NEGATIVE FACTORS AND ITS EFFECT TOWARDS JOB SATISFACTION OF NURSES

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Abstract
The primary function of nurses in inpatient services is to provide optimal services for patients with serious illnesses. Therefore, nurses’ job satisfaction should not be taken for granted. The role overload can influence job satisfaction at workplaces. The role overload and job stress have negative effect. However, the nurses can still have job satisfaction, if the role overload is at low level. The other factor that influences job satisfaction is role ambiguity. The aim of this study is to analyze the factors that determine job satisfaction of nurses, work at the hospital and the job stress impacts on job satisfaction. The samples of this study were 170 respondents. This study applied quantitative design with path analysis. The role overload and job stress have negative and significant influence on job satisfaction. The role overload and role ambiguity have a positive and significant impact on job stress. The role ambiguity does not influence job satisfaction. Job stress mediates the role ambiguity to job satisfaction. The next research can develop variables that can mediate the influence of role ambiguity and role conflict on job satisfaction, for example, burnout and performance variables.

Keywords: role overload; role ambiguity; job stress; job satisfaction.

Article History: Received: 13 Sep 2019 Revised: 28 Sep 2019 Accepted: 2 Oct 2019

INTRODUCTION

A Nurse is one of the crucial resources in hospital organizations. However, working as a nurse is not an easy thing. Nursing services are an integral part of health services in hospitals. The primary function of nurses in inpatient services is to provide optimal services for patients with serious illnesses. This is the hospital’s attention to the patient (Handara, 2014).
To develop nurses to be more advanced and growing; and to achieve the goals of hospitals, nurses’ job satisfaction should be cared for. However, now many organizations or hospitals emphasize more on achieving work outcomes than job satisfaction. Job satisfaction can be seen in the nurses’ role overload. According to Mittal & Bhakar (2018), role overload can influence job satisfaction. Both have a negative relationship. In fact, if the nurses’ role overload is at a low level, they can still have job satisfaction.

The other factor that can affect job satisfaction is role ambiguity. Sulistyawati, Rahmawati, & Lestari (2014) stated that the obscurity of role influences job satisfaction. This means that high and low clarity of roles influences the level of job satisfaction. The purpose of a nurse is clearly stated in the standard operating procedures. Then, it will make the nurses easier to work and achieve their job satisfaction. Another study by (Essiam et al., 2015), which shows role ambiguity as a dimension of role stress does not have a significant negative effect on job satisfaction. The tremendous role ambiguity experienced by employees can not reduce the level of job satisfaction but the opposite.

In supporting nurses’ job satisfaction, the hospitals in Batang Regency have tried to fulfill the nurses’ rights such as implementing a wage system based on Regional Minimum Wage in Batang, providing incentives for the outstanding nurses. Further, the hospitals have also created a comfortable working atmosphere with a clean work environment, provided adequate work facilities, and held recreational activities for employees. Next, briefings are also conducted as a means to exchange ideas between leaders and employees; to propose opinions, critics, and suggestions; and to solve problems together. In addition, the hospitals also hold training and development programs to improve the skills and competencies of their nurses.

Unfortunately, the efforts made by the hospital have not been able to support employees’ job satisfaction. Based on the observation and interview done, it is known that a nurse has enormous responsibilities. The example is the nurse with duty in an inpatient installation. In this case, all nursing services are carried out continuously for 24 hours, so that they have more responsibilities than other nurses placed at other facilities. Next, the employee also has a busy work schedule. Even, they are on duty during holidays. Then, the hospital management should provide free time since lack of vacation can cause the employees to experience job dissatisfaction.

Based on the phenomenon, this study is exciting to be explored because the medical staffs’ problems are very complex. Their physical and psychological performance should be excellent. On the other hand, studies with similar models still use a few inpatient nurses as research samples. Most research often uses a sample of bank and hotel employees. Based on the background, the main problem in this study is how negative factors can influence the job satisfaction of nurses to work at the hospitals.

**LITERATURE REVIEW**

**Role Overload**

Role overload and individual expectation are contradictory. In fact, an individual can do number of tasks, but he cannot complete them within limited time (Agustina, 2009).
Iroegbu (2014) added that the role overload is a situation where various roles, tasks or jobs that should be done exceed the amount of time, resources, and energy provided by an individual. According to Mittal & Bhakar (2018), role overload has a negative effect on job satisfaction. This can be inferred that if the workers perceive high overload role, it will result in low job satisfaction.

**Role Ambiguity**

Role ambiguity is a situation of uncertainty, experienced by employees regarding demands in their work (Belias et al., 2015). Role ambiguity is the obscurity of information about the expected responsibilities, expectations, and behaviors of a particular position or the work scope of the employee (Palomino & Frezatti, 2016). Then, Yasa, (2017) defined role ambiguity as the absence of adequate information or information about work which is not conveyed to individuals. The role ambiguity is the result of a lack of knowledge as the lost clarity appears at a specific job position. This causes employees have uncertain roles, job objectives, and responsibilities. The expectations of coworkers and supervisors may also not be clear (Schmidt, et al., 2014).

Role ambiguity occurs when individuals do not get clarity about their tasks at work since there is not any clear job description and incomplete commands from superiors. The role expected by someone becomes vague and incomprehensible. Then, they can cause uncertainty of one’s role (Irzani & Witjaksono, 2014). Role ambiguity includes the dimension of role stress because role ambiguity is a stress generator that can cause erratic feelings.

**Job Stress**

Waheed & Malik, (2010) defined job stress as a condition that occurs when several factors in the workplace interact with employees, and they disturb the employees’ physiological and psychological balance. Job stress will lead an employee to experience tension that affects his emotion and thought processes (Handoko, 2009). According to Sunyoto, (2012), an employee can be stressful because he face a confrontation condition between opportunities, obstacles, and employee willingness with uncertain results.

Haroon, et al., (2012) stated that job stress occurs when an organization gives high workload to its employees, and they experience physiological and mental fatigue and decreasing concentration at work as they are insisted to use their rest time to complete their tasks. Job stress can be described as a real emotion that can affect someone’s psychology. Next, it arises when the employee is unable to meet the demands of the work. Further, an organization which is not able to meet the employee’s expectation entirely can also cause its employee stressful at work. Unluckily, this will have a negative impact too, that its employees will have low participation in the organization activities. In fact, many nurses have resigned so that it will increase the amount of turn over at the hospital (Nugraha & Purba, 2017).

**Job Satisfaction**

An employee will feel comfortable and has high loyalty to the company if he or she gets job satisfaction based on his/ her willingness. Next, Robbins & Judge, (2017) defined job satisfaction as a positive feeling about a work result and its evaluation based on its
characteristics. Wilson, (2012) argued that job satisfaction is an assessment for either a pleasant or unpleasant job climate, then, later it will direct employees to certain behaviors. Further, it is also the synchronization between the organization’s needs based on its employees’ views and the employees’ expectation of their organizations (Wilson, 2012).

According to Mehrad, et al., (2015), generally, there are two main reasons why job satisfaction is essential. First is the workplace. It is the responsibility of manager and supervisor to provide a pleasant work environment for employees. Second is to believe that the behavior of satisfied employees will make a positive contribution to the workplace. Job satisfaction is a part of the organizational feeling. It is a combination of the physiological and psychological factors of employee that can illustrate work and workplace. Thus, job satisfaction is a collection of positive feelings in the form of approaches, attitudes, and opinions that are shown by employees to their works in the workplace (Mehrad, et al., 2015).

The Conceptual Model

The job satisfaction of employees should be a necessary part of an organization, including a hospital. At the hospital, a nurse uniquely placed at inpatient installation is one of the paramedics that should have excellent job satisfaction as it can encourage the nurse to give qualified and optimal services for his or her patients. Further, being on duty at the inpatient installation is “extra”. It means he is required to provide extra energy to serve the patients. Unfortunately, the values of job satisfaction fluctuate. It is because of the role overload and role ambiguity that can be mediated by work stress. Ambiguity role has a more significant indirect effect on job satisfaction when it is mediated by job stress. Thus, the hospital should give more attention to the contribution of role overload, role ambiguity and job stress for increasing the nurses’ job satisfaction.

![Figure 1](image)

The Research Model

Development Hypotheses

The relationship between role overload and job satisfaction is explained by Malik et al., (2013). Role overload causes low employee productivity. Employees with high jobs cannot concentrate on their work, so they also cannot complete the task. The above evidence can be referred from several studies such as Malik et al., (2013). Their findings also show relatively similar evidence that role overload affects job satisfaction.
H1: Role overload has a negative and significant effect on job satisfaction.

One other factor, role overload, has an impact on employees’ job stress, and when it happens in the long run, finally it will affect employee performance (Iroegbu, 2014). The workload on employees can make them tired, both physically and psychologically and ultimately they are not comfortable with the working conditions. Research done by Yongkang, et al., (2014) and Karimi, et al., (2014) found that role overload can influence job stress.

H2: Role overload has a positive and significant effect on job stress

Role ambiguity can affect the level of employee job satisfaction at work (Palomino & Frezatti, 2016). If role ambiguity decreases, the level of job satisfaction will increase, and vice versa. Role ambiguity is one of the most common characteristics of a work environment that can affect job satisfaction (Koustelios, Theodorakis, & Goulimaris, 2004). This happens because employees cannot do their jobs in accordance with the expectations of superiors, and employees will feel disappointed, lose confidence, and in the end, it will have an impact on decreased job satisfaction. The previous study conducted by Belias et al., (2015) proved a significant correlation between role ambiguity and job satisfaction.

H3: Role ambiguity has a negative and significant effect on job satisfaction

The role ambiguity, according to Kreitner & Kinicky, (2014) is the expectations of others that are not known. When there is no certainty about the definition of work and what is expected from work, ambiguity will arise (Rivai & Sagala, 2010). Lack of clarity of orders or tasks given to an employee in his work role can cause stressful situations and tend to cause conflicts at work. Based on previous research conducted by Ram, et al., (2011) and Usman, et al., (2011) it was found that role ambiguity had a positive influence on job stress.

H4: Role ambiguity has a positive and significant effect on job stress

Job stress arises due to job satisfaction that does not materialize from employee job (Hasibuan, 2013). That is, stress that comes from work can affect the level of job satisfaction. The previous study conducted by Hoboubi et al., (2016) found a negative relationship between job stress and employee job satisfaction.

H5: Job stress has a negative and significant effect on job satisfaction

The high role ambiguity experienced by individuals makes employees difficulties in understanding their role in the workplace. If this goes on for an extended period of time, it can trigger job stress on employees. Role ambiguity is positively related to job stress (Usman et al., 2011). The existence of role ambiguity in the workplace, accompanied by the influence of job stress can produce negative emotions that can affect the level of job satisfaction in employees (Khattak et al., 2013). In this case, job stress is a variable that can mediate the relationship between role ambiguity and job satisfaction. This premise is supported by research conducted by Khattak, et al., (2013) stating that there is a negative and significant relationship between role ambiguity and job satisfaction mediated by work stress.
H6: Role ambiguity has a negative and significant effect on job satisfaction through job stress.

RESEARCH METHODS

The research design used in this study was a quantitative approach. The data sources were obtained from primary data. The sampling techniques used to collect the data was purposive sampling. Moreover, in determining the samples, some criteria were applied. They were nurses that had worked for more than 2 years and experienced in the inpatient installation. The number of samples based on the Slovin formula consisted of 170 nurses. However, there were only 160 questionnaires returned.

The Measurement instruments in answering questions use a Likert scale, to measure a person's attitudes, opinions, and perceptions about social phenomena. The independent variable role overload uses indicators of overwork, role conflict, commitment that is not fulfilled (Mittal & Bhakar, 2018). Indicators of role ambiguity variable consist of knowledge of plans and work objectives in the company; knowledge of how to divide time for the company; knowledge of responsibilities in the company; knowledge of what is expected of the company; understanding of authority; knowledge of job descriptions (Rizzo, House, & Lirtzman, 1970). Indicators of mediating variables of job stress are time pressure, stress on tasks, and emotional exhaustion (Mittal & Bhakar, 2018). Indicators of job satisfaction as dependent variables are happiness at work, opportunities to progress, fair compensation, and self-efficacy (Mittal & Bhakar, 2018).

The modeling analysis used was descriptive data analysis, classical assumption test, and hypothesis test with SPSS 21.0 version. Reliable instruments will produce reliable data as well. It measures reliability using the Cronbach alpha formula (α) through the SPSS statistical program. A variable is said to be reliable if it gives a Cronbach alpha value > 0.70 (Ghozali, 2011).

<table>
<thead>
<tr>
<th>No.</th>
<th>Variable</th>
<th>Cronbach Alpha</th>
<th>Minimal Cronbach Alpha</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Role Ambiguity</td>
<td>0.753</td>
<td>0.70</td>
<td>Reliable</td>
</tr>
<tr>
<td>2.</td>
<td>Role Overload</td>
<td>0.721</td>
<td>0.70</td>
<td>Reliable</td>
</tr>
<tr>
<td>3.</td>
<td>Job Stress</td>
<td>0.711</td>
<td>0.70</td>
<td>Reliable</td>
</tr>
<tr>
<td>4.</td>
<td>Job Satisfaction</td>
<td>0.76</td>
<td>0.70</td>
<td>Reliable</td>
</tr>
</tbody>
</table>

Source: Primary Data Processed, 2019

RESULTS AND DISCUSSION

Based on the normality test using the one-sample Kolmogorov-Smirnov test, the job satisfaction variable obtains the Asymp. Sig (2-tailed) value of 0.269 > 0.05. It indicates that unstandardized residual data is normally distributed. Each independent variable has a tolerance value greater than 0.1 and VIF value less than 10. Then, it can be concluded that there is not any multicollinearity between independent variables in this regression model.
result of Glesjer test shows that the significance value of role overload, role ambiguity, and job stress variables are greater than 0.05. It means that in the regression model there is not any heteroscedasticity.

**Table 2**

The Effect of Role Overload, Role Ambiguity, Job Stress on Job Satisfaction

<table>
<thead>
<tr>
<th>Model</th>
<th>Standardized Coefficients</th>
<th>T</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LN_X1</td>
<td>-.242</td>
<td>-2.776</td>
<td>.006</td>
</tr>
<tr>
<td>LN_X2</td>
<td>-.071</td>
<td>-.892</td>
<td>.374</td>
</tr>
<tr>
<td>LN_Z</td>
<td>-.322</td>
<td>-3.351</td>
<td>.001</td>
</tr>
</tbody>
</table>

Source: Primary Data Processed, 2019

**Table 3**

Job Satisfaction Index Value Distribution

<table>
<thead>
<tr>
<th>No.</th>
<th>Indikator</th>
<th>Indeks</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Happiness at work</td>
<td>46.54%</td>
<td>Medium</td>
</tr>
<tr>
<td>2.</td>
<td>Opportunity to advance</td>
<td>39.6%</td>
<td>Low</td>
</tr>
<tr>
<td>3.</td>
<td>Fair compensation</td>
<td>44.93%</td>
<td>Medium</td>
</tr>
<tr>
<td>4.</td>
<td>Self-efficacy</td>
<td>40.13%</td>
<td>Medium</td>
</tr>
</tbody>
</table>

| Rata-rata | 42.8% | Medium |

Source: Primary Data Processed, 2019

Based on table 3, the average index of job satisfaction of nurses at the hospital is 42.8% included in the medium criteria. The indicator with the highest index number is happiness at work by 46.54% with medium criteria. This shows that nurses feel happy with their coworkers, section heads, and conditions in the work environment. While the indicator with the lowest index number is the opportunity to advance by 39.6% with low criteria. This shows that there are still few opportunities for progress felt by nurses, such as the opportunity to be able to become a team leader and innovate in completing tasks.

**Direct Influence of Role Overload in Job Satisfaction**

**Table 4**

The Effect of Role Overload, Ambiguity Role, Job Stress on Job Satisfaction

<table>
<thead>
<tr>
<th>Model</th>
<th>Standardized Coefficients</th>
<th>T</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LN_X1</td>
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<td>.374</td>
</tr>
<tr>
<td>LN_Z</td>
<td>-.322</td>
<td>-3.351</td>
<td>.001</td>
</tr>
</tbody>
</table>

Source: Primary Data Processed, 2019
The results of the partial statistical test for the role overload to the nurses’ job satisfaction can be seen in table 4. It has t count of -2.7776 with a significance level of 0.006 <0.05. Next, it can be concluded that the role overload variable has a negative and significant effect on the nurses’ job satisfaction, then H1 is supported. This situation gives a meaning, that is, if the role overload perceived by nurses is high, it will be able to drop perceived job satisfaction.

The results of this study are also supported by previous studies, such as role overload negatively affects job satisfaction (Mittal & Bhakar, 2018, and Lidya, 2009). This is because workers have difficulties to play number of roles both in the family; and the organization. These phenomena can arise fatigue, stress, and dissatisfaction in work (Mittal & Bhakar, 2018).

Based on respondents’ answers, the highest index value of the role overload is a commitment indicator. However, it cannot meet the high category as the index value is only 44.80%; and it is categorized as a medium category. This indicates that most nurses do not have high commitment to their works. Besides, many roles demand nurses to make them have low motivation to work. Another factor contributing to the little commitment is the hard and complicated system for promoting nurses in the hospital. Based on the interview, the promotion in the hospital is tough because the nurses should join tests. Unfortunately, the promotion is not based on work performance and length of works but based on the result of tests.

That system has encouraged the nurses to compete hard for having promotion rights. Then, unluckily, the nurses who are failed for being promoted usually do not have a commitment to working, later this pushes to the decrease in job satisfaction.

<table>
<thead>
<tr>
<th>Table 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Effect of Role Overload and Ambiguity Role on Job Stress</strong></td>
</tr>
<tr>
<td>Model</td>
</tr>
<tr>
<td>LN_X1</td>
</tr>
<tr>
<td>LN_X2</td>
</tr>
<tr>
<td>a. Dependent Variable: LN_Z</td>
</tr>
<tr>
<td>Source: Primary Data processed, 2019</td>
</tr>
</tbody>
</table>

**Direct Effects of Role Overload to Job Stress**

The result of partial statistical test for the role overload to job stress is t count of 8.128 with a significance level of 0,000 <0.05. It is illustrated in table 5. Moreover, it can be inferred that the role overload has a positive and significant effect to job stress. In fact, this result supports H2. This situation means that the role overload perceived by nurses will affect work stress in the workplace.

This study’s result is actually supported by previous research that is role overload positively relates to job stress (Idris, 2011; Mittal & Bhakar, 2018; Yongkang et al., 2014). In this case, the nurses working at the hospitals have a role overload in their duties. They are demanded to do many tasks such as taking care the patients, arranging administrative things,
and assisting the doctors in time. Then, finally because of those multi tasks, job stress for nurses can appear.

Based on the respondents’ answers regarding to the role overload, the highest index value is the commitment indicator. However, the commitment has an index value of 44.80% and it is classified as the medium category only. This explains that some nurses have not fully committed to do their works. They work only for completing their duties regularly without giving maximum services. They have not wholeheartedly given their 100% abilities to their jobs.

In addition, too many demands of roles have made the nurses reluctant to work. They feel hard to do the tasks at the same time, such as taking care the patients, helping the doctors, and arranging the administrative things. Even, they do not have time to take a rest. This matter affects the level of job stress for nurses.

**Direct Effect of Role Ambiguity on Job Satisfaction**

The third hypothesis (H3) of this study states that the role ambiguity has negative and significant effect on job satisfaction. That hypothesis is not supported as based on the partial statistical test results on table 4, the value of t count is -0.889, and its significance level is 0.374 greater than 0.05. Thus, H3 is not supported. This can be concluded that the level of role ambiguity does not have any effect on nurses’ job satisfaction.

The result of this study and the previous ones are in contrast. The previous studies found that role ambiguity has a negative and significant effect on job satisfaction (Palomino & Frezatti, 2016; Khattak et al, 2013; Irzani & Witjackson, 2014). Khattak, et al., (2013) wrote that role ambiguity would lead the employees confused about their job description. They do not know what they should do. This phenomenon will lead to job dissatisfaction.

The result of this study shows that role ambiguity does not influence job satisfaction as it is argued by (Bemana, et al., 2013). This is because the hospitals have provided motivation for the nurses in the morning ceremonies. They are expected to do their best in working, so that, role ambiguity will not affect them in completing their duties.

Another factor is that the hospitals have provided adequate compensation to nurses. Based on the results of the variable index of job satisfaction, a fair compensation indicator with an index value of 40.13%. It is in the medium category, meaning that compensation given by the hospitals are considered decent enough for the nurses. Providing appropriate motivation and reward can make workers feel happy working in the organization. Next, the workers feel satisfied in their work and life, so that the role ambiguity perceived by nurses will not affect the level of satisfaction of nurses.

**Effect of Role Ambiguity on Job Stress**

The role ambiguity has a direct effect on the job stress of nurses, work at the hospitals in Batang regency. The statistic tests obtain the coefficient of direct effect as many as 5.669 with the significance probability of 0.000 < 0.05. Next, it can be said that H4 in this study is supported. The higher the role ambiguity, the higher the job stress will be.

The result of H4 indicates that nurses working at the hospitals have role ambiguity. The examples are that they do not have clear roles, responsibilities, authorities, and job responsibilities.
understanding to achieve the goals of the organization. Those can make the nurses experience job stress.

After analyzing the data, the role ambiguity variable has an average index of 38.63%, and it has a low category. While the indicator of job stress has an average index of 77.23% with high criteria, this explains that role ambiguity faced by the nurses can push the increase in job stress.

The highest index value of role ambiguity to the knowledge indicator is 43.87%. This depicts that there are many nurses who have not known their job description so that they have an unclear job. It is necessary to know job description because later it can be used as the basis for nurses to determine their authorities and complete their tasks. If an employee does not understand the job description, it can trigger the increase of job stress.

The result of this study is supported by Ram et al., (2011), Usman et al., (2011). They argued that role ambiguity has a positive and significant influence on job stress.

**The Effect of Job Stress on Job Satisfaction**

Job stress has a direct effect on job satisfaction of nurses working at the hospitals in Batang Regency. The statistics test shows that the coefficient of direct path is -3.301 with the significance probability of 0.001 < 0.05. Then, it can be known that H5 in this study is supported. The higher the job stress of nurses, the lower the job satisfaction will be.

The result of H5 illustrates that the nurses working at the hospitals have job stress. They work under pressure in terms of time, duties, and emotion. The increase of job has an impact on the drop in job satisfaction, and in the end, the nurses feel dissatisfied in working.

Based on the descriptive analysis, the average index of job stress variable is 77.23%, and it has a high category. While the job satisfaction variable has an average index of 42.8%. It is in medium grade. This depicts that nurses have high job stress that contributes to the job satisfaction of nurses.

The highest job stress index is on the stress of doing the duties. It is 79.33% with high criteria. This illustrates that the nurses working at the hospitals in Batang regency are stressful because of their responsibilities as they should be ready to work in their holidays. The impact is that they can not spend their holiday with their families. Because of the heavy duties, the nurses can experience job stress, and it will fall the job satisfaction.

The results of this study are supported by Hoboubi et al., (2016). He viewed that job stress had a negative and significant effect on employees’ job satisfaction. This study found that when stress in working occurred over a specific limit, it could decrease employees’ job satisfaction. Khamisa, et al., (2016) also have similar views. They added that job stress had a significant effect on immense work pressure, management roles, performance pressure, emotional fatigue, and job satisfaction.
Role Ambiguity Affects Negative and Significant In Job Satisfaction with Job Stress as Mediation Variables

![Diagram](image)

Figure 2
The Effect of Role Ambiguity to Job Satisfaction with Job Stress as the Mediated Variables

<table>
<thead>
<tr>
<th>Variable</th>
<th>Influence</th>
<th>Job Stress</th>
<th>Job Satisfaction</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role Ambiguity</td>
<td>Direct</td>
<td>-0.071</td>
<td>-0.071</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Indirect</td>
<td>0.352</td>
<td>-0.322</td>
<td>-0.113</td>
</tr>
<tr>
<td>Influence total</td>
<td>-0.184</td>
<td></td>
<td>-0.322</td>
<td></td>
</tr>
</tbody>
</table>

Based on table 6 the SPSS statistical analysis on the t-test, the effect of path analysis on role ambiguity to job satisfaction with job stress as a mediating variable is as follows:

Direct effect (PX2Y) = -0.071

Indirect effects (PX2M × PMY) = (0.352 × (-0.322)) = -0.113

Total influence ((PX2Y) + (PX2M × PMY)) = (-0.071 - 0.113) = -0.184

Based on the calculation of path analysis, the value of direct effect is -0.071 less than indirect effect which is -0.184. This means that role ambiguity has a direct effect on job satisfaction. Next, it will be getting more increase when it is mediated by job stress. Then, H6, which states that the role ambiguity negatively influences job satisfaction mediated by job stress is accepted.

These results have proven that role ambiguity experienced by the nurses working at the hospitals have an impact on the job stress. This indicates that the enormous role ambiguity has made the nurses difficult in understanding their roles in the workplaces. If this lasts for a long time, it can rise job stress. The existence of role ambiguity in the workplace and the increased job stress on nurses can insist on the negative emotion appear. Then, this will drop the level of job satisfaction.
The role ambiguity has the highest index value since the hospitals’ nurses in Batang are lack of knowledge about their job description. This creates the work stress index value to the nurses’ duties increases. The role ambiguity emerges due to the lack of job description knowledge. When it occurs with the rise of job stress, the job satisfaction of hospitals’ nurses in Batang Regency will decrease. Those results are in line with Khattak, (2013). He stated that there is a negative and significant relationship between role ambiguity and job satisfaction, mediated by job stress.

CONCLUSIONS

Role overload and job stress have negative and significant effect on job satisfaction. Then, Role overload and role ambiguity have positive and significant impact on job stress. Role ambiguity does not have any effect on job satisfaction. Further, job stress mediates the influence of role ambiguity on job satisfaction. This means that the role ambiguity perceived by nurses will lead to job stress, then the job stress will result in a lack of job satisfaction.

IMPLICATIONS

Based on the result, it is essential for the hospital to manage role overload, role ambiguity, and job stress. The hospital has to manage the promotion system better, provide more fair opportunity to the nurses. The other things hospital can do is providing better job description to help the nurse managing their task. One more thing the hospital can manage is having a holiday working schedule because as a hospital, of course, they cannot close on holiday but they can develop a better plan for the weekend period.

First, the nurses should get precise working hours and holidays, so that they have the comfort and certainty in working. The hospital should also conduct professional training, so that, nurses can work professionally, understand the intent and purpose of working as paramedics. Further, providing excellent and clear direction for the nurses regarding their job description, responsibility and work authorities can be the other ways for making them comfortable in working. In addition, it is necessary to hold socialization relating to standard operating procedures for all nurses and how to create a logbook that contains job description to make the nurses understand their duties. To improve job satisfaction in terms of opportunities indicators for advancement, the hospitals should provide opportunities as team leaders for nurses in his working groups. This opportunity can be given to nurses with high work performance and discipline.

LIMITATIONS AND SUGGESTIONS

Based on the findings that role ambiguity finally does not influence job satisfaction, it will be interesting to explore more variable for future research. The next research can develop variables that can mediate the influence of role ambiguity and role conflict on job satisfaction. For example burnout and performance variables. In addition, this study uses a quantitative approach, so it has not been able to answer the problems that need in-depth study.
Negative Factors and ITS Effect Towards Job Satisfaction of Nurses

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