



## The Relationship Between Nursing Service Activities and Nurses' Job Satisfaction

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### ABSTRACT

This research aimed to explore the correlation connection between nursing service activities and nurse job satisfaction at the Garut District Health Center, a government-run health facility responsible for various health efforts including promotion, prevention, and rehabilitation. The study utilized a quantitative approach employing a cross-sectional methodology, involving 92 informants selected through stratified random sampling. Data analysis involved employing the Spearman Rank test. The outcome indicated that 51.1% of informants (47 individuals) rated their nursing service activities positively, while 52.2% (48 individuals) expressed satisfaction with their work at the Puskesmas. The Spearman Rank test yielded a significant p-value of 0.002, indicating a correlation between nursing service activities and nurses job satisfaction at public health care the Garut. Consequently. It is recommended that the Puskesmas periodically conduct research or surveys on nurses' job satisfaction to serve as evaluative material for future organizational development and enhancement

## INTRODUCTION

Healthcare facilities are establishments where the government coordinates various health initiatives, including promotion, prevention, and rehabilitation. One of the health facilities in the community is the puskesmas. Efforts to improve health status are followed by an increase in health services. The expected results of health services other than patient recovery are nurse performance and patient satisfaction (Yuanita, 2019).

A Community Health Center serves as a healthcare facility focusing on public health initiatives and primary person healthcare services. Its primary emphasis lies in promoting and preventing health issues within its designated community area (Ede, 2022).

In summary, the Permenkes 43 of 2019 outlines the role of Puskesmas, which are healthcare facilities recognized as part of the health service infrastructure. These facilities are responsible for organizing various health services, including promotion, prevention, treatment, and rehabilitation. Puskesmas operate under the guidance of government authorities and are tasked with executing health policies to bolster the overarching objectives of health development within their specified regions. (Perceka, 2018).

Puskesmas is the first level of SMEs. UKM in Permenkes 43 of 2019 concerning Puskesmas explains that public health efforts encompass all endeavors aimed at preserving and enhancing health, as well as preventing and addressing health issues, with a focus on families, groups, and communities. Individual health efforts refer to activities or a series of health services aimed at enhancing, preventing, treating diseases, alleviating suffering caused by illnesses, and restoring individual health. Puskesmas also establishes an Information System called the Puskesmas Information System. This system serves as a framework that offers information to support decision-making in managing Puskesmas operations, thus facilitating the achievement of its targeted activities. (Lungguh Perceka, 2018a).

Health efforts organized at Puskesmas comprises Mandatory Health Efforts and Development Health Efforts. Mandatory Health Efforts play a significant role in driving the success of public health development, contributing to the enhancement of the Human Development Index (HDI), and are a global and national agreement. Mandatory Health Efforts consist of promotion of healthy kids and mom, family plan (KB), and environmental health. In the context of local public health challenges, Development Health Efforts entail tailoring health initiatives to suit the capacities of healthcare facilities. These efforts encompass a range of services, this encompasses oral health, mental health, eye health, traditional medicine guidance, and general public healthcare provisions. (Masniadi & Rizqi, 2022). Nursing Service represents a professional service deeply integrated within healthcare systems, grounded in the principles of nursing science. Its focus is to provide guidance and care to individuals, groups, or communities, regardless of their health status, aiming to promote wellness and address illness (Raharjanto, 2020).

Nurses, as healthcare professionals, possess significant opportunities to deliver comprehensive health services, particularly through holistic nursing care. This involves assisting patients in meeting their fundamental holistic needs. Nursing care provided starts from simple things to complex problems including bio-psycho-socio and spiritual (Elviyana, 2022).

According to (Siahaan, 2022), nursing services are provided Because of physical and mental frailty, patients may have limited knowledge of their capability to perform activities independently. These activities are carried out In the pursuit of enhancing health outcomes, the focus is on health service initiatives that empower individuals to attain the capability for a healthy and productive life.

Drawing from the results of research carried out by (Silviani & Pangestu, 2019), it is found in daily experience that patient dissatisfaction in health services is most often related to the attitudes and behavior of health workers, including delays in nurse service, Nurses demonstrate limited communication and information-sharing tendencies, the duration of the outpatient admission procedure, speech, indifference and Tidiness and cleanliness of the surroundings. Attitude, Conduct, language, and amiability of officers and Patient satisfaction is primarily influenced by the ease of information access and communication (Hartono et al., 2019).

Patients often perceive satisfaction not solely based on whether outcomes meet their expectations, but also on the manner in which they are treated, especially if they feel respected and their dignity is upheld throughout the service.

Achieving patient satisfaction hinges largely on high nurse performance and service quality. Service quality, a concept assessing service excellence, icludes five aspects: tangibles reliability, assurance, empathy, and responsiveness. (physical appearance or facilities). Based on these five dimensions, it will be known whether or not there is a gap, Whether the five dimensions of service quality have an impact on patient satisfaction or not is being investigated. and it can also be known which dimension of service quality is most dominant in influencing patient satisfaction Developing high-quality nursing services results in satisfaction for service users. This service quality leads to various advantages, such as patients returning for follow-up visits to the health center and fostering a positive relationship between nurses and patients, which benefits the healthcare provider (ROSYIDAWATI, 2021).

Job satisfaction refers to the feelings of contentment or discontentment that employees experience when evaluating their work (Rahmawati, 2022b). High job satisfaction correlates positively with employee performance, which in turn, contributes positively to customer satisfaction (Rahmaniah et al., 2020). Nurses who lack job satisfaction often struggle to attain psychological maturity and may frequently express objections to their work duties (Ede, 2022).

Research on job satisfaction of nurses or health workers in various health facilities carried out by (Ridwan et al., 2023), asserts that there is dissatisfaction related to incentives, work motivation and supervision, welfare salaries, relationships between staff, supervision, as well as job characteristics, and career

development. In a preliminary study at five Puskesmas with 40 Puskesmas staff informants, it was found that job satisfaction was 45% and job dissatisfaction was 55%. Of the various professions in the health center that were dissatisfied, the highest was found to be the nursing profession 75.

A study carried out by (Marliani et al., 2023), showed 92.96% nurses were dissatisfied at work. Research conducted by Noras & Sartika (2012) also shows that 58% of nurses are not satisfied with what they do, especially in terms of documentation. As well as research conducted by (Marliani et al., 2023), showed 58.3% of nurses were dissatisfied with their work.

Based on preliminary studies conducted at Tarogong Health Center and Siliwangi Health Center on February 1, 2023 with a total of 5 research samples. In this initial survey, the researchers interviewed 3 nurses at the Tarogong Health Center with questions related to nursing services carried out in the outpatient room. The findings from the initial investigation at the Tarogong Health Center indicated that 3 nurses stated that nursing service activities in the outpatient room had 3 rooms including general examinations, elderly examinations, children's examinations and usually only TTV checks were carried out but when there were patients with severe illnesses, referrals were usually made to the hospital.

In addition, researchers asked about obstacles or problems that were carried out during nursing services in the outpatient room, these problems were related to the SOP (Standard Operating Procedure) system, unclear roles, doing the duties of other professions, for example nurses who in their daily duties are beside clients for 24 hours, often face emergencies, while doctors are not available. Under these circumstances, nurses are forced to perform medical actions that are not under their authority for the sake of patient safety. This action is carried out by nurses without any delegation from the doctor or Puskesmas manager, so that nurse services at the Puskesmas are not optimal.

In addition, researchers also conducted a preliminary study conducted at the Siliwangi Health Center asking the same thing related to nursing services at the Siliwangi Health Center. The preliminary study's outcomes indicated, 1 DOTS ward nurse stated that nursing service activities in the outpatient room usually consult first before the examination and the examination was all carried out by nurses because the program holder was held by a DOTS nurse who had training, for example starting from management, SOPs, therapy, and supporting data. Then the researcher asked the same thing to 1 nurse in the Pediatric outpatient room with the results that the nurse in the room stated that the nursing services available were usually only TTV checks and found a problem in the room with the same problem related to doing other professional duties (Badri, 2020). The reason the researchers took the research site at the Garut City Health Center was because it was seen from the number of diseases, the number of visits, the nursing service system, The Standard Operation Procedure at Garut City Health Center is more complete and seen from the characteristics of the community more (Putriana, 2023).

## LITERATURE REVIEW

### Public Health Center

The Public Health Center serves as a healthcare facility that coordinates public health initiatives and provides primary individual healthcare services, focusing primarily on preventive and promotional measures within its operational jurisdiction. Public health center is a health agency under the auspices of the district / city that is tasked with developing basic health services. Public health Center has been established as a vital public healthcare agencies in Indonesia and is a comprehensive, integrated and sustainable unit in the form of basic health service providers based in certain working areas to deliver healthcare services to the community with administrative and technical supervision by the District Office, as well as the active role of the community at a cost manageable for both the government and the community. The services provided by health center are a form of health services and facilities that are important and affordable for the entire community, especially for people who have a middle to lower economy. Due to the cost of treatment and cheaper drugs, the location that is easily accessible (located in each village or sub-district) is the main reason people choose health center as a place to seek treatment.

Puskesmas is used as a health service unit offering integrated and easily accessible curative and preventive services in a comprehensive manner, within the working area of a sub-district or part of a sub-district in a municipality or district (Risna, n.d.).

The function of community health centers, authorized to:

- a. Providing fundamental health services in a holistic, sustainable, and high-quality manner, which incorporates biological, psychological, social, and cultural elements through the cultivation of a close and equitable doctor-patient bond.
- b. Arranging healthcare services with a focus on prioritizing preventive and promotive measures.
- c. Structuring health services with an emphasis on individual-centered care, family-centric approaches, and a focus on groups and community needs..
- d. Arranging health services with a priority on ensuring the health, security, and safety of patients, staff, visitors, and the overall work environment..
- e. Structuring health services based on the principle of coordination and fostering inter-professional collaboration.
- f. Execute the organization of medical records.
- g. Undertake the recording, reporting, and assessment of the quality and accessibility of health services.
- h. Execute planning for the enhancement of competencies and addressing the needs of human resources at the Health Center.
- i. Conduct referral screening based on medical indications and adherence to the Referral System.
- j. Collaborate and coordinate with healthcare facilities within its operational jurisdiction in compliance with relevant laws and regulations.

The range of services offered by community health centers is extensive, covering curative (treatment), preventive (prevention), promotive (health enhancement), and rehabilitative (health recovery) care. These services are designed to cater to all residents, regardless of gender or age, from conception until the end of life (Wati, 2023). It is explained as per Law No. 36 of 2009, every individual possesses equal rights to access resources within the health sector and to receive safe, high-quality, and affordable healthcare services.

### **Services Related to the Duties of Nurses at the Health Center**

In carrying out public health care, nurses ideally have 12 roles and functions including health care providers, case finders, as health educators / counselors, health service coordinators, nursing counselors, role models, environmental modifiers, consultants, advocates, managers, researchers and reformers (innovators).

### **Job Satisfaction**

Job satisfaction can be defined as the positive emotions or feelings an individual experiences regarding their job, which arise from an assessment of its various characteristics. Job satisfaction highlights the positive sentiments individuals hold towards their job, while dissatisfaction signifies a negative perspective towards it.

Job satisfaction entails assessing an individual's feelings of contentment or discontent, satisfaction, or dissatisfaction within their employment. It mirrors one's overall attitude towards their job, evident through their positive outlook towards work and their work environment. Job satisfaction isn't indicative of the effort or performance level, but rather reflects the extent to which a person enjoys their job (Rahmawati, 2022a).

Job satisfaction encompasses attitudes (actions and cognitions), feelings of pleasure (expressions of affection), or the disparity between achieved outcomes and anticipated ones. A contented demeanor exhibited by an individual at work reflects fulfillment, indicating that their responsibilities have been fulfilled effectively, and they are content with the outcomes. Conversely, insufficient work equipment, an unfavorable work environment, and inadequate attention from leadership can lead to job dissatisfaction (ROSYIDAWATI, 2021).

### **Nursing Services**

Nursing is a vital professional service integrated into healthcare, rooted in nursing science and expertise. It encompasses Comprehensive care that addresses biological, psychological, social, and spiritual aspects, directed towards individuals, families, and communities, Nursing provides comprehensive care for individuals and communities, spanning the entire spectrum of human life, from health to illness, encompassing all stages of the life cycle (Perceka, 2018). Basically, nursing is serving or helping. Nurses try to help humans (patients) in overcoming the problem of ill health and its consequences. According to Zaidin (2014), clients who are the target of nursing are: individuals, families, groups, communities.

Nursing service is a fundamental professional component within healthcare, grounded in nursing science and expertise. It delivers comprehensive bio-psycho-social-spiritual care to individuals, families, and communities, addressing both health and illness across the entire lifespan. In summary,

nursing service quality can be defined as the professional demeanor of nurses, ensuring patients feel comfortable and protected throughout their healing journey. This attitude acts as a form of compensation from the healthcare provider and is expected to generate feelings of satisfaction in the patient.

The communication relationship between nurses and patients is an important aspect in providing quality service that can increase patient satisfaction. Nurse attention is an aspect that affects the quality of service, so patients need more attention from nurses regarding instructions, interactions in nursing services.

## METHODS

The study took place in Garut. City Public Health Center area, data collection was carried out in May 2023.

This study adopts a quantitative approach employing correlation analysis design, utilizing a cross-sectional method. This research uses a population of 1,169 nurses. The method used to select the sample that can be used to calculate the sample uses the Slovin Technics formula, so that a sample of 92 informants is obtained. The sample was chosen using random sampling with the stratified technique random sampling. Then the number of samples was 156 nurses divided by 8 health centers including: Pasundan health center, Guntur health center, Siliwangi health center, Cempaka health center, Tarogong Health Center, Haurpanggung health center, Pembangunan health center, Cilawu health center. In order to obtain the number of samples in each stratum can use the formula:

$$n_i = \frac{N_i}{N} \times n$$

So that the sample used for each health center can be observed in table 1.

Table 1. Sampling Based on Garut City Health Center Area

No	Community Health Center	Description	Result
1.	Pasundan	$n_i = \frac{12}{156} \times 92$ $= 7$	7 nurse
2.	Guntur	$n_i = \frac{13}{156} \times 92$ $= 7,6$	8 nurse
3.	Siliwangi	$n_i = \frac{19}{156} \times 92$ $= 11,2$	11 nurse
4.	Cempaka	$n_i = \frac{15}{156} \times 92$ $= 8,8$	9 nurse
5.	Tarogong	$n_i = \frac{31}{156} \times 92$ $= 18,2$	18 nurse
6.	Haurpanggung	$n_i = \frac{15}{156} \times 92$ $= 9,4$	9 nurse
7.	Pembangunan	$n_i = \frac{19}{156} \times 92$ $= 11,2$	11 nurse
8.	Cilawu	$n_i = \frac{32}{156} \times 92$ $= 18,8$	19 nurse
	<b>Total</b>		<b>92 nurse</b>

Research data used as the main data was obtained from answers to questionnaires distributed to informants by providing a consent sheet to nurses as proof of consent to become informants. Consent sheet to the nurse as proof of consent to become an informant and supporting data obtained through document studies at the health Office or health center in Garut Regency.

Health Center in Garut Regency. This research uses 2 (two) research instruments, namely: nursing service activities and nurse job satisfaction. The nursing service activity instrument consists of 23 statements which consist of 7 statements about the care provider, 4 statements about the role as a case finder, 2 statements about the role as a health educator, 2 statements about the role as a coordinator and collaborator, 1 statement about the role as a counselor, and 7 statements about the role as a role model. For the nurse job satisfaction instrument consists of 20 statements in which each statement consists of 2 statements about salary, 1 statement about promotion, 3 statements about supervision, 2 statements about benefits, 1 statement about appreciation, 1 statement about service, 4 statements about work rules / procedures, 1 statement about coworkers, 3 statements about work, 1 statement about communication. Of the many statements will result in satisfied and dissatisfied, said to be satisfied if the score  $\geq 76$ , said to be dissatisfied if the score  $< 76$ . The scale used in this instrument is the Guttman scale, using the assessment "satisfied and dissatisfied". For example, the answer is not satisfied given a score of 1 and satisfied given a score of 2 (Noprianty et al., 2022).

Before the questionnaire was distributed to nurses, the validity test technique for nursing service activities with nurse job satisfaction used was the Pearson Product Moment (r) correlation technique. The reliability test used is the Alpha Cronbach formula, with the consideration that Alpha Cronbach reliability can be used with instruments whose answers are scaled.

In this research using Uni Variate assessment, the results of each variable are presented in the form of frequency distribution (f) and percentage (%) and Bivariate assessment using Spearman rank test. After the assessment, the data was processed using a quantitative approach, after which the data was rechecked and coded to be entered into the computer and the existing data was checked again to prevent data errors.

## RESULTS

### a. Informan Characteristics

Table 2. Frequency Distribution of Informant Characteristics

Characteristics	F	Precentage (%)
<b>Age</b>		
20-36 years	47	51,1%
37-53 years	32	34,8%
>53 years	13	14,1%
<b>Total</b>	<b>92</b>	<b>100%</b>
<b>Sex</b>		

Women	69	75,0%
Man	23	25,0%
<b>Total</b>	<b>92</b>	<b>100%</b>
<b>Education</b>		
Diploma	72	78,3%
Profesion NERS	20	21,7%
<b>Total</b>	<b>92</b>	<b>100%</b>
<b>Long Work</b>		
2-11 years	50	54,3%
12-21 years	24	26,1%
22-31 years	14	15,2%
>31 years	4	4,3%
<b>Total</b>	<b>92</b>	<b>100%</b>

From table 2, it can be understood that the majority of informants 51.1% based on the age of the informants are aged 20-36 years, it can be understood that the majority of informants 75.0% are female, and the last education of informants 78.3% is at the Diploma level, and it can be understood that the majority of informants 54.3% worked at the Community healthcare center in the range of 2-11 years.

#### b. Uni Variate Analysis

##### 1. Nursing Services

Table 3. Frequency Distribution of Nursing Service Activities

Nursing Service Activities	F	(%)
Good	47	51,1%
Not Good	45	48,9%
<b>Total</b>	<b>92</b>	<b>100%</b>

Table 3 illustrates that the predominant portion of informants, comprising 51.1%, excel in carrying out nursing service activities job satisfaction of nurses

Table 4. Frequency Distribution of Nurse Job Satisfaction

Nurse Work Satisfaction	F	(%)
Satisfied	48	52,2%
Unsatisfied	44	47,8%
<b>Total</b>	<b>92</b>	<b>100%</b>

Table 4 indicates that the largest proportion of respondents, accounting for 52.2%, expressed satisfaction with their work at the Puskesmas.

#### c. Bi Variate Analysis

##### 1. The correlation between nursing service activities and nurse job satisfaction

Table 5. Correlation between Nursing Service Activities and Nurse Job Satisfaction

Nurse Work Satisfaction							
Nursing Service Activities	Satisfied		Unsatisfied		Total		P Value
	F	%	F	%	F	%	
Good	32	68,1%	15	31,9%	47	100%	0.002
Not Good	16	35,6%	29	64,4%	45	100%	
<b>Total</b>	<b>48</b>		<b>44</b>		<b>92</b>	<b>100</b>	

Table 5 shows that the majority of informants 68.1% of nurses in providing nursing service activities are good and satisfied, the minority of informants 31.9% when providing nursing service activities are good and not satisfied. While the majority of informants 64.4% of nurses when delivering nursing service activities are not good and not satisfied, and the minority of informants 35.6% when delivering nursing services are not good and not satisfied. From the acquisition of statistical assessment using the Spearman Rank experiment, the p value is 0.002. So it can be interpreted suggests a correlation between nursing service activities and nurses' job satisfaction within the Garut Regency health center region.

## DISCUSSION

### i. Nursing Services

From the research findings presented in Table 2, it is evident that the majority of respondents 51.1% when delivering nursing service activities are in the good category, which means that nurses have a good level of satisfaction in nursing service activities at the Puskesmas.

The findings of this study align with (Perceka, 2020), where out of 132 informants, 78.79% of informants said that service activities were good as the services offered aligned with expectations. by patients Health workers have worked well, especially when patients need help. (Lungguh Perceka, 2018b), also stated that the research conducted showed the results of 62 informants of 57.3% of informants said nursing service activities were good. Health workers provide good service when patients need according to what is expected by patients in a responsive and reliable manner and provide smiles and courtesy when providing health services to patients. One of the elements that could enhance the productivity or effectiveness of nurses in Formal education plays a crucial role in nursing services. It imparts knowledge not only essential for task execution but also serves as a foundation for self-improvement and effective utilization of available resources. Higher education levels correlate with increased work productivity (Masniadi & Rizqi, 2022).

Education is a basic human need that is needed to develop oneself. The higher the level of education, the easier it is for nurses to incentivize enhanced performance, the company ought to base compensation calculations on skills. Nurses should also be informed that their compensation is determined by their skills and proficiency in completing assigned tasks. For example: a nurse who is

able to use a computer skillfully is valued more than a nurse who is only able to operate a manual typewriter.

Nursing service activities are also influenced by the length of work or mass of nurses, where nurses whose work period is new will be different from nurses whose work period has been long or can be said to be senior. The working period can be calculated based on the theory (ANANTA, 2021), where the theory discusses that the working period or length of service of a nurse is calculated from the time the nurse is placed in a certain place to work until the day the nurse is reviewed.

In addition, the researcher also believes that nursing service activities at the Puskesmas can be said to be good because it can be seen from the characteristics of informants from the level of education and length of service of nurses can affect nursing service activities at the Puskesmas.

#### **ii. Nurse Job Satisfaction**

Drawing from the findings of the research from table 3, It can be comprehended that the majority of informants 52.2% are in the satisfied category, which means that nurses have a fairly satisfied level of satisfaction in nursing service activities at the Puskesmas. Job satisfaction is one of the factors that is very important to get optimal work results. Nurses who feel satisfaction at work will certainly make every effort with all their abilities to complete their work tasks, so that work performance can be achieved.

Nurse satisfaction at work is related to motivation. Motivation refers to the readiness to exert considerable effort to attain organizational objectives, influenced by the capability of efforts to fulfill specific individual needs. Cultivating these favorable attitudes among employees necessitates ongoing motivation from leaders, aiming to elevate employee job satisfaction.

Research conducted by (Siahaya, 2023), shows that informants have good recognition, good responsibility, good potential development, have good promotion opportunities, good income, have good working conditions, get good hospital policies and administration, have inter-individual interactions, and have good supervision, while for this result it is known that there There exists a correlation between recognition, potential growth, promotional prospects, income, working environment, hospital policies and administration, interpersonal dynamics, and supervision with nurses' job satisfaction. To achieve job satisfaction there are various indicators of job satisfaction, salary, supervision, job satisfaction, promotion, coworker relations, work performed, and work environment (Hapijah, 2023).

Drawing from the analysis results, the indicators most strongly influence job satisfaction are salary and supervision, according to research conducted by (Nisak & Andriani, 2022), out of 222 informants (73%) 162 informants said they were satisfied with the salary given. Meanwhile, (Pambudi et al., 2022), 146 informants (42%) 53 informants said they were satisfied with the salary received. By getting rewards and services that are in accordance with the work done and also on time, a person, in this case a nurse, will also have higher productivity and performance. Of the 222 informants (91%) 202 informants stated that they were satisfied with supervision (Yuliantini & Suryatiningsih, 2021), and of the 146

informants who said they were satisfied with supervision, there were (69.9%) 102 people (Rahmawati, 2022a). The better the supervision and leadership or management of a health center in fulfilling their roles and responsibilities, the nurses will feel satisfied and at the same time their performance will be better.

### **iii. Relationship between Nursing Service Activities and Job Satisfaction**

The results of statistical tests show that the correlation between nursing service activities and nurses' job satisfaction at the Garut Regency health center is evident, as indicated by the p-value being less than  $\alpha$  (0,05), specifically 0,002. Therefore, since the p-value of 0,002 > 0,05, it indicates a statistically significant relationship between the two variables being tested.

According to (Solihati, 2021), Nursing services are delivered to address physical and mental vulnerabilities and to compensate for patients' limited knowledge or capacity to perform activities independently. These services aim to promote health, emphasizing initiatives that empower individuals to lead healthy and productive lives.

Job satisfaction refers to the feelings of approval or dissatisfaction that employees experience when evaluating their jobs (Siahaan, 2022). Job satisfaction significantly boosts employee performance, which in turn positively influences customer satisfaction. (Puspita & Asmike, 2023). Nurses lacking job satisfaction often struggle to attain psychological maturity and frequently express objections to their work duties. (Silviani & Pangestu, 2019).

According to (Andrean, 2023), if nurses are satisfied with their work, their performance can improve, and they tend to provide care services to patients.

## **CONCLUSIONS AND RECOMMENDATIONS**

The study's findings on the connection between nursing service activities and nurses' job satisfaction at the Garut Regency health center indicate that: There exists a correlation between nursing service activities and nurses' job satisfaction in the Garut Regency health center area; nursing service activities are provided at the health center; most informants are positive and satisfied; and most informants rate the program well. In order to maintain the health center's reputation as the community's first choice for healthcare services, health service agencies should periodically conduct research or surveys on nurses' job satisfaction as evaluation material in the context of the Puskesmas organization's construction and development in the future. Additionally, both officers and users of the health center should maintain positive relationships within the service program provided.

## **FURTHER STUDY**

This research still has limitations, so it is necessary to carry out further research related to the topic of the Relationship between Nursing Service Activities and Nurse Job Satisfaction in order to perfect this research and increase insight for readers.

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