological work environment on nurses' job satisfaction. As for the sample using total sampling, which amounted to 144 nurses in the room. Data collection techniques were carried out through observation, questionnaires and interviews. The results of research conducted on nurses obtained results with a coefficient of determination (R²) value of 83.4%. Based on the research results of the F test, the Sig.F value < α , namely $0.000 < 0.05$ conducted by zulfahmi dk, it can be concluded that the physical work environment (X1) and the non-physical work environment (X2) silmutan (together) have a significant effect on employee job satisfaction (Y).

Keywords : *Job satisfaction, Physical Work Enviroment, Psychological Work Enviroment*

1. INTRODCUTION

The hospital is one of the work environments that has the potential to cause a lot of pressure. This is evidenced by the results of research conducted by Taheri et al (2018) showing that workers in the social sector experience a range of work pressure compared to industrial workers. In permekes number 4 of 2018 article 2 regarding hospital obligations, it is required to provide safe, quality, anti-discrimination and effective health services by prioritizing patient interests in accordance with hospital service standards. According to Karsinah (in Wirawan) Nurses are the first and longest contact with patients, considering that nursing services take place continuously for 24 hours a day. The results of research conducted by M.Iqbal at Arifin Ahmad Hospital illustrate that nurses experience the phenomenon of heavy workload, such as most of the tasks assigned to nurses cannot be completed in the targeted time. According to Foxall et al (2009)

absenteeism, physical unhealthiness, conflict between nurses, stress, depression, resignation and low quality of health services are various obstacles that can cause pressure on the nursing profession.

Nurses face a physical work environment (room color, environmental cleanliness, lighting, air exchange (ventilation), security, job security, noise, aroma in the workplace, spatial layout) and psychological work environment (work procedures, work standards, supervisor responsibility, task clarity, reward system, relationships between nurses) so that it can cause stress. The factors that cause high work stress are: (1) environmental factors, including: political uncertainty, economic uncertainty and technological uncertainty; (2) organizational factors, including: task demands, role demands, interpersonal demands, organizational structure, organizational leadership, organizational development; and (3) individual factors, including: family problems, economic and personality problems and dissatisfaction in doing work in the hospital (exit, aspiration, voice, loyalty, neglect).

Regional general hospitals in West Java are health units that play an important role in carrying out management based on social and humanitarian functions, which means that in carrying out mental hospital management in West Java still requires humanitarian personnel in the form of doctors, nurses, administration to office boys and the main social center of attention is the patient who must be given everything in the hospital environment. Based on the results of interviews with the nursing section of the West Java Provincial Mental Hospital, it can be seen that employee job satisfaction is not optimal, this can be seen from the complaints made by nurses who are bored and tired of their work, as a result it is often seen that some nurses are lazing around during working hours and this results in work targets that are not completed on time.

Based on the description above, the researcher took data using a questionnaire on the problem by looking at the Effect of Physical Work Environment and Psychological Work Environment on Nurses' Job Satisfaction with Six (6) Indicators / Variables that are considered representative in forming the Physical Work Environment and Two (2) Indicators / Variables that form the Psychological Work Environment and 20 Indicators / Variables that form Job Satisfaction in Nurses of the Mental Hospital of West Java Province.

2. LITERATURE REVIEW

2.1 Hospital Physical Work Environment (X1)

The work environment is something that exists in the work environment that can affect workers in carrying out each task. (Nitisemito 2003), the physical work environment is divided into two parts :

- a. The work environment that is directly related to employees (work centers and work chairs)
- b. The intermediate environment or general environment which can also be called the work environment that affects human conditions such as temparrur, offices, homes, air circulation, noise odors, and others.

2.2 Work environment factors

- a. Color : Color is an important factor in increasing the work efficiency of nurses. Especially color will affect the state of the soul. By using the right color on the walls of the room and other tools, the joy and calmness of working apra employees will be maintained.
- b. Cleanliness of the work environment : If the work environment is clean, the nurse will feel comfortable in doing her job, for example the cleanliness of the toilet where the nurse works.
- c. Lighting : Lighting is not only from electricity but also sunlight. In carrying out tuga nurses need sufficient lighting if the work is done to demand accuracy.
- d. Air exchange (ventilation) : Adequate air exchange will increase the physical freshness of the nurses, because if the ventilation is sufficient, health will be guaranteed. In addition to ventilation, building construction can also affect air exchange, for example a building that has a high ceiling will cause more air exchange than a low ceiling town.
- e. Job security : Security at work can be interpreted more broadly such as the security of nurses' personal property and also the construction of the building where they work so that it will cause calmness which will encourage nurses to work.
- f. Noise : Noise is a disturbance to a person because of the noise then the concentration at work will be disturbed. This will clearly cause losses.

- g. Smells in the workplace : The presence of unpleasant odors around the workplace can be considered as pollution because it can disturb the concentration of bekejra and unpleasant odors that occur continuously can affect olfactory sensitivity.
- h. Room layout : It is what is in the workspace that can affect the comfort of nurses at work.

2.3 Hospital Psychological Work Environment (X2)

The psychological work environment is an important and influential factor for nurses in carrying out their health services. The psychological work environment greatly affects the state of employees at work where a bad psychological work environment will cause fatigue, emotional tension, and low motivation. on the other hand, a good psychological work environment creates high motivation and does not cause fatigue and emotional tension in nurses. Psychological factors are factors related to the psychology of nurses including interest, peace of mind at work, attitude towards work, talent and skills. Psychological factors in the organization can be in the form of support from superiors, collaboration, benefits from good performance and recognition.

2.4 Psychological Work Environment Factors

The psychological work environment factors according to DesteFano (2006) in fath (2015: 22) are as follows:

- a. Work procedures : A series of work procedures that are arranged in sequence, so that a gradual sequence of work is formed in completing a job.
- b. Work standards : task, function or behavior requirements set by the employer as targets that must be achieved by a nurse.
- c. Supervisor accountability :It is the responsibility of a supervisor to organize nurses' tasks so that they can be done effectively and fairly. Supervisors are also responsible for conducting employee evaluations to ensure the achievement of goals set by the company.
- d. Clarity of tasks : The extent to which the job requires the completion of all work pieces as a whole and can be recognized by employees. In this case nurses are required to understand and be able to carry out their work based on instructions from superiors.
- e. Reward system : A reward system is a program used to recognize nurses' individual achievements, such as the achievement of goals or projects or the use of creative ideas.
- f. Relationship between nurses : Relationships with coworkers are harmonious and without any mutual intrigue among coworkers. One of the factors that influence employees to stay in one organization is the existence of harmonious relationships between coworkers.

2.5 Job Satisfaction of Hospital Nurses (Y)

Job satisfaction is a positive feeling about an employee's job that is the result of an evaluation of its characteristics while unsatisfied nurses have negative feelings about their job.

Job satisfaction is also important for acquisitions, employees who do not get job satisfaction will never reach psychological maturity and will become frustrated. Job satisfaction of nurses can directly or indirectly have an impact on improving nurse performance. Hezberg states that the causes of satisfaction lead to higher productivity. Causes of dissatisfaction such as unfair wages, unfavorable working conditions, lack of objectivity of supervisors, poor interpersonal relationships, no promotion opportunities, and not being given authority in work can lead to low productivity.

2.6 Factors Affecting Job Satisfaction

According to Hasibuan, the factors that can affect employee job satisfaction are described in the following table:

- a. Fair and appropriate compensation
- b. Appropriate placement in accordance with keahilan
- c. Light weight of work
- d. Work atmosphere and environment
- e. Equipment that supports the implementation of the work
- f. The attitude of the leader in his leadership

g. The nature of the work is monotonous or not

2.7 Job Satisfaction Indicator

According to Robbins, 2007: 111 there are consequences when employees are dissatisfied at work, namely as follows:

- a. Exit ; Behavior shown to leave the organization, including looking for a new position and resigning.
- b. Aspiration (voice) ; Actively and constructively seeking to improve conditions, including suggesting improvements, discussing problems with superiors, and some forms of labor union activity.
- c. Loyalty : passively but optimistically waiting for conditions to improve, including defending the organization when faced with external criticism and trusting the organization and management to “do the right thing”.
- d. Neglect : passively allowing conditions to get better, including persistent absenteeism or tardiness, lack of effort, and increased error rates.

2.8 Minnesota Satisfaction Questionnaire (MSQ)

Minnesota Satisfaction Questionnaire (MSQ) is a measuring instrument to measure the satisfaction of a worker who has 20 questions with the aim of measuring feelings of like or dislike in the individual from very satisfied to very dissatisfied. The measurement scale uses the ordinal Likert model, the Minnesota Satisfaction Questionnaire (MSQ) model is qualitative in nature and is converted into quantitative by measuring indicators into question instruments. The following will be presented briefly Minnesota Satisfaction Questionnaire (MSQ) items as follows: (1) Abilityutilization, (2) Achievement, (3) Activity, (4) Authority, (5) Company policies, (6) Compensation, (7) Co-workers, (8) Creativity, (9) Indepence, (10) Security, (11) Socialservicie, (12) Socialstatus, (13) Moralvalues, (14) Recognition, (15) Responsibility, (16) Supervision humanrelation, (17) Supervision technical, (18) Variety, (19) Working conditions.

2.9 The effect of physical work environment on job satisfaction

Nurses are part of the hospital that provides services to patients who have an attitude to determine the nurse's job satisfaction itself, job satisfaction is an emotional state that can be felt comfortable and enjoyable by nurses so that these nurses can love their work and can provide optimal service to patients.

Job satisfaction can be in the form of service facilities, nurse privacy facilities, and a comfortable workspace from the examples of factors that have been mentioned, most of which are included in the work environment so that work environment is an important factor in the formation of job satisfaction. This is reinforced by the research conducted by Zulfahmi septian et al. obtained a significance t value of 0.019. The test results show that Sig. $t < \alpha$ (0.05) then the effect of the physical work environment variable (X1) on the employee job satisfaction variable (Y) is significant which explains that the physical work environment affects job satisfaction in employees.

2.10 The effect of psychological work environment on job satisfaction

An improved work environment in a hospital is an important means of supporting services for nurses so that they work productively and concentrate on services to patients. In addition to the important physical environment, there is a psychological environment, namely the relationship between good nurses, the relationship between nurses and the parts in the hospital, job safety assurance, salary and healthy working time, which can be a satisfaction for nurses in carrying out their work. This is reinforced by the statement of Zulfahmi septin et al showing the results of the t test of the non-physical (Psychological) work environment variable (X2) on the employee job satisfaction variable (Y) resulting in a significance t value of 0.000. The test results show that Sig. $t < \alpha$ (0.05), so the effect of the non-physical work environment variable (X2) on the employee job satisfaction variable (Y) is significant.

2.11 The effect of physical work environment and psychological work environment on job satisfaction

One way to realize satisfying services is to provide job satisfaction to nurses so that the achievements expected by the hospital can be realized, a comfortable work environment and adequate work facilities can create a healthy and productive work environment for nurses so that the encouragement to work optimally can be done and collaboration between nurses and other parties can be well established. This will provide

job satisfaction for the nurses themselves so that the incidence of job satisfaction increases which will have an emphasis on negative impacts in the form of absenteeism, unproductivity at work, and ultimately will harm hospital management. This is based on based on the research results of the F test Sig.F value $< \alpha$, namely $0.000 < 0.05$ conducted by zulfahmi dk. This means that H_0 is rejected and H_a is accepted so it can be concluded that the physical work environment (X1) and non-physical work environment (X2) silmutan (together) have a significant effect on employee job satisfaction (Y). In addition, based on the R Square value, it is known that the physical work environment variable (X1) and the non-physical work environment (X2) contribute to the employee job satisfaction variable (Y) by 0.572 (57.2%) and the rest is influenced by other variables.

Nurses who have effective and productive performance are the hope of every management in the hospital, because nurses are the profession that has the most contact compared to other professions with patients, therefore the better the physical environment and the psychological environment, the more job satisfaction will increase in the nurse's work environment so that the services provided can be maximized. Based on the explanation of the framework of thought, the research parameters that will be used in this study can be described in Figure :

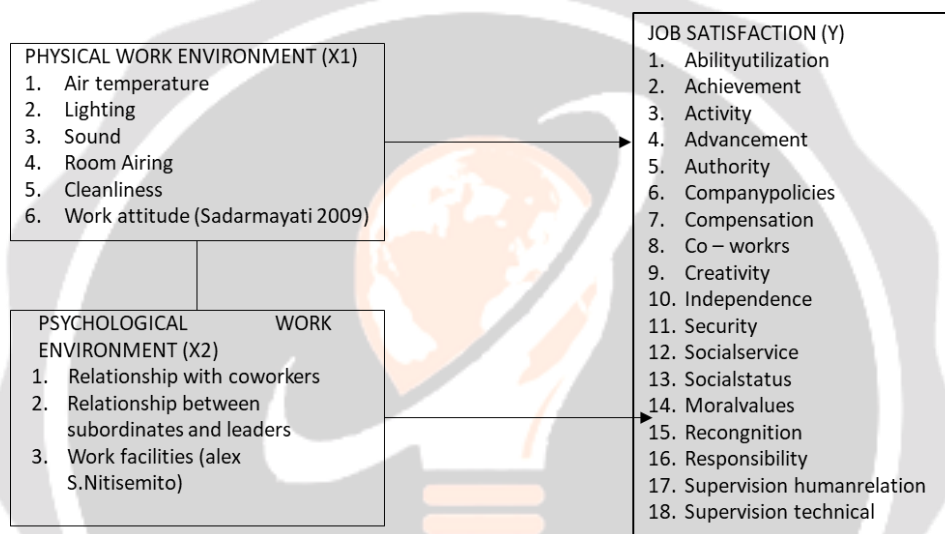


Fig -1 Nurse's Work Environment

3. METHODOLGY

This type of research aims to analyze the effect of independent variables on dependent variables. The independent variables in this study are the physical work environment and psychological work environment while the dependent variable in this study is job satisfaction.

The research method is descriptive and verification methods, the sampling technique is to use total sampling, data collection using research instruments, data analysis is statistical with the aim of testing predetermined hypotheses (Sugiyono 2014: 11).

The method used in this research is descriptive method with a quantitative approach and verification method, namely the research results obtained will be processed and analyzed to obtain a conclusion. According to Sugiyono (2014: 21) descriptive analysis method is a statistic used to analyze data by describing or describing the data that has been collected as it is without intending to draw conclusions. Describe the data that has been collected as it is without intending to make general conclusions or generalizations. In this study, descriptive analysis aims to describe the physical work environment and the physiological work environment as quantitative sub variables. The independent variables consist of physical work environment (X1) and psychological work environment (X2) (Y) and job satisfaction (Y) which will be categorized into 5 categories based on a Likert scale in categories (Strongly agree / very positive, Agree / often / positive, Doubtful / sometimes / neutral, Disagree / almost never / negative, Strongly disagree / never / very negative) using scores.

The verification method is a model and proof that is useful for finding the truth of the proposed hypothesis. Verification research in this study is to determine the effect of the physical and psychological work environment on job satisfaction.

Based on the method described above, the authors intend to collect historical data and observe certain aspects related to the problem under study so as to obtain data. with the problem under study so that it will obtain data - data that supports the preparation of research reports.

According to Sugiyono (2016: 115) is a generalization area consisting of objects / subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions. The population used in this study were all nurses at the West Java Provincial Mental Hospital, totaling 214 nurses.

According to Sugiyono (2016: 62), the sample is part of the number and characteristics of the population. The sample size can be determined statistically or through research estimation (Anwar, 2016: 82), using the formulation of Slovin at the 5% level, thus the minimum sample used is 140 nurses at the West Java Provincial Mental Hospital. To determine the sample to be used in the study there are various sampling techniques used. Probability sampling technique used in this study is to use random sampling where sampling is done randomly.

4. RESULTS

This research was conducted in January 2021 at the West Java Provincial Mental Hospital with 144 people with the research subjects being all nurses of the West Java Provincial Mental Hospital.

4.1 Characteristics of research respondents based on age, length of service, employment status, work unit of nurses at the West Java Provincial Mental Hospital.

Tabel -1 Characteristics of Research Respondents Based on age, length of work, employment status, work unit of nurses at the West Java Provincial Mental Hospital.

	Characteristics	Frequency (n)	Percent (%)
Age	20 - 29 Years	12	8,3
	30 - 39 Years	18	12,5
	40 - 49 Years	100	69,4
	>50 Years	14	9,7
Length of working	1-5 Years	50	34,7
	6-10 Years	31	21,5
	>10 Years	63	43,8
Employment Status	Non-Civil Servants (Non-Civil Servants)	25	17,4
	Civil Servant	119	82,6
Work Unit	R. GARUDA	8	5,6
	R. GMO	13	9,0
	R. INSTALASI GAWAT DARURAT	12	8,3
	R. KESWARA	13	9,0
	R. MERAK	13	9,0
	R. MERPATI	5	3,5
	R. NAPZA	8	5,6
	R. NURI	15	10,4
	R. PERKUTUT	15	10,4
	R. RAJAWALI	14	9,7
	R. RAWAT JALAN	10	6,9
	R. REHABILITASI	7	4,9
	R. VIP	8	5,6
	OTHER	3	2,1
Total		144	100

The table above shows that most of the West Java Provincial Mental Hospital Nurses based on their age range are between 40 to 49 years old as many as 100 (69.4%), based on their length of service of more than ten (10) years as many as 63 (43.8%), based on employment status are Civil Servants (Civil Servants) as many as 119 (82.6%) and based on the Work Unit are R.Nuri and R.Perkutut as many as 15 (10.4%).

4.2 Recapitulation of respondents' responses based on the dimensions of the Physical Work Environment.

Based on the data obtained from the measurement of the Physical Work Environment, the researchers categorized the participants' scores into 5 groups, namely Very Satisfied, Satisfied, Quite Satisfied, Dissatisfied, Very Dissatisfied.

Table-2 Recapitulation of respondents' responses based on the dimensions of the Physical Work Environment of nurses at the West Java Provincial Mental Hospital.

No	Dimensions	Actual Score	Ideal Score	% Score	Description
1	Air Temperature	944	1440	65,6%	Good enough
2	Lighting	994	1440	69,0%	Good
3	Sound	942	1440	65,4%	Good enough
4	Air Circulation	993	1440	69,0%	Good
5	Hygiene	971	1440	67,4%	Good enough
6	Work Attitude	983	1440	68,3%	Good
Total Physical Work Environment Variable Score		5827	8640	67.4%	Good enough

The table above shows the dimensions of the Physical Work Environment variable for nurses at the West Java Provincial Mental Hospital, the lowest percentage of which is the Sound Dimension (65.4%). While the dimension with the highest percentage is Lighting (69.0%). Based on the score interpretation category, it can be seen that the statements submitted regarding the Physical Work Environment are included in the good enough category.

4.3 Recapitulation of respondents' responses based on the dimensions of the Psychological Work Environment.

Based on the data obtained from the Psychological Work Environment measurement, the researcher categorized the participants' scores into 5 groups, namely Very Satisfied, Satisfied, Moderately Satisfied, Dissatisfied, Very Dissatisfied

Table-3 Recapitulation of respondents' responses based on the dimensions of the Psychological Work Environment of Mental Hospital Nurses in West Java Province.

Number	Dimensions	Actual Score	Ideal Score	% Score	Description.
1	Relationship with Coworkers	2007	2880	69,7%	Good
2	Work Facilities	1417	2160	65,6%	Good enough
Total Physical Work Environment Variable Score		11205	16560	67,7%	Good enough

The table above shows the dimensions of the Psychological Work Environment variable in West Java Province Mental Hospital nurses, the lowest percentage of which is the Work Facility Dimension (65.6%). While the dimension with the highest percentage is Relationships with Coworkers (69.27). Based on the score interpretation category, it can be seen that the statements submitted regarding the Psychological Work Environment are included in the sufficient category.

4.4 Recapitulation of respondents' responses based on the dimensions of Nurse Job Satisfaction.

Based on the data obtained from the measurement of Nurse Job Satisfaction, the researcher categorized the participants' scores into 5 groups, namely Very Satisfied, Satisfied, Moderately Satisfied, Dissatisfied, Very Dissatisfied.

Table-4 Recapitulation of respondents' responses based on the dimensions of Job Satisfaction of Nurses at the West Java Provincial Mental Hospital.

No	Dimensions	Actual Score	Ideal Score	% Score	Description.
1	Ability Utilization	508	720	70,6%	Satisfied
2	Achievement	492	720	68,3%	Satisfied
3	Activity	507	720	70,4%	Satisfied
4	Advancement	485	720	67,4%	Moderately Satisfied
5	Authority	484	720	67,2%	Moderately Satisfied
6	Company Policies	473	720	65,7%	Moderately Satisfied
7	Compensation	486	720	67,5%	Moderately Satisfied
8	Co-works	531	720	73,8%	Satisfied
9	Creativity	495	720	68,8%	Satisfied
10	Independence	502	720	69,7%	Satisfied
11	Security	475	720	66,0%	Moderately Satisfied
12	Social Service	517	720	71,8%	Satisfied
13	Social Status	502	720	69,7%	Satisfied
14	Moral Values	493	720	68,5%	Satisfied
15	Recognition	480	720	66,7%	Moderately Satisfied
16	Responsibility	470	720	65,3%	Moderately Satisfied
18	Supervision Technical	470	720	65,3%	Moderately Satisfied
19	Variety	473	720	65,7%	Moderately Satisfied
20	Working Condition	450	720	62,5%	Moderately Satisfied
Total Job Satisfaction Variable Score		9774	14400	67,9%	Moderately Satisfied

The table above shows the dimensions of the Job Satisfaction variable in West Java Province Mental Hospital nurses, the lowest percentage of which is the Working Condition Dimension (65.2%). While the dimension with the highest percentage is CO-works (73.8). Based on the score interpretation category, it can be seen that the statements submitted regarding Nurses' Job Satisfaction are included in the sufficient category.

4.5 Multiple Linear Regression Model Analysis of Physical Work Environment and Psychological Work Environment Variables on Nurse Job Satisfaction Variables.

Table-5 Multiple Linear Regression Model Analysis of Physical Work Environment and Psychological Work Environment Variables on Work Satisfaction Variables of Nurses of Mental Hospital of West Java Province.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.688	2.248		1.196	.234
	Lingkungan Kerja Fisik	.633	.081	.400	7.854	.000
	Lingkungan Kerja Psikologis	1.597	.141	.577	11.312	.000

a. Dependent Variable: Kepuasan Kerja

The table above shows that the model obtained from the results of multiple linear regression analysis of the Physical Work Environment and Psychological Work Environment variables on the Job Satisfaction Variable of West Java Provincial Mental Hospital Nurses is significant, namely the Sig value. <0.05, meaning that the Physical Work Environment and Psychological Work Environment Variables affect Nurses' Job Satisfaction by obtaining coefficient beta on each variable so that a Multiple linear regression equation can be formed as follows:

$$Y = 2,668 + 0,633 (X_1) + 1,597 (X_2)$$

Where:

Y = Nurse Job Satisfaction

a = Constant

X1 = Physical Work Environment

X2 = Psychological Work Environment

b1,b2 = Regression coefficient

ϵ = error term The above equation can be explained as follows:

- The constant of 2.688 shows the percentage score of Nurse Job Satisfaction if the Physical Work Environment and Psychological Work Environment are zero.
The regression coefficient for the Physical Work Environment variable (X1) is 0.633 which shows the percentage change in the Nurse Job Satisfaction score influenced by the Physical Work Environment, the positive sign indicates that the influence that occurs is unidirectional, meaning that every time there is an increase in the score on the Physical Work Environment variable score by 1 unit and the other variables are considered constant, the Nurse Job Satisfaction is predicted to increase by 0.633 units.
- The regression coefficient for the Psychological Work Environment variable (X2) is 1.597 which shows the percentage change in the Nurse Job Satisfaction score which is influenced by the Psychological Work Environment, the positive sign indicates that the influence that occurs is unidirectional, meaning that every time there is an increase in the score on the Psychological Work Environment variable score by 1 unit and the other variables are held constant, the Nurse Job Satisfaction is predicted to increase by 1.597 units.

4.6 Coefficient of Determination of Linear Regression Model of Physical Work Environment and Psychological Work Environment Variables on Nurse Job Satisfaction Variables.

Table-6 Coefficient of Determination of Linear Regression Model of Physical Work Environment and Psychological Work Environment Variables on Nurse Job Satisfaction Variables.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.913 ^a	.834	.831	6.05357

a. Predictors: (Constant), Psychological Work Environment, Physical Work Environment

b. Dependent Variable: Job Satisfaction

The table above shows that the Physical Work Environment and Psychological Work Environment provide diversity in Nurse Job Satisfaction by 83.4% while the remaining 6.05% is influenced by other factors not examined.

4.7 Partial coefficient of determination between the independent variables of Physical Work Environment and Psychological Work Environment on Nurse Job Satisfaction.

Table-7 Partial Determination Coefficient between the independent variables of Physical Work Environment and Psychological Work Environment on Job Satisfaction of Nurses of Mental Hospital of West Java Province.

Variabel Independen	Standardized Coefficients	Correlations	Beta x Zero-Order	%
	Beta	Zero-order		
Physical Work Environment	0.400	0.826	0.331	33.1
Psychological Work Environment	0.577	0.872	0.503	50.3

The table above shows that the magnitude of the influence of the Psychological Work Environment on Nurse Job Satisfaction is 50.3% higher than the Physical Work Environment which influences Nurse Job Satisfaction by 33.1%. Thus the Psychological Work Environment is more dominant in influencing Nurse Job Satisfaction than the Physical Work Environment.

5 DISCUSSION AND CONCLUSION

- 1) The lowest percentage of the Physical Work Environment is the Sound/Noise Dimension (66.5%). While the dimension with the highest percentage is Lighting and Air Circulation (69%). The Physical Work Environment obtained an actual score of 5287 from an ideal score of 8640, the percentage score obtained is 67.4%. This shows that the perceptions given by Nurses regarding the Physical Work Environment at the Mental Hospital of West Java Province are considered quite good.
- 2) The lowest percentage of Psychological Work Environment is the Work Facility Dimension (65.6%). While the dimension with the highest percentage is Relationships with Coworkers (69.7%). Overall, the Psychological Work Environment variable measured by 12 statements obtained a score of 3424 from the ideal score of 5040 with a percentage score of 67.9%, this shows that the Nurses' perceptions of the Psychological Work Environment in the Mental Hospital of West Java Province are categorized as quite good.
- 3) The dimension of the Nurse Job Satisfaction variable that has the lowest percentage is the Working Condition Dimension (67.9%) where the condition of the work environment such as the availability of rooms and work equipment from the hospital is not adequate. While the dimension with the highest percentage is Co-works (73.8%) where the interaction relationship with fellow coworkers has been well established. Overall, the Nurse Job Satisfaction variable measured by 22 statements obtained a

score of 11069 from the ideal score of 16280 with a percentage score of 68.0%. This shows that nurses' perceptions of satisfaction in carrying out their work at the Mental Hospital of West Java Province are categorized as sufficient.

- 4) It is also known that the magnitude of the effect of the Physical Work Environment partially on Nurse Job Satisfaction is 33.1% with a positive regression coefficient which indicates that the better the Physical Work Environment at the West Java Provincial Mental Hospital, the higher the Nurse Job Satisfaction will be.
- 5) It is also known that the Psychological Work Environment which partially influences Nurse Job Satisfaction is 50.3% with the regression coefficient value having a positive direction, meaning that the better the Psychological Work Environment at the West Java Provincial Mental Hospital, the higher the Nurse Job Satisfaction will be.
- 6) With a coefficient of determination of 0.834, it shows that the Physical Work Environment and Psychological Work Environment provide 83.4% diversity in Nurse Job Satisfaction, while the remaining 16.6% is influenced by other factors not observed in this study. so that there is a significant influence between the Physical Work Environment and the Psychological Work Environment on Nurse Job Satisfaction at the West Java Provincial Mental Hospital.

Based on the above conclusions, the researcher tries to provide some suggestions regarding the application of the influence of the Physical Work Environment and Psychological Work Environment on Nurse Job Satisfaction, namely:

1. The results showed that the physical work environment has a significant influence on nurse satisfaction, thus the West Java Provincial Mental Hospital should pay more attention to the physical work environment, especially regarding noise at work, it is known that there are still nurses who are still chatting in the work unit room, this needs to be a concern and evaluation because it can interfere with the concentration and comfort of other fellow nurses who are working which will have an impact on the performance of nurses who are less than optimal.
2. Based on the results of the study, it shows that the non-physical or psychological work environment has a dominant influence on nurses' job satisfaction at the West Java Provincial Mental Hospital, this needs to be a concern of hospital management to pay attention to the psychological environment of nurses because the worse the psychological environment in the West Java Provincial Mental Hospital can reduce nurse satisfaction which will also have an impact on poor performance.
3. For future researchers, it is hoped that it will add independent variables and increase the research sample to prove the variables in this study again and it is hoped that it can add other broader research objects to strengthen the research results.
4. Adding wall facilities to the nurse service room by changing the wall color to green or blue so that it can balance emotions in nurses.
5. Provide knowledge related to the disease, steps for using personal protective equipment and conduct training before handling COVID-19 patients.
6. Hospitals develop detailed health protocols related to the management of personal protective equipment during the COVID-19 pandemic.
7. On how to relax properly to reduce psychological distress
8. Covid incentives are lowered for health workers (Nurses)
9. A rest room is provided for nurses on night shifts.
10. Review the availability of PPE whether it is according to standard or not because there are shortages such as long gloves, foot protectors, special footwear for use in the covid 19 room,
11. Provide a room for N95 masks because if this is not done, there will be waste of N95 masks which should be used 4-5x usage if stored in a special room that is given the identity of each nurse,
12. Ventilation in the GMO room needs improvement because there is damage to the window so that the air flow from inside can go out the window which is feared to trigger transmission to others, always monitor the cleanliness of the bed and routinely give vitamin supplements to nurses of the West Java Provincial Mental Hospital.

6. REFERENCES

- [1] Alex S. Nitisemito, Personnel Management, Ghalia Indonesia, Jakarta. 2014
- [2] Fath. Non-Physical Work Environment and Job Characteristics on Job Satisfaction UNY. Yogyakarta. 2015
- [3] Hasibuan. Human resource management. Revised edition. Thirteenth printing Bumi Aksara. Jakarta 2010

- [4] Hidaupati. The Effect of Job Satisfaction and Organizational Commitment on Turnover Intention, UNY. Surakarta. 2016
- [5] Isyandi. B. Human Resource Management: In Global Perspective UNRI. Pekanbaru. 2017
- [6] Ministry of Health RI. INFODATIN center of Data and Information Ministry of Health RI About Nurses. Jakarta. 2017
- [7] Kepmenkes R.I No. 135/ Menkes/SK/IV/78, 1978, Organizational Structure and Management of Mental Hospitals, Ministry of Health, Jakarta. 1978
- [8] Moh. Saeful Bahari. The Influence of Leadership Work Environment Organizational Culture and Motivation on Job Satisfaction which applies to lecturer performance. Jaked Media Publishing. Indonesia. 2018
- [9] Nitisemito in Inayat. The Effect of Kejra Environment and Komepnasasi on Work Motivation. Journal of Management. Yogyakarta. 2018
- [10] Regulation of the Minister of Health of the Republic of Indonesia Number 66 of 2016 Hospital occupational safety and health, Jakarta. 2016
- [11] Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2018 concerning Hospital Obligations and Patient Obligations. Jakarta 2018
- [12] Regulation of the Minister of Health of the Republic of Indonesia Number 70 of 2016, concerning Standards and Requirements for Occupational Environmental Health, Jakarta. 2016
- [13] Robbins, P. Stephen. Organizational Behaviour, Tenth Edition, translated by Drs. Benyamin Molan. Fourth Edition: Jakarta. 2018
- [14] Sedarmayati. Work Environment Factors: PT Refika aditama. Bandung. 2009
- [15] Sedarmayati. Human Resources Management. PT.Bumi Aksara. Jakarta. 2007
- [16] Septian Z, et al. The Effect of Work Environment on Job Satisfaction. JAB. Ngawi. 2017
- [17] Sugiyono. Qualitative quantitative research methods and R&D. Alfabeta. Bandung, 2018
- [18] Taheri, M Forouzandeh, Comparison of burnout stress between mental education employees and industrial workers. Annals of Biologica Research, and employment, of Research Library scholars. UNITED STATES. 2012
- [19] Vocational Psychology Research .. Minnesota Satisfaction Questionnaire (Short Form). Minnesota:University of Minnesota.University of Minnesota.1977
- [20] Yusuf N. & Metiboba S. Work environment and work attitude among employees in Nigerian work organizations. Journal of Sustainable Society, Nigeria.2012